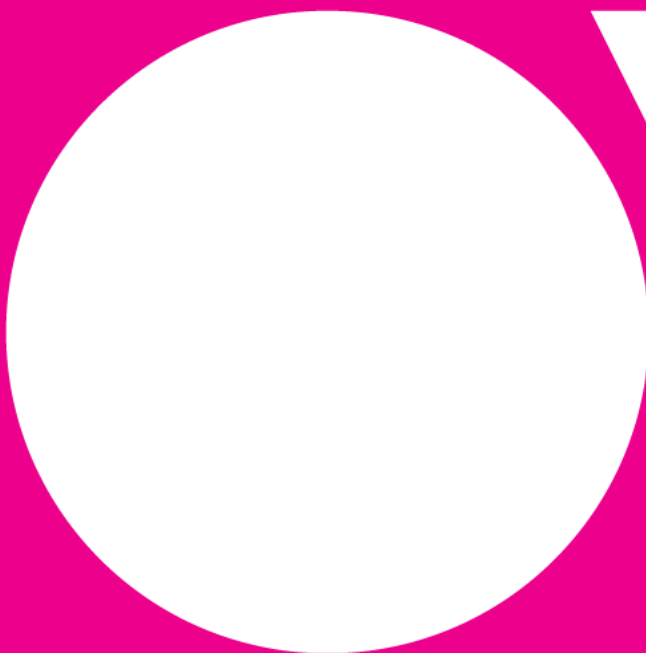


OVIC

Annual Report
2018-19





Authorised by the
OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

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Melbourne, Victoria 3001
Australia

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Published October 2019

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LETTER OF TRANSMITTAL

To: The Honourable Gavin Jennings MLC, Special Minister of State
and: The Honourable President of the Legislative Council
and: The Honourable 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 Office of the Victorian Information Commissioner for the financial year ending 30 June 2019, 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*.

Sven Bluemmel
Information Commissioner

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COMMISSIONER'S FOREWORD

Established on 1 September 2017, the Office of the Victorian Information Commissioner (OVIC) is the primary, independent regulator of information rights with combined oversight of freedom of information (FOI), privacy and data protection in Victoria.

OUR RESPONSIBILITIES AS CUSTODIANS OF INFORMATION

Members of the Victorian community interact with government every day. These interactions can range from the mundane to the profound; and in almost every interaction, information is created or collected.

Government agencies must think of themselves not as owners, but as custodians of information. As custodians, we have a responsibility to ensure that the right information is available to the right people, at the right time and through the right channels. Upholding these responsibilities is essential to a fair, inclusive and democratic society.

A central part of OVIC's role as a regulator is to guide Victorian government departments and agencies to do the right thing by handling information responsibly, holding it securely and providing fair access to it where appropriate.

OUR SECOND YEAR OF OVIC

Over the past year we have seen an enormous amount of change. Government is increasingly turning to emerging technologies to carry out functions, inform policy and deliver services.

With the adoption of new technologies comes an emergence of new challenges. This year OVIC started to guide the Victorian public sector through increasingly complex challenges across FOI, privacy and data protection.

Public awareness in privacy grew, along with significant developments to the information privacy landscape. OVIC received an increase in data breach notifications and developed several guidance materials including a new Privacy Impact Assessment template.

Requests for access to government information also grew and OVIC dealt with a record caseload of FOI reviews and complaints this year. We streamlined and integrated our case management processes to deal with the increasing caseload.

As the threat landscape changed, OVIC continued to educate the Victorian public sector on data protection. The first reporting cycle for agencies under the Victorian Protective Data Security Framework was successfully completed, with the aim of facilitating ongoing improvement of data security practices across government.

OUR REGULATORY POWERS

By addressing new and complex challenges this year, OVIC had the opportunity to define, solidify and mature its role as a regulator.

We published our Regulatory Action Policy, outlining how OVIC will use its statutory powers to investigate serious or concerning practices under both the Freedom of Information Act 1982 (Vic) (FOI Act) and the Privacy and Data Protection Act (PDP Act).

By clearly defining our regulatory powers, we aim to engage effectively with both the public sector and the community.

OUR FOCUS - EMBEDDING CULTURAL CHANGE

This year we continued our focus on providing education, guidance and constructive feedback. We provided free FOI and privacy training to Victorian public sector staff and developed a stakeholder engagement strategy to guide our activities. By engaging effectively with stakeholders across the Victorian public sector, we aim to promote and embed a culture of fair public access to information while ensuring its proper use and protection.

OUR FUTURE - LOOKING AHEAD

How government and regulators respond to technological developments will have a large and lasting impact on our society.

As the Victorian public sector's uptake of emerging technologies increases, we must consider the challenges these technologies pose for privacy, data protection and freedom of information.

It is critical to encourage technological innovation, but we must also design our systems in a way that considers the importance of upholding the public's right to information privacy, protection and access where possible. By doing so, we will build trust in government handling of information and build a stronger democratic foundation for our society.

YEAR AT A GLANCE 2018-19

2018

JULY

Information Privacy Awareness training is piloted.

AUGUST

Presentations on FOI and Privacy are given to the Victorian Ports Authority.

OVIC hosts the Privacy Authorities Australia meeting.

OVIC hosts a public forum on Privacy with the Health Complaints Commissioner.

Protective Data Security Plans are submitted, marking the end of the first reporting period for agencies.

The first Information Access Series seminar is held on sections 25A(1) and (5) of the FOI Act.

SEPTEMBER

OVIC opens new co-tenanted office.

2017-18 Annual Report is tabled in Parliament.

Privacy and Data Protection Deputy Commissioner, Rachel Dixon, presents at the Information Systems Audit and Control Association (**ISACA**) Oceania CACS conference on 3 September.

OVIC celebrates Right to Know Day by hosting a public forum on FOI with Monash University on 24 September.

2019

JANUARY

3 year strategic plan OVIC launches and major stakeholder engagement project kicks off.

FEBRUARY

Acting Public Access Deputy Commissioner, Joanne Kummrow presents at the Association of Information Access Commissioners (**AIAC**) meeting in New Zealand.

Information Access Series seminar on Secrecy and Confidentiality in a time of openness is held on 27 February.

MARCH

Public consultation for the Professional Standards commences.

OVIC participates in discussions about digital accessibility with the Office of the Australian Information Commissioner (**OAIC**).

Information Access Series seminar on working with OVIC-consultation and notification under the FOI Act is held on 28 March.

OVIC holds a public forum on online safety and privacy.

OCTOBER

Privacy and Data Protection Deputy Commissioner presents at the Australian Information Security Association's (**AISA**) Australian Cyber Security Conference on 10 October.

Information Commissioner Sven Bluemmel discusses Data, Privacy and General Data Protection Regulation on ABC Radio National's Big Ideas program.

OVIC hosts a Victorian Privacy Network meeting.

NOVEMBER

Information Commissioner presents at the International Association of Privacy Professionals (**IAPP**) ANZ summit on 1 November.

OVIC's Public Access team host a meeting with the Department of Health and Human Services.

DECEMBER

OVIC celebrates International Human Rights Day.

Privacy and Data Protection Deputy Commissioner attends the Asia Pacific Privacy Authorities (**APPA**) forum in Wellington.

APRIL

OVIC hosts a Victorian Privacy Network meeting.

Information Access Series seminar on assisting and engaging with FOI applicants under Section 17 of the FOI Act is held on 30 April.

MAY

OVIC celebrates Privacy Awareness Week.

Privacy and Data Protection Deputy Commissioner discusses AI on ABC Radio National's program Big Ideas.

An information exchange session is held between OVIC and the Department of Premier and Cabinet.

Information Commissioner attends the APPA forum in Tokyo.

New Privacy Impact Assessment Framework is published.

Information Access Series seminar on demystifying OVIC's processes and procedures is held.

JUNE

Proposed FOI Professional Standards are published.

Information Access Series seminar on making a fresh decision under the FOI Act and the purpose, scope and operation of section 39 is held on 26 June.

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OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

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GUIDING STATEMENTS



OUR PURPOSE

We are an independent regulator established to protect the information rights of the Victorian community.



OUR GOAL

Our goal is to embed in the Victorian public sector a culture that promotes fair access to information while ensuring its proper use and protection.



OUR COMMITMENT

We commit to being, open and approachable, proactive and practical, driven to do our best, impartial and helpful.



OUR FUNCTIONS

We support Victorians by overseeing access to government information, protecting information privacy rights, advising on lawful information sharing and promoting effective information security.

1 WHO WE ARE

The Office of the Victorian Information Commissioner was established under the *Public Administration Act 2004* as a special body to assist the Information Commissioner and commenced operations on 1 September 2017.

COMMISSIONERS

INFORMATION COMMISSIONER Sven Bluemmel

PUBLIC ACCESS DEPUTY COMMISSIONER Joanne Kummrow

PRIVACY AND DATA PROTECTION DEPUTY COMMISSIONER Rachel Dixon



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 Deputy Commissioner are set out in the *Freedom of Information Act 1982 (Vic)* (**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 Deputy 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 Deputy Commissioner in relation to protective data security and law enforcement data security are:

- + to develop the Victorian Protective Data Security Framework (**VPDSF**);
- + 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.

This year OVIC put significant time and effort into recruiting and 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: ***train the trainer, mental health and wellbeing, dealing with difficult clients, plain English and unconscious bias.***

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, based on key selection criteria and other accountabilities. All appointment recommendations are made 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 2019 our staff, excluding statutory appointees, comprised:

- + 53 ongoing (with 1 staff member on secondment, 1 on extended leave and 3 on maternity leave);
- + 3 fixed term; and
- + 1 casual position.

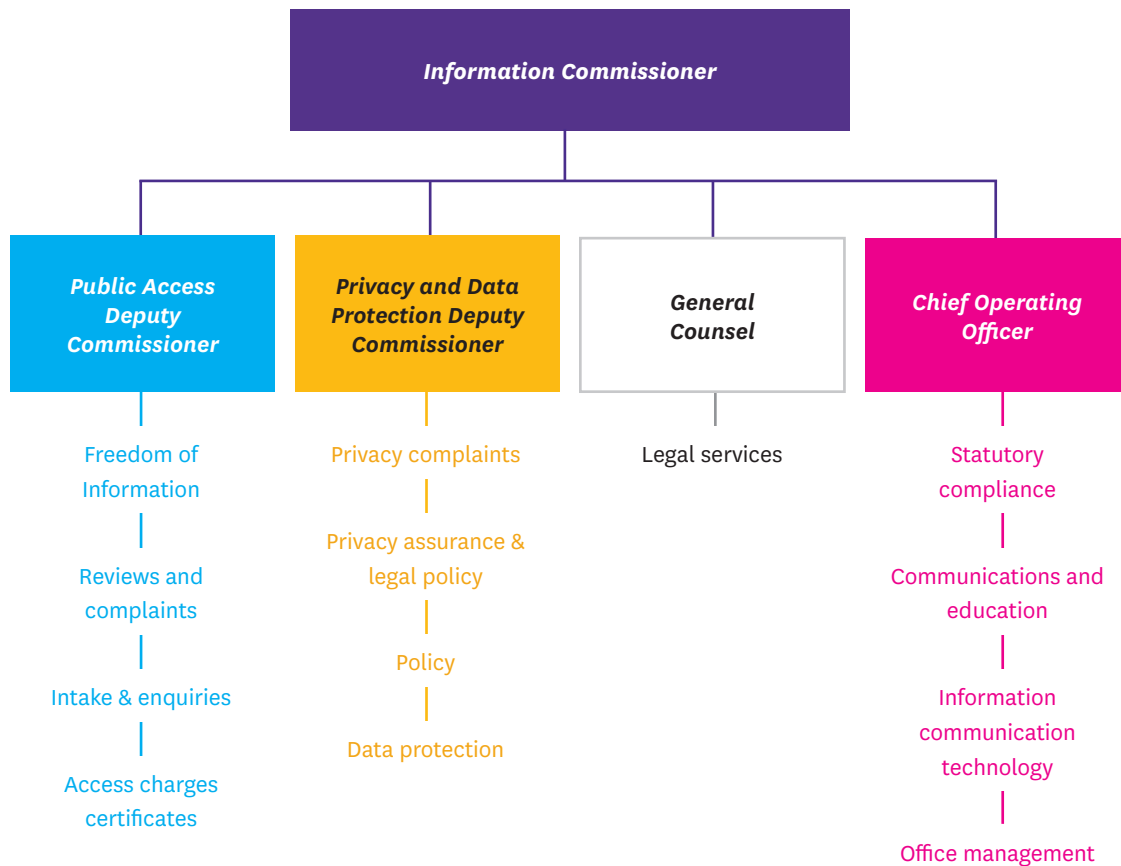
As at 30 June 2019, our staff profile comprised:

- + 38 female and 22 male staff;
- + 39 staff under 35 years of age;
- + 10 staff from 35 to 44 years of age; and
- + 11 staff from 45 to 64 years of age.

WORKFORCE PROFILE BREAKDOWN

Classification	Ongoing		Fixed term		Casual	
	Employees (Head count)	Employees (FTE)	Employees (Head count)	Employees (FTE)	Employees (Head count)	Employees (FTE)
VPS-2	2	2.0	1	1.0	1	0.35
VPS-3	11	10.6	1	1.0	-	-
VPS-4	18	17	1	0.8	-	-
VPS-5	13	12.8	-	-	-	-
VPS-6	7	6.4	-	-	-	-
Snr Technical Specialist	2	2.0	-	-	-	-
Total	53	50.8	3	2.8	1	0.35

ORGANISATIONAL CHART



FINANCES

OVIC's annual financial statements have been consolidated into the Department of Premier and Cabinet's annual financial statements pursuant to determinations dated 21 January 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 OVIC is reported below.

OPERATING STATEMENT

	<i>Financial period ended 30 June 2019</i>	<i>Financial period ended 30 June 2018</i>
Appropriation	\$ 8,997,699	\$ 7,578,243
Expenses		
Salaries	6 686 108	5 064 865
Supplies and services	2 252 743	2 411 661
Depreciation	58 902	59 497
Total	\$ 8,997,753	\$ 7,536,023
Other gains / (losses) from other economic flows	143 286	(1 306)
Total expenditure	\$ 9,141,039	\$ 7,534,717
Net result	\$-143,340	\$ 43,526

Expenses from transactions

(a) Employee expenses		
Salaries and wages	5 066 567	3 851 982
Annual leave and long service leave	791 795	625 327
State super fund and revised scheme	22 884	24 580
Defined contribution superannuation expense	488 190	344 400
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	316 673	218 576
Total employee expenses	\$ 6,686,108	\$ 5,064,865
(b) Supplies and services		
Professional services	850 536	515 633
Information technology	346 811	421 359
Operating lease rentals	605 269	847 456
Other	450 128	627 214
Total supplies and services	\$ 2,252,743	\$ 2,411,661
c) Depreciation		
Depreciation - building leasehold improvements	40 388	40 388
Depreciation - motor vehicles under finance lease	7 371	575
Depreciation - computer and software	11 143	18 534
Total depreciation	\$ 58,902	\$ 59,497

BALANCE SHEET

	2019	2018
Receivables	941 730	782 959
Property, plant and equipment	109 060	161 787
Intangible assets		
Other non financial assets	253 230	348 637
Total assets	\$ 1,304,020	\$ 1,293,383
Provisions	1 558 466	1 411 350
Payables	235 055	244 328
Other	34 910	18 776
Total liabilities	\$ 1,828,431	\$ 1,674,454
Net assets	(\$ 524,411)	(\$ 381,071)
Contributed capital	258 858	258 858
Accumulated surplus/(deficit)	(639 930)	(683 455)
Net result	- \$ 143,340	\$ 43,526

REMUNERATION

Total remuneration received by the Accountable Officer in connection with the management of OVIC during the reporting period was in the range: \$350,000 - \$360,000.

CONSULTANCIES OVER \$10,000

In 2018-19 there were 8 consultancies engaged where the total fees payable to the individual consultancies were more than \$10,000. The total expenditure incurred during 2018-19 in relation to these consultancies was \$332,396.50 (including GST).

CONSULTANCIES UNDER \$10,000

In 2018-19 there were 47 consultancies engaged during the year where the total fees payable to the individual consultancies were less than \$10,000. The total expenditure incurred during 2018-19 in relation to these consultancies was \$140,008 (including GST).

MAJOR CONTRACTS

No contracts valued at more than \$10 million were entered into in 2018-19.

BUDGET PAPER NUMBER THREE (BP3) OUTPUT PERFORMANCE 2018-19

OVIC's performance measures are included in the Department of Premier and Cabinet's public sector integrity output.

Performance measures	Unit of measure	2018-19 actual	2018-19 target	Performance variation	Result ¹
Quantity					
Education and training activities delivered by OVIC	number	109	100	+9%	✓
<i>The 2018-19 full year actual is higher than the 2018-19 target due to an increased agency demand for FOI training and a focus on producing guidance material to support the Victorian Public Sector to develop a mature culture of public access</i>					
Law enforcement, data security and privacy reviews completed	number	6	5	+20%	✓
<i>The 2018-19 full year actual is higher than the 2018-19 target as a result of more reviews being conducted in 2018-19 than in previous years</i>					
FOI Reviews and complaints completed by OVIC	number	1282	850	+51%	✓
<i>The 2018-19 full year actual is higher than the 2018-19 target as a result of increased productivity following improvement made to freedom of information business processes</i>					
Quality					
Client satisfaction with data security and privacy training provided	per cent	99.0%	90.0%	+9%	✓
<i>High levels of satisfaction due to users perceiving privacy training as accessible, simple and effective.</i>					
OVIC applicants that appeal to VCAT	per cent	9%	< 25%	Achieved	✓

Performance measures	Unit of measure	2018-19 actual	2018-19 target	Performance variation	Result ¹
Timeliness					
Responses within 15 days to written enquiries relating to the legislated responsibilities of OVIC	per cent	98.0%	90.0%	+9%	✓
<i>The 2018-19 full year actual is higher than the 2018-19 target due to effectively monitoring and managing privacy and data security enquiries and responses</i>					
Timeline agreed by FOI applicants for completion of reviews is met	per cent	24.0%	90%	73%	■
<i>The 2018-19 full year actual is lower than the 2018-19 target as a result of focusing on the number of reviews completed and completing older reviews</i>					

¹ ■ Performance target not achieved – exceeds 5 per cent variance.

✓ Performance target achieved or exceeded. (A variance exceeding 5 per cent is a significant variance that requires an explanation, including internal or external factors that cause the variance).

▲ Performance target not achieved – within 5 per cent variance.

GOVERNANCE

Setting strategic direction and implementing effective policies and processes underpin our governance and risk management processes. Our Corporate Governance Committee reports to the Information Commissioner with the objective of providing high level advice to the Information Commissioner in relation to business practices, overall corporate governance and legislative obligations. Corporate governance activities OVIC has adopted, or are currently in the process of adopting, include policies such as 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, the Department of Treasury and Finance and the Department of Education and Training, notably in the areas of human resources and financial management. The agreements between OVIC and the relevant parties regarding service provision are contained in Memorandums of Understanding.

OCCUPATIONAL HEALTH AND SAFETY

We aim to provide employees with a healthy and safe workplace. No time was lost this year due to workplace injuries. Our occupational health and safety representatives conducted a workplace hazard inspection and completed an office safety checklist during the year and 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 this year.



ENVIRONMENTAL IMPACTS

Under the terms of the Occupancy Agreement between the Department of Treasury and Finance/ Shared Services Provider and OVIC, 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 Victorian Managed Insurance Agency and reviewed annually.

PROTECTED DISCLOSURES

The *Protected Disclosure Act 2012* encourages and facilitates people in making 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 (**IBAC**) or to the Victorian Ombudsman.

Independent Broad-based Anti-Corruption Commission

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

Victorian Ombudsman

Level 2, 570 Collins Street, Melbourne VIC 3000
Website: www.ombudsman.vic.gov.au
Phone: 03 9613 6222

GIFTS, BENEFITS AND HOSPITALITY

A register of gifts, benefits and hospitality is maintained. Three declarable items were registered in 2018-19. A copy of OVIC's gifts, benefits and hospitality register is available on our website: www.ovic.vic.gov.au.

PART II STATEMENTS

Part II of the FOI Act requires OVIC 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 available on our website: www.ovic.vic.gov.au

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 or by post.

Office of the Victorian Information Commissioner

Freedom of information request
PO Box 24274
Melbourne Vic 3001

COMPLAINTS ABOUT OVIC

OVIC's complaints coordinator receives and deals with complaints about OVIC's staff conduct and OVIC's processes. OVIC's complaints coordinator can be contacted:

By post: PO Box 24274, Melbourne VIC 3001
 By email: feedback@ovic.vic.gov.au
 By phone: 1300 006 842 (1300 00 OVIC)
 On our website: www.ovic.vic.gov.au.

COMPLAINTS TO THE VICTORIAN INSPECTORATE

The Victorian Inspectorate can receive and investigate complaints about OVIC's exercising of coercive powers and compliance with procedural fairness requirements under the FOI Act and PDP Act. The Victorian Inspectorate can be contacted:

By post: PO Box 617 Collins Street
 West Melbourne VIC 8007
 By email: info@vicinspectorate.vic.gov.au
 By phone: 03 8614 3225
 On its website: www.vic.gov.au/vicinspectorate

COMPLAINTS TO THE INTEGRITY AND OVERSIGHT COMMITTEE

The Integrity and Oversight Committee (IOC) of parliament monitors how OVIC performs its functions and exercises its powers. It can receive and investigate complaints about OVIC under section 7 of the *Parliamentary Committees Act* 2003. The IOC can be contacted:

By post: Care of Parliament House, Spring Street
 East Melbourne VIC 3002
 By email: ioc@parliament.vic.gov.au
 By phone: 03 8682 2815

The IOC was created to replace the Accountability and Oversight Committee when that body and the committee overseeing IBAC were amalgamated.

COMPLAINTS TO THE VICTORIAN OMBUDSMAN

The Victorian Ombudsman can investigate any administrative action taken by OVIC under the PDP Act only. The Ombudsman cannot enquire into or investigate any administrative action taken under the FOI Act. The Victorian Ombudsman can be contacted:

By post: Level 2, 570 Bourke Street,
 Melbourne VIC 3000
 By email: ombudvic@ombudsman.vic.gov.au
 By phone: 03 9613 6222
 On its website: www.ombudsman.vic.gov.au

LEGISLATION

REGULATORY CHANGES

The *Freedom of Information Regulations 2019* came into effect on 5 April 2019, replacing the *Freedom of Information Regulations 2009*. The *Freedom of Information Regulations 2019*:

- + declare certain bodies to be prescribed authorities for the purposes of the FOI Act;
- + prescribe certain offices for the purposes of section 5(3)(a) of the FOI Act; and
- + prescribe the persons and bodies to which the Information Commissioner may refer matters.

There are no regulatory changes under the PDP Act.

AMENDMENTS TO THE FREEDOM OF INFORMATION ACT (VIC) 1982

Section 27(2) of the FOI Act notes that an agency or a minister is not required to disclose the existence of an exempt document in certain circumstances.

A new subsection 27(2)(ac) was inserted into the FOI Act which provides that an agency or minister is not required to confirm or deny the existence of any document, if confirming or denying the existence of that document would increase a risk to the safety of a child or group of children and therefore unreasonably disclose personal affairs information of any person.

Section 33(1) of the FOI Act exempts a document if its disclosure would involve an unreasonable disclosure of information relating to the personal affairs of any person.

Section 33(2) provides an exception to the 'unreasonable disclosure' test when the request for access is made by a person seeking access to a document containing their own personal affairs information. This means that generally a person will be granted access to a document containing their own personal affairs information.

A new sub-section 33(2AC) was inserted into s 33(2) of the FOI Act. Sub-section 33(2AC) is activated when an applicant seeks personal affairs information from an information sharing entity. It requires the information sharing entity to consider whether the disclosure would increase the risk to the safety of a child or group of children when deciding whether it is unreasonable to disclose information that contains details of their personal affairs. The new sub-section 33(2AC) allows agencies to refuse access to an applicant's own personal affairs information, where it otherwise may have been released under section 33(2) of the FOI Act.

**INTEGRITY AND ACCOUNTABILITY
LEGISLATION (PUBLIC INTEREST
DISCLOSURES, OVERSIGHT AND
INDEPENDENCE) ACT 2019
CHANGES TO THE FOI ACT AND PDP ACT**

The *Integrity and Accountability Legislation (Public Interest Disclosures, Oversight and Independence) Act 2019* amended both the FOI Act and the PDP Act.

The amendments allow IBAC to refer a public interest complaint to the Information Commissioner where:

- + it does not involve corrupt conduct;
- + it is relevant to the Commissioner's duties, functions, or powers;
- + it is not about the conduct of the Commissioner or of an OVIC employee or officer;
- + it is more appropriate for the complaint to be investigated by the Information Commissioner than by IBAC or any other investigating entity; and
- + the referral would not increase the risk to any person's health, safety or welfare.

This Act also gives the Information Commissioner the power to issue a confidentiality notice preventing the disclosure of sensitive information about a public interest investigation.

Sections 195, and 198 to 201 of the FOI Act came into effect in March 2019. However, some amendments to the FOI Act have not yet come into effect, including sections 108-10 and 142-44.

**CHILDREN LEGISLATION AMENDMENT
(INFORMATION SHARING) ACT 2018
CHANGES TO THE PDP ACT**

The *Children Legislation Amendment (Information Sharing) Act 2018* created a new child information sharing scheme in Victoria. In doing so, this Act inserted new sections into the PDP Act to modify the Information Privacy Principles (of Schedule 1 of the PDP Act) when sharing information under the new Parts 6A and 7A of the *Child Wellbeing and Safety Act 2005*.

REGULATORY ACTION AND INVESTIGATIONS

REGULATORY ACTION POLICY

This year we published our *Regulatory Action Policy* which explains how we will use regulatory powers to act as a facilitator and guide Victorian government organisations to carry out their statutory obligations.

The policy also sets out actions we may undertake to promote, assure or enforce compliance with the FOI Act and the PDP Act.

The goals of our *Regulatory Action Policy* include:

- + building and strengthening our engagement with the Victorian public sector (**VPS**);
- + influencing government decision making that helps foster public trust and awareness in FOI, privacy and data protection; and
- + deterring any conduct that breaches the Acts.

An important focus of regulatory action is to promote implementation of effective FOI, privacy and data protection frameworks across the VPS that support and benefit the wider community.

When taking regulatory action, we are guided by the following principles:

- + **independence** – we exercise our regulatory powers independent of government;
- + **collaboration** – we engage with the public and regulated bodies openly and constructively;
- + **targeted and proportional** – we target issues based on how likely they are to occur and how severe the impact would be if they did occur; and
- + **transparency and consistency** – our decisions, actions and performance are clearly explained and open to public scrutiny.

The types of action we may take varies across the FOI, privacy and data security jurisdictions. These may include:

- + supporting both the public and regulated bodies by providing advice, education and guidance;
- + undertaking preliminary inquiries to understand the issue or concern by asking further questions or requesting written responses;
- + providing resolution to complaints and reviewing FOI decisions made by agencies;
- + conducting audits of records or examining *Information Privacy Principals* practices; and
- + conducting investigations.

Investigations may be initiated by the Information Commissioner due to concerns with FOI practices, in response to privacy breaches or through a Ministerial request to investigate any matter relating to the PDP Act.

At any stage OVIC may issue non-binding recommendations to agencies that identify issues and provide remedial action for better practice. We monitor and liaise with agencies to ensure recommended actions are implemented.

In some circumstances we can prosecute and seek penalties from agencies that hinder our regulatory power, or do not comply with our directions.

INVESTIGATIONS AND ASSURANCE TEAM

In September 2018 OVIC established a new team focused on investigation and assurance functions.

The team is responsible for developing OVIC's assurance and investigations program and planning and conducting regulatory activities.

The team conducts research on new and emerging issues or trends in the FOI, privacy and data protection space and regularly meets with subject matter experts to plan, coordinate and track issues.

OVIC also collaborate with external stakeholders including other regulatory agencies across state, federal, and international jurisdictions to work towards developing consistent methodologies and approaches to regulatory action.

While the team proactively develops areas of focus,

it also reactively responds to reactive issues or concerns that may arise.

In both proactive and reactive work, the team assesses the seriousness of the issue against the Regulatory Action Policy and develops a recommendation and plan outlining proposed regulatory action. With the Commissioner's approval the team may execute any of the regulatory actions or functions.

Reports of regulatory action conducted in accordance with the policy may be published on our website.

EXAMINATION OF COUNCIL PRIVACY POLICIES

Organisations are required by Principle 5 to develop a privacy policy. Privacy policies form the starting point for an organisation's engagement with the public about privacy. As well as being essential for compliance with the IPPs, privacy policies can set the tone for future interactions and signal the organisation's attitude towards the information privacy rights of the individuals that they serve.

The Investigations and Assurance team conducted an examination of the privacy policies published by local government organisations in compliance with their obligations under IPP 5.

The examination was undertaken to assist local governments to understand and adopt best practice in relation to their privacy policies. While the examination aimed to primarily support councils,

the findings of the examination were relevant to improving the quality and accessibility of all VPS agencies' privacy communications.

The tips and recommendations from the examination are useful and relevant for all Victorian public sector organisations covered by Part 3 of the PDP Act.

As a result of this examination, the team developed a self-assessment tool to assist all government agencies subject to the PDP Act develop and revise their privacy policy.

The report and self-assessment tool were provided by the team to each council and published on OVIC's website.

ENHANCING PUBLIC SECTOR AND COMMUNITY ENGAGEMENT

OVIC has a broad mandate as a regulator and a source of independent advice and guidance. In 2018-19 we engaged widely across the Victorian public sector and with the community to provide education, training and resources.

In October 2018 we started implementing our stakeholder engagement strategy, which formalises our engagement approach and activities targeting key stakeholders. We also commenced developing a stakeholder engagement survey to evaluate the effectiveness of these activities and to identify areas of improvement. Results will be available in late 2019.

In September 2018 we launched a new accessible website combining content from freedom of information, privacy and data protection. The website was designed to support agencies and the community to better understand their rights and obligations by providing tools, guidance and resources in an easily navigable way.

Key features include:

- + a resource database;
- + a case notes and decision database;
- + two calculators for FOI practitioners - one to calculate dates and one to calculate fees;
- + training and event calendars with inbuilt registration functionality; and
- + a blog with content published monthly.

BUILDING PRIVACY, FOI AND DATA PROTECTION CAPABILITY

To build privacy, information access and data protection capabilities across the Victorian public sector we provide free training, e-Learning modules and events.

This year we offered the following training and engagement modalities:

- + a new *Information Access Seminar Series* – encouraging a deeper understanding of precedents and demystifying OVIC's role and functions;
- + expanded, comprehensive face to face agency training;
- + e-Learning modules; and
- + an extensive suite of guidance materials, fact sheets and case notes published on our website.

FACE TO FACE TRAINING

In 2018-19 OVIC held 109 events and face to face training sessions that were attended by almost 700 practitioners from Victorian government organisations.

Our FOI training program was expanded to cater to a wider stakeholder group from foundational classes targeted at introductory level participants through to masterclasses for advanced practitioners on core and advanced exemptions under the FOI Act.

Our experienced facilitators ensure participants learn content that is directly relevant to their needs, by applying theory through interactive practical application. The skills, knowledge and tools developed by attending our programs can be directly applied within the workplace.

e-LEARNING MODULES

Our face to face training program is complemented by e-Learning modules. In 2018-19 we launched a new learning management system and published new privacy awareness and commonly applied exemption modules. Assessments are required as part of the completion requirements for the new modules, supporting enhanced learner outcomes for agency staff. 98% of participants ranked their experience completing the new privacy awareness module as satisfactory.

EVALUATING OUR EDUCATION OFFERINGS

In 2018-19 the demand for face to face training increased with sessions commonly booking out months in advance. Participant assessment and evaluation surveys were completed for both face to face and online training and this information was utilised to refine and improve course content where practicable. The majority of participants that attended training ranked the facilitator, materials and venue between 4.5 and 5 out of 5.

BUILDING COMMUNITY TRUST

In addition to engaging widely across the Victorian public sector, OVIC aims to promote understanding and acceptance of the FOI Act to the wider community. In 2018-19 we focused on streamlining our digital engagement by publishing accessible and simplified online resources and guidance materials in plain English.

This year we also commenced producing series of videos to help members of the community understand how to make an FOI request, how to lodge a complaint and how to request a review. These will be available in late 2019.

This year OVIC also received over 22,000 enquiries in total from members of the community.

PRESENTATIONS, EVENTS AND FORUMS

Other engagement activities in 2018-19 included:

- + a public forum on FOI co-hosted by Monash University;
- + bespoke training sessions tailored by practice issues, sector or location upon the request of an agency - including at the Victorian Public Sector Commission and the Victorian Ports Corporation;
- + keynote address at the Leo Cussen FOI and Privacy Conference, OVIC – driving change in FOI, privacy and data protection; and
- + keynote address at the Australian Government Solicitors Office – FOI and Privacy Law Forum on *Data analytics, artificial intelligence and privacy: is there such a thing as a useful anonymised dataset?*

"Great interaction and discussion - really helps to solidify knowledge"

2

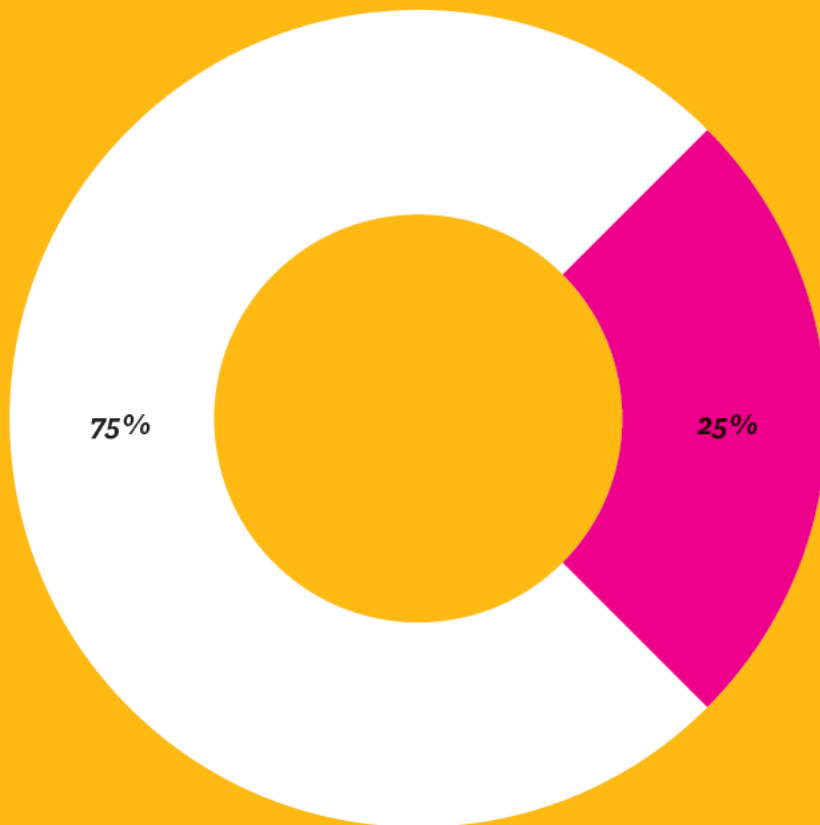
PRIVACY

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The functions of the Information Commissioner and Privacy and Data Protection Deputy Commissioner for 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.

COMPLAINT REFERRALS TO VCAT AT A GLANCE

This year we finalised 75% of complaints without the need to refer the complaint to VCAT, compared to 47% last year 33% the year before.



●
*Complaints not
referred to VCAT*

●
*Complaints
referred to VCAT*

2 PRIVACY

Privacy is a fundamental human right enshrined not only in the PDP Act, but in the *Victorian Charter of Human Rights and Responsibilities*. OVIC actively promotes the right to privacy across the Victorian public sector and the community and works towards achieving the objects of the PDP Act.

Our privacy functions are performed by two teams – the Privacy Guidance team and the Policy team. The Privacy Guidance team engages directly with regulated organisations and the community. The Privacy Guidance team supports and encourages good privacy practice and helps individuals to understand their rights and access remedies when things go wrong.

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

ENQUIRIES

OVIC receives privacy enquiries from both agencies and the community and help them to understand their obligations and their rights.

Questions from members of the public most commonly relate to concerns about specific acts or practices of organisations. We provide these individuals with guidance about any relevant Information Privacy Principles (**IPPs**) and how they may apply in the circumstances. Where appropriate we refer enquiries to the privacy officer of the organisation, engage with the relevant organisation on the enquirer's behalf or assist the enquirer to make a formal complaint.

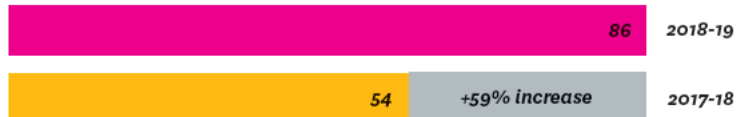
Questions from agency staff most commonly involve matters about the interpretation of the IPPs. Enquiries are often made by privacy officers, information managers or concerned public sector employees with questions about information privacy. In all cases, we encourage agency staff to apply good privacy practices. Only a small number of enquiries result in complaints.

COMPLAINTS

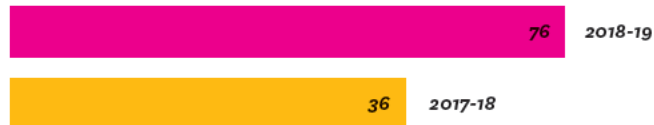
The PDP Act establishes a cause of action for individuals to seek remedies for interferences with their information privacy. Complaints must first be made to OVIC but are ultimately determined by the Victorian Civil and Administrative Tribunal (**VCAT**). Our role in the complaint process is to promote the settlement of the matters that gave rise to the complaint through conciliation.

This year:

- + we received 86 complaints; a 59% increase compared to last year;



- + we processed 76 complaints, compared to 36 last year;



- + we finalised 75% of complaints without the need to refer the complaint to VCAT, compared to 53% last year; and

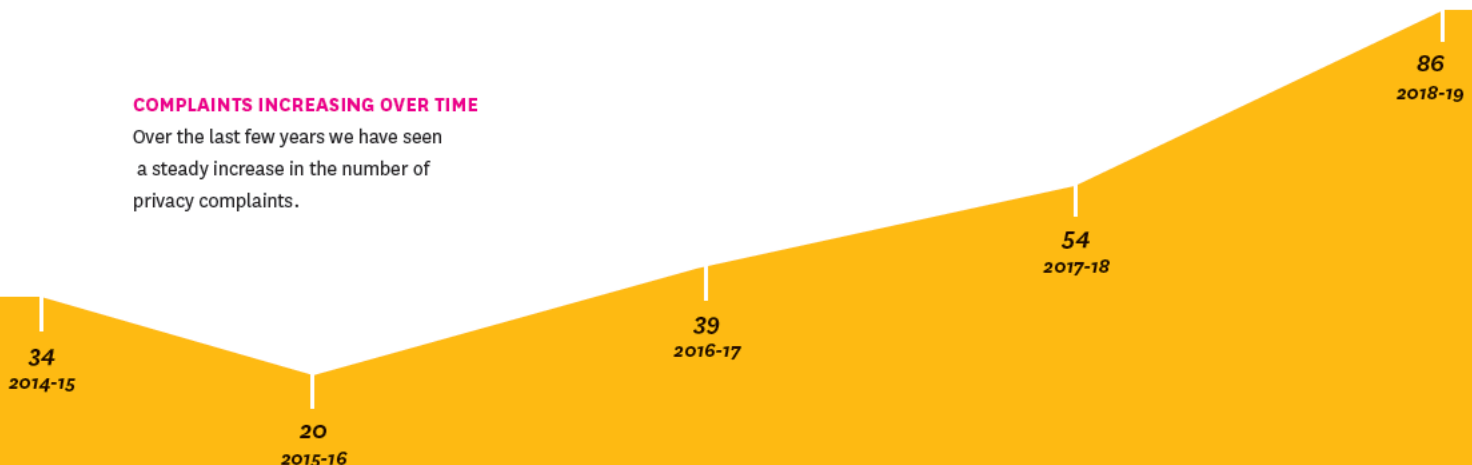


- + the average time to finalise complaints was 185 days, compared to 189 days last year.



COMPLAINTS INCREASING OVER TIME

Over the last few years we have seen a steady increase in the number of privacy complaints.



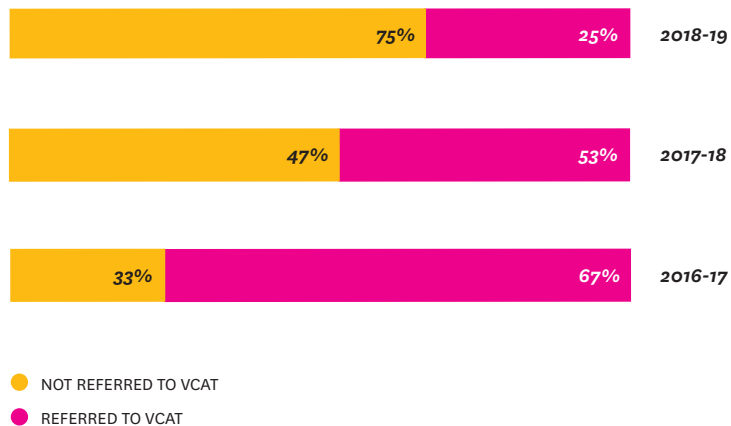
COMPLAINTS

To manage the increasing number of complaints, we modified our complaints process and focused on conciliation and informal resolution.

This allowed us to finalise complaints quicker and achieve better outcomes. We seek to resolve complaints without recourse to VCAT.

The changes we made this year have substantially reduced the proportion of complaints referred to VCAT with only 25% of complaints referred to VCAT, compared to 53% last year and 67% in 2016/17.

COMPLAINTS REFERRED TO VCAT VS NOT REFERRED TO VCAT

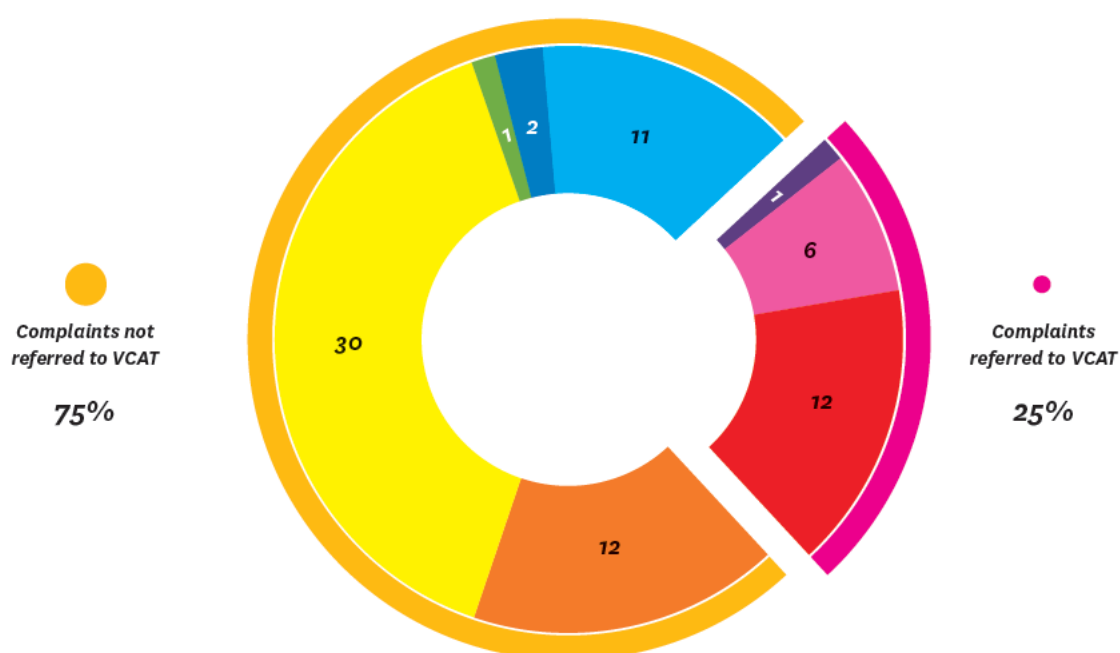










We encourage members of the community to raise privacy concerns with the organisation the concern relates to before complaining to OVIC, as this can provide a faster resolution.

This year we focused on informal resolution and as a result, the number of finalised complaints with the complainant's consent increased significantly. This can occur where the complainant withdraws the complaint or enters into a formal conciliation agreement with the respondent, meaning that we do not need to exercise our powers to close the complaint.

OUTCOMES FOR PRIVACY COMPLAINTS CLOSED THIS YEAR

Where a complainant brings their complaint to OVIC without first approaching the organisation, we may encourage them to withdraw their complaint and approach the organisation first. This type of complaint was not always recorded in our complaint statistics in previous years, which accounts for some of the increase in complaints this year.



Outcome		Number	Percent
Referred to VCAT			
OVIC declined to entertain complaint		1	1%
OVIC decided conciliation was inappropriate		6	8%
Conciliation failed		12	16%
Not referred to VCAT			
Formally conciliated		12	17%
Withdrawn by complainant		30	39%
OVIC declined to entertain complainant		1	1%
OVIC decided conciliation was inappropriate		2	3%
Conciliation failed		11	14%

COMPLAINTS

After OVIC receives a complaint, we attempt to conciliate it. Conciliation involves 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.

The case studies throughout this chapter provide examples of conciliated outcomes of OVIC complaints from this year. These examples illustrate the types of issues raised in OVIC complaints.

CASE STUDY

DISCLOSURE OF INFORMATION ABOUT A REFERRAL

THE COMPLAINT

The complainant asked an organisation to anonymously refer their daughter to a government service. When making the referral, the organisation accidentally included the complainant's name in the letter. Consequently, the daughter learnt that the complainant made the referral.

The complainant alleged that this constituted a breach of their right to privacy and had damaged their relationship with their daughter.

OVIC CONCILIATION

We worked with the complainant to formulate the complaint and attempted to resolve it through an indirect conciliation.

This proved to be unsuccessful, so we arranged for the parties to attend a face-to-face conciliation facilitated by OVIC conciliators.

OUTCOME

At the conciliation meeting the complainant and respondent organisation discussed the impact of the incident. The respondent had the opportunity to explain how the error had occurred. The respondent offered to pay compensation for the impact of the incident on the complainant, pay for the legal costs which the complainant had occurred in pursuing the complaint, and to fund counselling sessions. This resolved the complaint.

DATA BREACH NOTIFICATIONS

OVIC encourages agencies to voluntarily report significant data breaches so that we can assist them with managing the privacy impacts of incidents. We also assist with managing the incident to minimise the risk of harm to affected individuals and identify practical options for improving information handling practices going forward.

This year:

- + we received 83 data breach notifications from Victorian Public Sector organisations; a 28% increase compared to last year;
- + we published *Managing the privacy impacts of a data breach*, a comprehensive guide to handling privacy issues in data breach response; and
- + we held seminars and training sessions about data breach response, including a workshop attended by approximately 200 Victorian public sector employees.

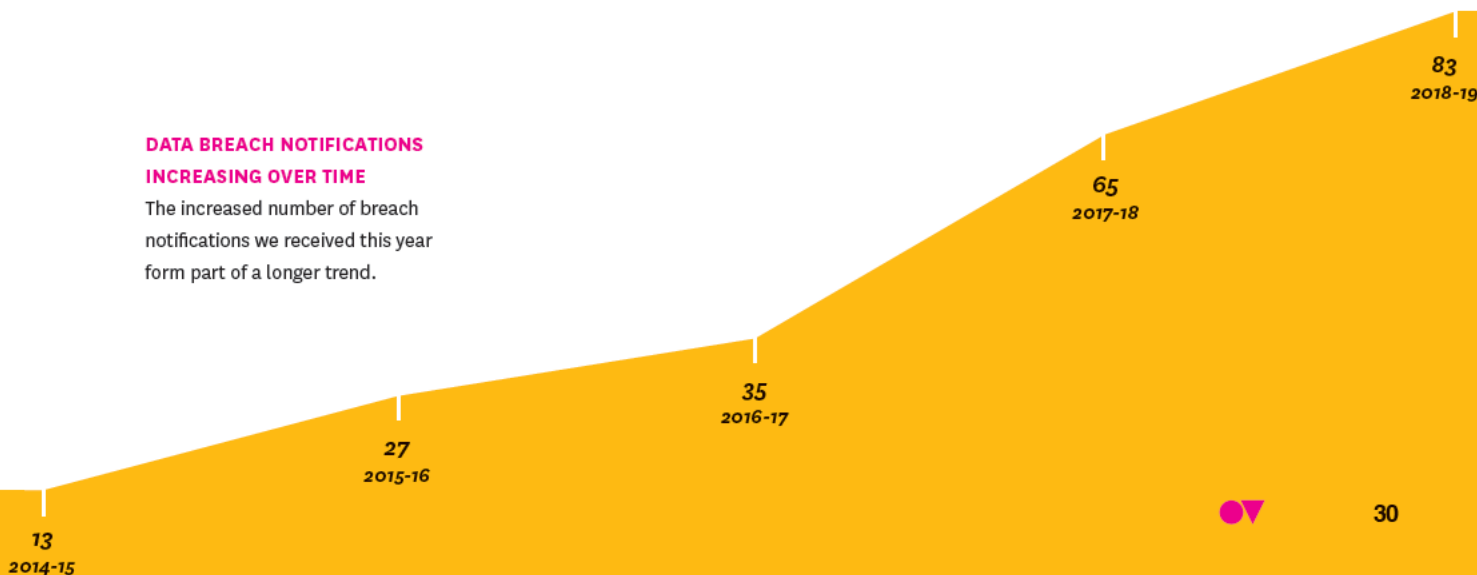
Voluntary reporting also assists our responses to complaints and enquiries from the community and demonstrates public sector commitment to transparent and accountable privacy practices. OVIC's involvement as a regulator can provide affected individuals with a degree of independent assurance that the breach is being handled appropriately.

DATA BREACH NOTIFICATIONS RECEIVED



DATA BREACH NOTIFICATIONS INCREASING OVER TIME

The increased number of breach notifications we received this year form part of a longer trend.



POLICY INITIATIVES

2018-19 INITIATIVES

Artificial intelligence

Artificial intelligence (AI) technologies are becoming increasingly common within the public sector and will have significant implications on information privacy and security. This year OVIC began developing an e-book on AI targeted at the public sector, to increase consideration of information privacy and security when adopting new technologies.

The book is authored by eight experts and explores the technical, social, and legal aspects of AI. It will be published in August 2019.



New Privacy Impact Assessment framework

Privacy Impact Assessments (PIAs) aim to improve organisational practice and demonstrate respect for individuals' privacy. PIAs are an essential planning tool for all organisations when undertaking projects that involve personal information by helping to assess privacy impacts, describe processes and systems, identify risks and develop mitigation strategies.

This year OVIC published an updated version of the PIA template. The new template encourages organisations to consider privacy and information management beyond the requirements of the IPPs under the PDP Act.

OVIC also consulted widely with key stakeholders to develop an accompanying guide to assist individuals completing the PIA template. The guide provides detailed explanations and considerations in relation to the questions contained in the PIA template.

The redevelopment of the PIA template was designed to promote the completion of a PIA as more than just a compliance exercise.

CONSULTATIONS ON NEW INITIATIVES

Privacy impact assessment reviews

This year OVIC reviewed eight PIAs upon request by organisations and provided feedback on how they can improve their privacy practices.

In addition to reviewing PIAs from other organisations, OVIC is committed to conducting assessments of our own initiatives that have a privacy impact. We completed six of our own PIAs this year including our publication of FOI review decisions, our website and our consultation on the FOI Professional Standards.

Child Information Sharing Scheme

In September 2018 the *Child Information Sharing Scheme* came into effect. This new scheme enables prescribed entities to share information (including personal information) about children to promote their safety and wellbeing. We have been involved in ongoing consultations with the Department of Education and Training (DET) on the implementation of the scheme by assisting with the identification of relevant privacy and information security issues.

OVIC also co-published an FAQ document with the Office of the Health Complaints Commissioner to help organisations understand how the scheme interacts with Victorian privacy law. We will continue to work with DET as it moves into the next phase of implementing the scheme.

Automated vehicles

This year OVIC participated in consultations on automated vehicles and their information privacy and security implications. In preparation for automated vehicle trials in Victoria, we consulted with Transport for Victoria on draft *Road Safety (Automated Vehicles) Regulations 2018* and supporting guidelines for automated vehicle trials. We also participated in discussions with the National Transport Commission and made two submissions on automated vehicles and the various regulatory, safety and data-related impacts of their introduction in Australia.

SUBMISSIONS

OVIC regularly makes submissions that have an impact on privacy, information security or FOI. In some cases, we are directly invited to comment on proposed reforms, while in others we proactively identify new initiatives and relevant reforms to comment on.

Many of our submissions explore and comment on the implications of evolving technologies, such as biometrics or AI on individuals' privacy. This year our submissions raised common themes, including the need to reconsider the transactional model of consent in a time of rapid technological change; the need for appropriate oversight, transparency and governance of reforms that have the potential to infringe upon individuals' privacy; and the importance of building minimum standards of privacy protections into reforms. We also raised the need to build and maintain community trust to enable government to implement reforms that rely on the use of individuals' personal information.

CASE STUDY

COMPLAINT ABOUT A PRIVACY POLICY AND OVERCOLLECTION OF INFORMATION

THE COMPLAINT

OVIC received a complaint about an organisation's privacy policy. The complainant alleged that the privacy policy said the organisation was collecting more personal information than was necessary, was inappropriately using and retaining the information, and may be unlawfully disclosing it outside Victoria.

The complainant requested the organisation adjust its privacy policy and practices to comply with the IPPs. The complainant also wanted to know if the agency sold personal information to third parties and requested a record of all their own personal information.

OVIC CONCILIATION

We conducted an indirect conciliation by working with the organisation and the complainant to resolve the complaint. We assisted the complainant and the organisation to review the organisation's proposed changes to its privacy policy.

OUTCOME

The matter was conciliated when the organisation changed its publicly available privacy policy based on the complainant's concerns and our advice. The organisation also committed to deidentify, as far as practicable, all records of the complainant's personal information when they ceased using their services.

This year OVIC made 14 submissions. At a glance:

- + A submission to the *New Australian Government Data Sharing and Release Legislation: Issues Paper* for consultation in August 2018;
- + Three submissions on the development and implementation of the Consumer Data Right (**CDR**). In September 2018 we made a submission to the Commonwealth Treasury in response to the consultation on the *Treasury Law Amendment (Consumer Data Right) Bill 2018*. We then made two further submissions to consultations led by the Australian Competition and Consumer Commission (**ACCC**), on the CDR Rules Framework, and consultation on the draft CDR Rules;
- + Two submissions to consultations on the *Telecommunications and Other Legislation Amendment (Assistance and Access) Bill 2018*. We made a submission to the Department of Home Affairs in relation to the consultation on the *Telecommunications and Other Legislation Amendment (Assistance and Access) Bill 2018 (the Bill)* in September 2018. Following the introduction of the Bill into federal parliament we made a submission to the Parliamentary Joint Committee on Intelligence and Security's inquiry on the Bill in October 2018;
- + Two submissions to the Australian Human Rights Commission (**AHRC**), as part of the AHRC's Human Rights and Technology project. We made a submission to the AHRC's *Human Rights and Technology Issues Paper* and in March 2019 we made a further submission to the AHRC in response to the consultation on the *Artificial Intelligence: governance and leadership White Paper*, co-published by the AHRC and the World Economic Forum; and
- + A submission to the Department of Industry, Innovation and Science's Discussion Paper *Artificial Intelligence: Australia's Ethic's Framework* in May 2019.

We continue to monitor and provide comments on relevant ongoing consultations to ensure active participation in any law or policy reforms that impact the functions of OVIC.

AGENCY GUIDANCE

Update to the IPP Guidelines

This year OVIC updated the *Guidelines to the Information Privacy Principles (IPP Guidelines)*. We collaborated with users and moved to a digital first publication model for the first time.

The former Office of the Victorian Privacy Commissioner last published IPP Guidelines in 2011. We updated the Guidelines to reflect developments since 2011 and to make the Guidelines simpler and easier to use.

We established a Guidelines User Reference Group and published consultation drafts of all chapters for public comment.

The digital first model of publication will allow the IPP Guidelines to be progressively updated as privacy law develops in future years.

ENGAGEMENT

NATIONAL AND INTERNATIONAL FORUMS

Privacy Authorities Australia

OVIC is an active participant in the Privacy Authorities Australia (**PAA**) group, a forum for privacy commissioners around Australia to connect and discuss matters of mutual significance. The PAA group meets twice a year and OVIC hosted a meeting in August 2018.

In 2018 OVIC led the establishment of the PAA Policy Group, a sub-group of the PAA targeted at policy officers.

The purpose of this group is to share experiences and exchange ideas at an officer level and to encourage peer to peer learning. We also performed the Secretariat function of the PAA Policy Group this year, hosting three teleconferences and one in-person meeting.

In 2019 OVIC led the establishment of a PAA cross-jurisdictional complaint and enforcement working group. The group aims to improve cooperation related to complaint handling and enforcement work between Australia's privacy authorities by fostering closer working relationships between authorities at the officer level. The group also aims to provide mutual assistance in the enforcement of privacy laws including investigative assistance.

International forums

This year OVIC engaged with international stakeholders to learn from their experiences, and to express a Victorian perspective on privacy to shape international thinking on privacy issues.

OVIC actively participates 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. OVIC attends monthly teleconferences with GPEN members where presentations on current privacy issues are given. In 2018 we also participated in the annual GPEN sweep, where we examined the privacy practices of a cross-section of public sector organisations and published a report on our findings.

Representatives from OVIC attended two meetings of the APPA forum – one held in Wellington in December 2018 and the other in Tokyo in May 2019. The APPA forums provide an invaluable opportunity for us to contribute to discussions of global privacy issues and learn about how other jurisdictions approach matters of privacy.

CASE STUDY

DISCLOSURE OF INFORMATION ABOUT A DEBT

THE COMPLAINT

A council employee disclosed the details of a debt the complainant owed the council to the complainant's mother. The council also charged the complainant's credit card on the mother's instructions.

The complainant alleged that the council should have verified if his mother was authorised to receive information about his rates and to instruct payment.

OVIC CONCILIATION

We worked with the complainant to formulate the complaint and liaised with the council to understand its view on the complaint.

OUTCOME

The council offered to waive the debt that it was owed as compensation for interest payments on his credit card. The council also made process changes. The complainant agreed to commence a direct debit plan for the payment of future rates, which resolved the complaint.

PRIVACY AWARENESS WEEK

This year OVIC hosted Privacy Awareness Week (PAW) in Victoria from 13 – 17 May. This year's theme was *Protecting privacy is everyone's responsibility*. We hosted events throughout the week including an official launch at the State Library of Victoria, a seminar on responding to data breaches, and a public forum on the topic *Privacy – Whose responsibility?* We also co-hosted two public talks with the University of Melbourne on *Consumer Privacy Post Cambridge Analytica*, and *Ethics, AI and unintended consequences*, the latter of which was turned into an ABC Radio National Big Ideas podcast.

As part of PAW we also published a range of new resources for organisations including posters and tip sheets, and a pocket guide for IPP2 to assist organisations using and disclosing personal information.



VICTORIAN PRIVACY NETWORK

In November 2018 OVIC established the Victorian Privacy Network. The network provides an opportunity for privacy and information management professionals to connect, hear guest speakers present on privacy issues, and learn from each other's experiences. The network also aims to increase our engagement with regional organisations across Victoria by live streaming meetings online.

Since its establishment we have hosted two meetings of the Victorian Privacy Network. The meetings covered a wide range of topics from health privacy, the Victorian Auditor-General's 2018 audit into the use of surveillance technologies in public places, child and family violence information sharing schemes and enhancing transparency in the management of personal information.

QUARTERLY FORUMS

OVIC hosted four public forums this year where leading figures presented on contemporary privacy issues. These forums provide an opportunity for us to engage with members of the Victorian public sector and the community and promote awareness of information privacy issues. The forums covered a broad range of topics from data ethics to online safety and privacy. These forums attracted over 100 attendees and were live streamed to Twitter.

PRIVACY ROUNDTABLE

In previous years the former Commissioner for Privacy and Data Protection held the Inter-Agency Privacy Officers Forum. This year we reinvigorated this group by working with members to develop a clear purpose and structure and renamed it the Privacy Roundtable. The Roundtable allows privacy officers across the Victorian public sector to provide feedback to OVIC, and for OVIC to provide those privacy officers with information about initiatives and topical privacy issues.

YOUTH ADVISORY GROUP

Young people are an important stakeholder group – as they may value privacy in different ways and engage with technologies and platforms differently to others. OVIC's Youth Advisory Group (YAG) continues to be an important channel to engage with young people about privacy.

The YAG comprises of 10 to 12 members aged between 15 and 20 years old and provides OVIC with valuable insights into the privacy challenges and issues facing young people. The group meets six times per year and provides input and feedback into the development and delivery of materials targeted towards young people.

In addition to regular meetings, members participated in a Symposium on Digital Mega-Studies of the Future, hosted by Melbourne Law School in April 2019. Two members presented at the event and shared their concerns about digital mega-studies from a youth perspective.

The YAG also contributed to our celebration of Privacy Awareness Week 2019 by creating a YAG branded webcam cover that we distributed at events during the week.



3

DATA PROTECTION

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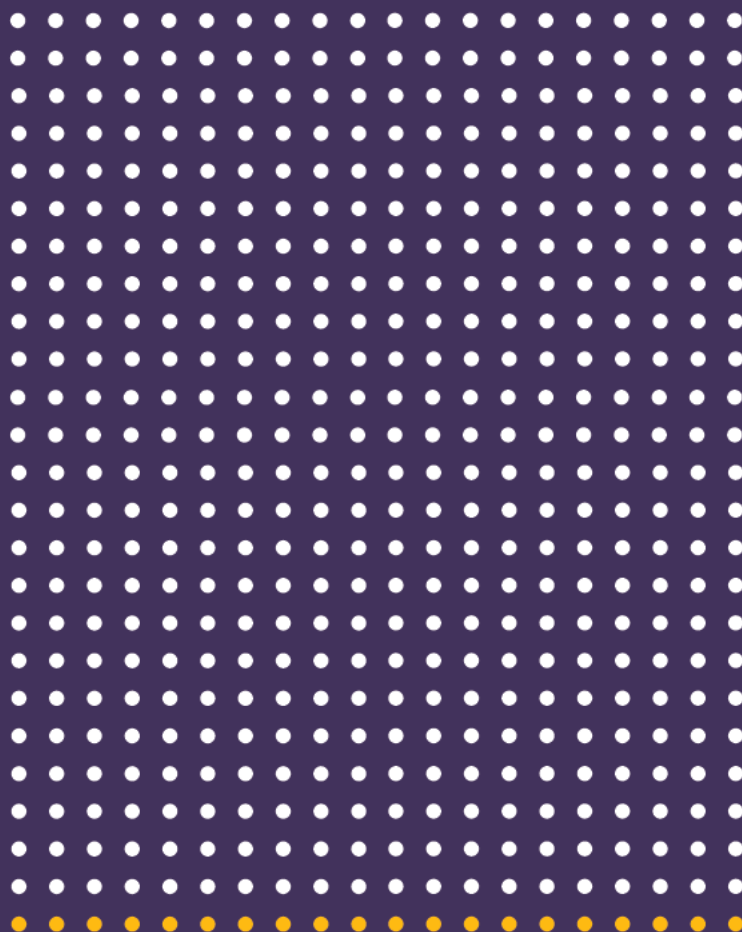
OVIC is committed to ensuring that all types of information held by Victorian government organisations are properly protected.

The functions of the Information Security Unit are defined in Part 4 and Part 5 of the *Privacy and Data Protection Act 2014* (**PDP Act**).

2018-19 REPORTING CYCLE

AT A GLANCE

The Victorian Protective Data Security Framework applies to approximately 2500 Victorian public sector (VPS) organisations. The first reporting cycle was held in 2018-19, and 96% of VPS organisations submitted Protective Data Security Plans on time.



- Each point is equal to approximately 5 VPS organisations
- VPS organisation submitted on time (96%)
- VPS organisation did not submit on time (4%)

3 DATA PROTECTION

Information is a key resource that underpins good decision making in the Victorian public sector.

The Information Security Unit (**ISU**) actively promotes responsible data security practices across the Victorian public sector by performing a number of functions.

The ISU is led by the Assistant Commissioner – Information Security, with support from two Principal Advisors, two Senior Business Engagement Officers and a Policy Officer.

Functions of the ISU include:



Publishing the Victorian Protective Data Security Framework



Issuing protective data security standards and guidelines



Promoting information security



Conducting monitoring and assurance activities



Research information security matters



Regulating law enforcement information security holdings

THE VICTORIAN PROTECTIVE DATA SECURITY FRAMEWORK

The Victorian Protective Data Security Framework (**VPDSF**) was originally published in June 2016 ¹.

Based on the primary principles of confidentiality, integrity and availability, the VPDSF seeks to ensure that the right people (confidentiality) have access to the right information (integrity) at the right time (availability). The VPDSF assists government organisations delivering services or functions to build public trust in their ability to protect public sector information.

The VPDSF consists of:

- + the Victorian Protective Data Security Standards (**VPDSS**);
- + the Assurance Model; and
- + supplementary security guidance and supporting resources.

Issued in June 2016 ², the VPDSS establish 18 mandatory requirements to protect public sector information. The VPDSS address governance requirements, as well as information, personnel, ICT and physical security. The VPDSS are consistent with national and international standards and outline the Victorian government's approach to protecting public sector information. The VPDSS focus on enabling efficient, effective and economic investment in security measures by applying a risk-based approach.



Governance



**Physical
security**



**Information
security**



**Personnel
security**



**ICT
security**

¹ Minor update in March 2018

² *ibid*

MONITORING AND ASSURANCE

The VPDSF calls for executive sponsorship of the VPDS and includes an obligation for agencies to submit an attestation to this effect. This declaration requires the head of an agency to acknowledge their information security obligations and provide assurance that information security risks are being managed in organisational risk assessments. The VPDSF also calls for:

- + **an Information Asset Register (IAR):** an IAR is a tool that agencies can use to record collections of information regardless of media or format. An IAR also helps to avoid any unnecessary duplication of information and delivers value by identifying what information resources exist.
- + **a Security Risk Profile Assessment:** a formally endorsed document that identifies an agencies' protective data security risks under the VPDSF. A security risk profile assessment is a tool for identifying and prioritising information security risks to ensure effective investment in security measures.
- + **a Self-Assessment against the VPDS:** the self-assessment activities of the VPDSF provide agencies with a holistic overview of their implemented security measures. This approach

enables agencies to identify and manage security risks, as well as identify opportunities to improve their protective data security practices.

- + **a Detailed Protective Data Security Plan:** the detailed protective data security plan enables agencies to address security risks and supports the implementation of security measures.
- + **a high-level Protective Data Security Plan (PDSP):** the high-level protective data security plan, submitted biennially, summarises the detailed protective data security plan. OVIC provides feedback to high profile agencies and uses these submissions to report to government on information security practice in Victoria.
- + **an Attestation:** the attestation forms part of the high-level protective data security plan and signifies the executive sponsorship of the information security standards or key activities that are planned or are in progress.

High level Protective Data Security Plans were submitted to OVIC in August 2018, marking the end of the first reporting period for agencies and bodies.

CASE STUDY

PROTECTIVE DATA SECURITY PLAN

The (ISU) provides key agencies with concise and complete feedback on the submission of their PDSP. In one case, we identified that an agency had developed training and awareness activities to educate employees on their information security obligations that were being provided by a third party contractor. By working with the agency, we were able to explain that the PDSP

requirements also extend to third parties that have access to an agency's information assets. Through this example of ongoing engagement, the ISU was able to assist this agency in understanding its information security obligations.

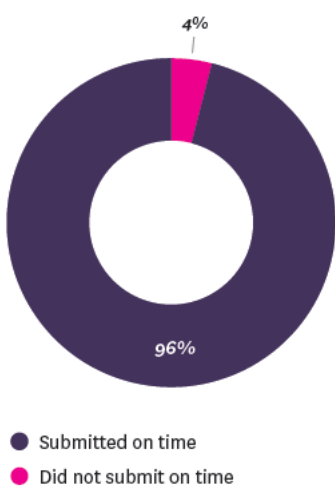
A SUCCESSFUL FIRST REPORTING PERIOD

For the 2018 reporting year, OVIC offered entities the choice of attesting individually or as a group, using the multiple organisation high-level Protective Data Security Plan model. This model enabled agencies that share similar processes or security risk profiles to collectively report in a single consolidated report and attestation.

The high-level PDSP requires agencies to report their level of compliance, as well as key activities to improve maturity, for each of the 18 Standards. Reporting was designed to gather information about the public sector's understanding of information security, while also encouraging agencies to improve their overall security posture to meet the ever-changing threat environment to their information assets.

TIMELINESS OF PUBLIC SECTOR ATTESTATIONS

Of public sector bodies subject to the PDP Act:



COLLABORATION WITH KEY AGENCIES

This year the ISU conducted a qualitative and quantitative analysis of the submissions¹. The analysis highlighted that agencies have a basic awareness of the VPDSS, and identified areas for improvement across all domains. We found that initial efforts by agencies focused mostly on ICT security and information security, and more attention is required for personnel security. For some agencies this means tighter security measures around pre-employment screening, ongoing suitability checks and ongoing security obligations following the completion of a role.

To complement the assessments, the ISU met with 60 high profile agencies to provide feedback on their submissions. Our aim was to educate agencies on information security, encourage a cycle of continuous improvement and foster an information security culture across the Victorian public sector. These sessions were also about listening to our key stakeholders, which reflected positively in feedback we received.

"We appreciate OVIC's feedback; it has provided us further clarity on what we need to do to improve our security posture"

"We really appreciate OVIC taking the time to come and meet with us to provide clarification and an overview of how other agencies are addressing their information security obligations"

¹ A sample set of submissions were assessed

REVIEW OF THE VPDSF AND VPDSS

OVIC is committed to continuously improving the VPDSF and the VPDSS. We engaged an external consultant to understand Victorian public sector (VPS) organisations' implementation of the VPDSF since its release and leading up to the first round of reporting in August 2018. We wanted to understand if the VPDSF and its requirements, including the attestation, were adding value for agencies and bodies.

This project sought to identify if a viable foundation was laid to improve information security capability across the VPS; if further changes to the VPDSF would be required and, if so, how the Victorian public sector would react to further changes. The findings are summarised below.

We presented the findings to the Integrity and Corporate Reform Sub-committee of the Victorian Secretaries Board, and this year commenced updating the VPDSF and the VPDSS.

We are committed to consulting with stakeholders including the VPS, private industry and the community to ensure all feedback is considered. During this review cycle. Following the consultation period, we intend to publish and issue the new VPDSF and VPDSS in late 2019.

DID THE VPDSF ADD VALUE?



A RESOUNDING YES

Feedback from VPS organisations indicate an overall positive image of the VPDSF.



ATTESTATION WAS KEY

Without the process, many VPS organisations would either have not undertaken the required activities or not to the same level of rigor. It also improved stakeholder visibility within the VPS organisation.



ASSET IDENTIFICATION MOST HELPFUL

Whilst there were mixed reviews about different components of the VPDSF, the identification of assets through the Information Asset Register consistently received positive feedback and is cited as something that could be used for other internal initiatives.

ENGAGEMENT

OVIC engages widely with stakeholders to foster an information security culture across the VPS. This year we contributed to local, national and international information security forums. We also consulted with the Commonwealth Attorney General's Department, Standards Australia, the International Organisations for Standardisation, and hosted the States and Territories Security Representatives Working Group.

OVIC also continued to provide input into drafting an approved work item for an International Standard on *Protective security architecture, framework and guidelines* and commenced review and feedback of *Information technology - Security techniques - Code of practice for information security controls*. In addition to this, we provided feedback on various submissions to government and legislative initiatives both at a local and federal level.

"This engagement really helps, and it would be great to see more face-to-face training in the future"

WHAT CHANGES SHOULD BE MADE TO THE VPDSF?



ONE SIZE DOESN'T FIT ALL

Further enhancements could be made to cater for differences in size, complexity and the nature of risks, making the VPDSF more relevant and targeted towards VPS organisations that share similar profiles.



SIMPLIFICATION

Significant volumes of material were made available, and some VPS organisations found themselves "lost" amongst all the detail. There was a strong appetite to see simplification of the product and more concise instructions.



EXPECTATIONS OF CHANGE

VPS organisations anticipate the VPDSF will change as most accept the nature of threats relating to information security change frequently. Communicating these changes, their benefits and sufficient notification was critical to change management success.

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. The PDP Act also explicitly states the Information Commissioner's jurisdiction over Victoria Police and the Crime Statistics Agency.

CRIME STATISTICS AGENCY

The Crime Statistics Agency (**CSA**) is responsible for processing, analysing and publishing Victorian crime statistics, independent of Victoria Police. 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 CSA from law enforcement data in the performance of functions under the CS Act.

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.

To better align with Victorian public sector organisations that are governed by the PDP Act, 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 in November 2017.

VICTORIA POLICE

Victoria Police collect and use a significant amount of sensitive and personal information about members of the Victorian community. As the primary information security and privacy regulator of public sector information, OVIC works closely with Victoria Police to monitor the security and management of this information.

The information held by Victoria Police is considered public sector data, but 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 performance of 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; and
- + amendments in 2017 to the 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 the 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). Victoria Police's transition to the VPDSF is consistent with other public sector organisations governed by the PDP Act. The VPDSF is consistent with the SLEDS and will maintain the positive impact already achieved on Victoria Police's information management and security.

IMPLEMENTATION OF RECOMMENDATIONS

Given the Commissioner's jurisdiction outlined in the PDP Act, OVIC undertakes reviews and audits of Victoria Police focusing on law enforcement data security processes and practices.

This year saw the re-establishment of a working group, allowing OVIC to take a consultative approach to managing and implementing recommendations.

This year Victoria Police reported the implementation of several recommendations. One has now been formally closed, with the others being assessed for closure. OVIC continues to work closely with Victoria Police to ensure the outstanding recommendations are addressed.

THE VICTORIA POLICE 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 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.

Security Incident Reporting

This year OVIC received weekly reports from SIR. Clear reporting and lines of communication from Victoria Police allows OVIC to be informed on new and emerging information security risks. Incident reporting also highlights Victoria Police's commitment to transparency and to information security training and education.

SIR is responsible for conducting assessments of potential or actual consequences of each incident, and engaging relevant subject matter experts to provide oversight, remediation and ongoing reviews as required. The SIR also aligns with the organisational processes established by the Chief Risk Officer.

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

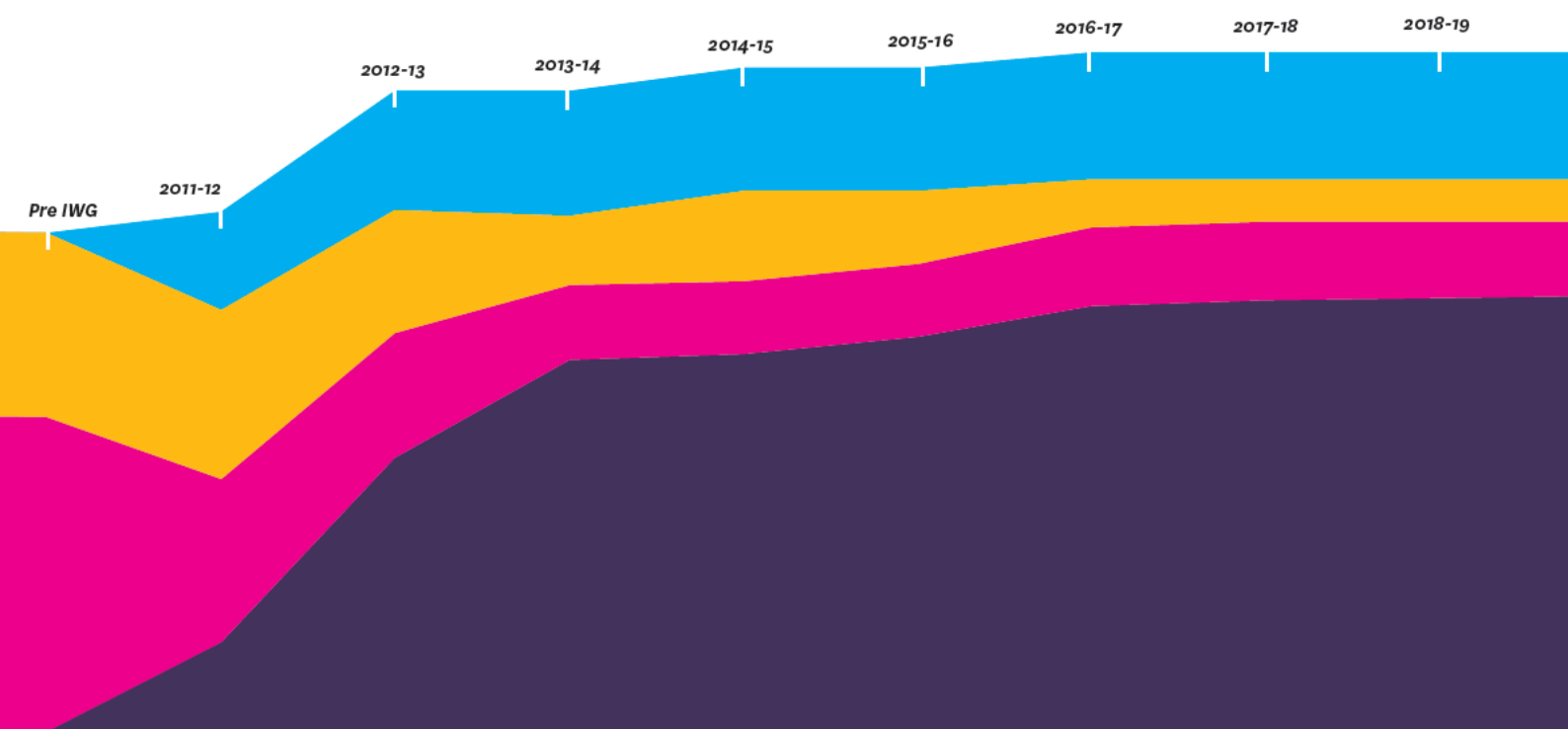
IMPLEMENTATION OF RECOMMENDATIONS BY VICTORIA POLICE

Status	Pre IWG*	30/06/12	30/06/13	30/06/14	30/06/15	30/06/16	30/06/17	30/06/18	30/06/19
Implemented	41	71	132	164	166	172	182	184	185
Not fully implemented	110	54	41	25	24	24	26	26	25
Not implemented	62	56	41	23	30	24	16	14	14
Not implemented – risk managed						0	0	0	0
Withdrawn	0	32	39	41	41	41	42	42	42
Total recommendations	213	213	253	253	261	261	266	266	266
% of active recommendations implemented	19%	39%	62%	77%	75%	78%	81%	82%	83%

*Implementation working group

TOTAL RECOMMENDATIONS IMPLEMENTED OVER TIME

- WITHDRAWN
- NOT IMPLEMENTED
- NOT FULLY IMPLEMENTED
- IMPLEMENTED



Escalated Reporting Protocol

The Escalated Reporting Protocol (**the protocol**) was developed in consultation with Victoria Police to establish operational requirements and processes relating to the Commissioner's, and Deputy Commissioner's, access to security incident information held by Victoria Police.

The purpose of the protocol is to determine security incident assessment levels against potential or actual consequences, support timeframes and provide methods for reporting security incidents to OVIC.

The protocol outlines that security incident reports received from the SIR must provide a holistic assessment of the incident.

Reports should include:

- + the context of the incident;
- + characteristics of the incident;
- + affected workgroup/s (including the information owner, information custodian and any external parties or stakeholders);
- + timelines around the incident (including identification, reporting etc.);
- + breadth of exposure;
- + potential or actual consequences; and
- + impact upon individuals, work unit or the organisation including service delivery.

The protocol is an important communication and briefing channel that allows OVIC to be informed on emerging information security incidents.

SITE INSPECTIONS OF VICTORIA POLICE FACILITIES AND UNITS

This year OVIC developed a site inspection program in consultation with Victoria Police, with the objective of improving law enforcement data security practices.

The focus of an inspection may vary from considering the operational practice of information management and security, to specific audits of one or all the five security domains:

- + governance;
- + physical security;
- + information security;
- + personnel security; and
- + ICT security.

This year OVIC undertook two site inspections at a new metropolitan facility and a regional facility. At the conclusion of an inspection, we prepare a summary report focused on good security practices and areas for improvement and provide it to Victoria Police.

EMERGING TRENDS

OVIC closely monitors national and international trends to assess their potential impacts (both positive and negative) for policing and for the community, and the implications for privacy and information security.

OVIC also receives monthly briefings from Victoria Police on protective data security matters.

This year briefings explored:

- + the ongoing roll-out of mobile technology devices to Victoria Police and Protective Service Officers;
- + the ongoing deployment of body-worn cameras to operational members;
- + the capability of the new intelligence management system;
- + the two new dedicated reporting channels available to the public – the Police Assistance Line, and the Online Reporting application; and
- + the work being undertaken on Victoria Police's cyber defence capability.

4

FREEDOM OF INFORMATION

AT A GLANCE **50**

REVIEWS **52**

REVIEW DECISIONS **57**

COMPLAINTS **67**

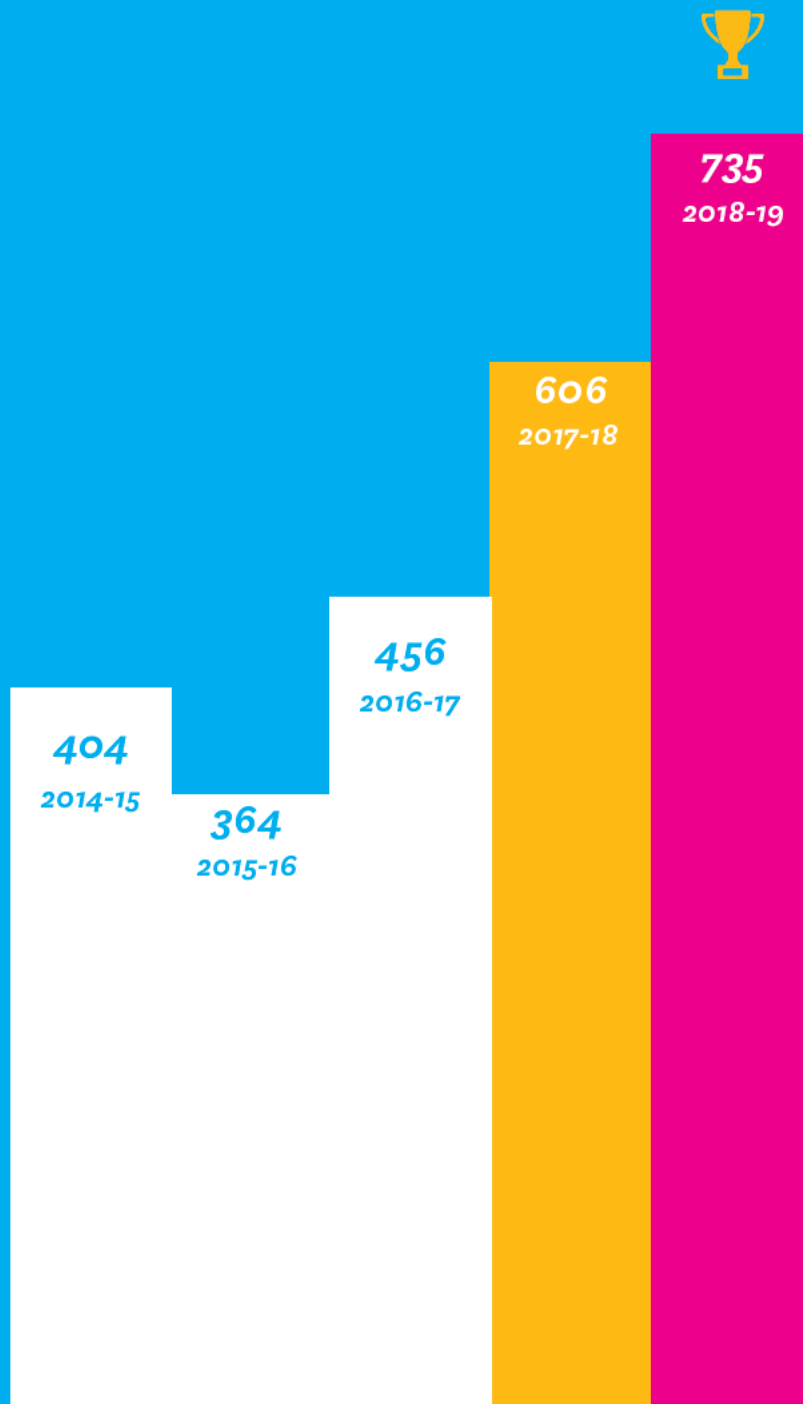
KEY PROJECTS **78**

Freedom of information (FOI) is integral to an open, transparent and accountable government.

In 2018-19, 38,873 FOI requests were made to Victorian agencies and Ministers, the majority by individuals seeking access to their personal information. OVIC undertakes independent reviews of decisions where access to documents is denied or an applicant is dissatisfied with the handling of their FOI request by an agency or Minister.

REVIEW APPLICATION OUTCOMES AT A GLANCE

This year OVIC finalised 735 review applications, compared to 606 applications last year. This represents a 21.3% increase in finalised applications, the largest number of applications finalised in the past five years.



4 FREEDOM OF INFORMATION

The freedom of information (FOI) functions of the Information Commissioner and Public Access Deputy Commissioner are set out in section 61 of the *Freedom of Information Act 1982 (Vic)* (FOI Act).

These functions include:

- + promoting understanding and acceptance by agencies and the public of the FOI Act and its object;
- + conducting reviews of decisions by agencies and Ministers;
- + receiving and handling complaints;
- + monitoring compliance with professional standards and providing advice; and
- + providing education and guidance to agencies and the public.

The Commissioners are supported by our Public Access branch, led by the Assistant Commissioner – Resolution, and the Assistant Commissioner – Reviews, who report to the Public Access Deputy Commissioner.

The Public Access branch comprises 19 staff who work across three teams:

- + Registry and Case Support;
- + Early Resolution and Complaints; and
- + Reviews.

The Commissioners are also supported by the Policy, Investigations and Assurance and Communication and Education teams.

REGISTRY AND CASE SUPPORT TEAM AT A GLANCE

The Registry and Case Support team is the first and last point of contact in relation to FOI reviews and complaints. The team is managed by the Manager, Registry and Case Support.

The team receive and register new review applications and complaints made under the FOI Act, handle all incoming enquiries and general correspondence from agencies and the public, and finalise completed review applications and complaints.

Each year the Registry and Case Support team is responsible for the annual report survey completed by agencies and Ministers. This report includes the number of FOI requests each Victorian government department and agency received and the exemptions they applied.

This year the team received and oversaw the survey of over 3000 Victorian agencies and Ministers in relation to the operation of the FOI Act.

REVIEWS

OVERVIEW

A person seeking access to information under the FOI Act may apply for review of a decision made by an agency or Minister involving:

- + refusal to grant access to a document;
- + deferral of access to a document;
- + refusal to waive or reduce an application fee; or
- + refusal to amend a document.

A 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 written notice from an agency or Minister of a decision.

There is no fee for making a review application.

The Commissioners may decline to accept or dismiss a review application 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 fails to cooperate with the review 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
- + the review is not appropriate in the circumstances.

After conducting a review, if a matter cannot be informally resolved, a Commissioner will make a fresh decision on the review application.

REVIEWS TEAM AT A GLANCE

The Reviews team is led by the Manager, Public Access Reviews and is responsible for conducting detailed reviews of documents, they are also responsible for the provision of submissions on exemptions or the reasons an FOI request was refused, and drafting recommendations for consideration by the Commissioners in matters where a formal review decision is required.

4 FREEDOM OF INFORMATION

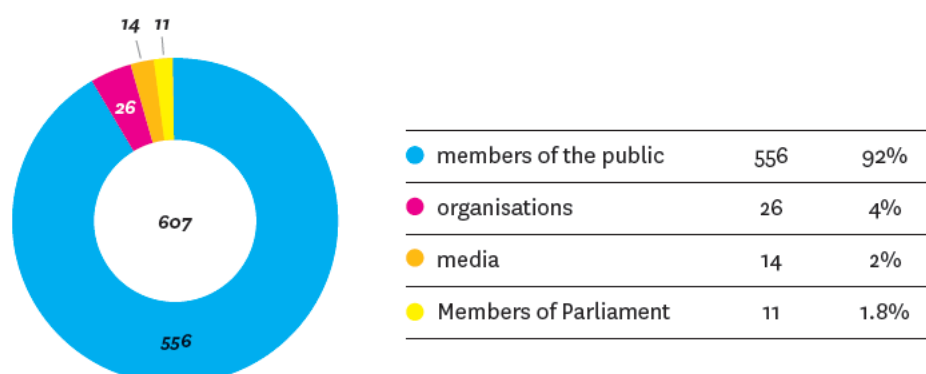
REVIEW APPLICATIONS RECEIVED

This year OVIC received 607 review applications, a decrease of 29 compared to last year. Of these, 606 were for reviews of decisions made by 121 agencies and one decision made on behalf of a Minister.



REVIEW APPLICATIONS BY APPLICANT TYPE

Most review applicants are members of the public, followed by organisations, media and Members of Parliament.



DOCUMENTS SOUGHT

The broad categories of documents sought by review applicants include:

- + police records;
- + medical records;
- + child protection records;
- + employment-related records;
- + prison records;
- + school records;
- + investigation records;
- + government decision making records;
- + local government records;
- + property and planning records;
- + workplace accident records; and
- + motor vehicle accident records.

**AGENCY AND MINISTER DECISIONS SUBJECT TO A REVIEW
APPLICATION RECEIVED IN 2018-19**

Accident Compensation Conciliation Service	Country Fire Authority	Glen Eira City Council
Alexandra District Health	Court Services Victoria	Goulburn Broken Catchment Management Authority
Alfred Health	Dairy Food Safety Victoria	Goulburn Valley Region Water Corporation
Alpine Shire Council	Department of Economic Development, Jobs, Transport and Resources	Greater Shepparton City Council
Ambulance Victoria	Department of Education and Training	Health Complaints Commissioner
Architects Registration Board of Victoria	Department of Environment, Land, Water and Planning	Hindmarsh Shire Council
Attorney-General	Department of Health and Human Services	Hobsons Bay City Council
Austin Health	Department of Jobs, Precincts and Regions	Hume City Council
Australian Grand Prix Corporation	Department of Justice and Community Safety	Level Crossing Removal Project
Ballarat Health Services	Department of Premier and Cabinet	Major Transport Infrastructure Authority
Barwon Health	Department of Transport	Manningham City Council
Bayside City Council	Department of Treasury and Finance	Maribyrnong City Council
Bendigo Health Care Group	Development Victoria	Maroondah City Council
Brimbank City Council	Disability Services Commissioner	Melbourne Convention and Exhibition Trust
Business Licensing Authority	Eastern Health	Melbourne Health
Campaspe Shire Council	Edenhope & District Memorial Hospital	Melbourne Polytechnic
City of Ballarat	Emergency Services Superannuation Board (t/a ESSSuper)	Melton City Council
City of Boroondara	Emergency Services Telecommunications Authority	Mercy Hospitals Victoria
City of Casey	Energy Safe Victoria	Merit Protection Boards
City of Darebin	Environment Protection Authority	Metropolitan Fire and Emergency Services Board
City of Greater Bendigo	Game Management Authority	Monash Health
City of Greater Geelong		Monash University
City of Melbourne		Moreland City Council
City of Monash		Mornington Peninsula Shire
City of Port Phillip		Moyne Shire Council
City of Stonnington		Murrindindi Shire Council
Colac Otway Shire		
Commercial Passenger Vehicles Victoria		

**AGENCY AND MINISTER DECISIONS SUBJECT TO A REVIEW
APPLICATION RECEIVED IN 2018-19 (CONTINUED)**

Museums Victoria	Victoria Legal Aid
Northern Health	Victoria Police
Office of Public Prosecutions	Victoria University
Office of the Chief Parliamentary Counsel Victoria	Victorian Assisted Reproductive Treatment Authority
Office of the Victorian Information Commissioner	Victorian Building Authority
Parks Victoria	Victorian Curriculum and Assessment Authority
Peninsula Health	Victorian Equal Opportunity & Human Rights Commission
Premier of Victoria	Victorian Institute of Teaching
Public Transport Development Authority (t/a Public Transport Victoria)	Victorian Legal Services Board
Racing Victoria Limited	Victorian Legal Services Commissioner
South West Healthcare	Victorian Managed Insurance Authority
St Vincent's Health	Victorian Ombudsman
State Revenue Office	Victorian Ports Corporation (Melbourne)
Surf Coast Shire Council	Victorian Public Sector Commission
The Royal Children's Hospital	Victorian Rail Track (t/a VicTrack)
The Royal Society for the Prevention of Cruelty to Animals	Victorian WorkCover Authority
The Royal Women's Hospital	Warrnambool City Council
Transport Accident Commission	Wellington Shire Council
Transport Safety Victoria	Western Health
Transport Ticketing Authority	Wodonga City Council
University of Melbourne	Wyndham City Council
V/Line Corporation	Yarra City Council
Veterinary Practitioners Registration Board of Victoria	Yarra Valley Water Corporation
VicRoads	

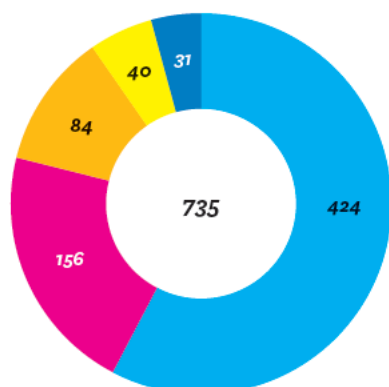
REVIEW APPLICATION OUTCOMES






This year OVIC prioritised finalising aged review applications. In 2018-19 we finalised 735 review applications, compared to 606 applications last year. This represents a 21.3% increase and is the largest number of applications finalised in the past five years.

As at 30 June 2019, 244 review applications remain to be finalised.

Of the 735 review applications finalised this year, 350 applications were received in a previous financial year. Of these, 15 applications will be carried into the new financial year. This represents a 50% reduction from last year.

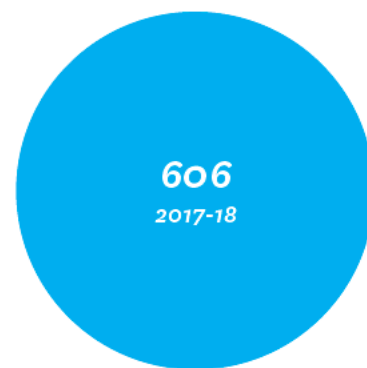
This year review applications were finalised by:



a formal decision made by a Commissioner		424	58%
informal resolution facilitated with our assistance		156	21%
a decision to dismiss a review application		84	11%
a decision not to accept a review application as it falls outside our jurisdiction under the FOI Act		40	5%
the applicant electing to seek review by VCAT as a decision was not made by a Commissioner within time		31	4%



REVIEW
APPLICATIONS
FINALISED



735
2018-19

606
2017-18

REVIEWS COMPLETED IN
THE PAST FIVE YEARS

456
2016-17

364
2015-16

404
2014-15

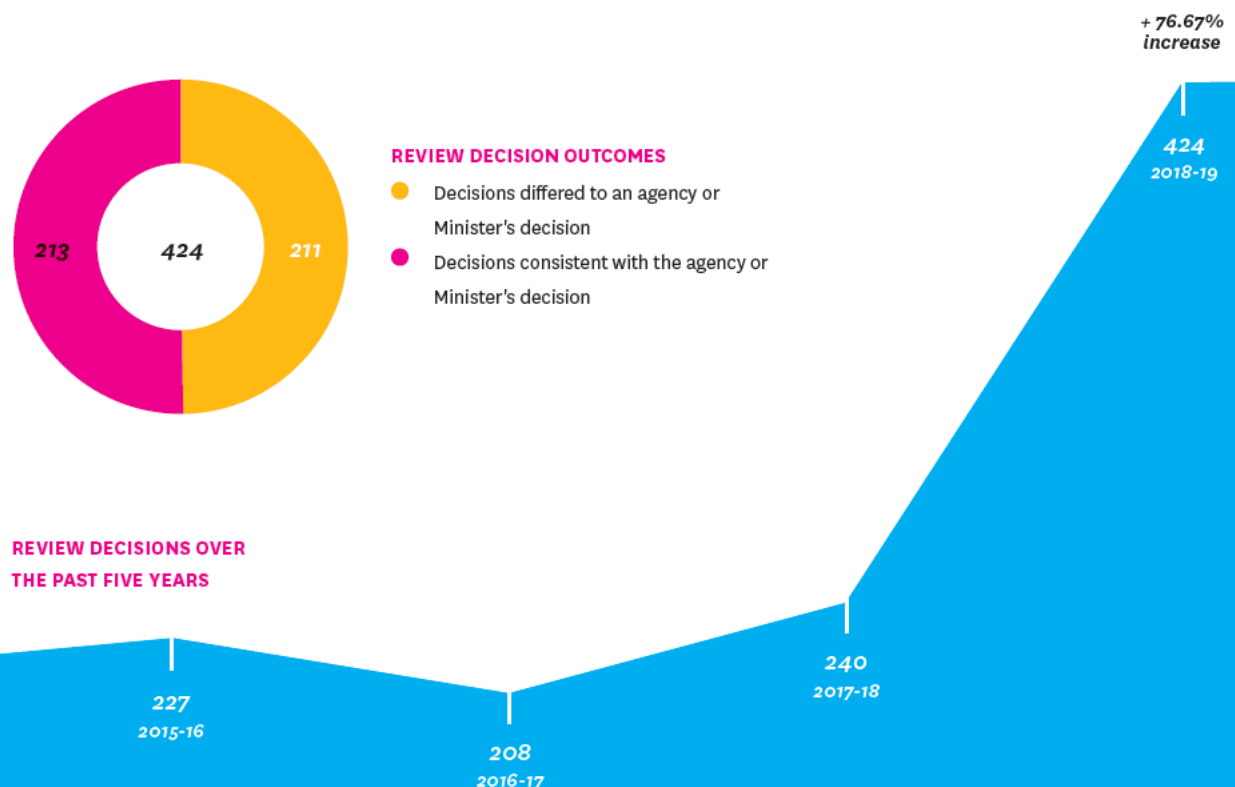
REVIEW DECISIONS

In 2018-19 the Commissioners made 424 review decisions, compared to 240 last year. This represents a 76.67% increase and is the largest number of decisions made in the past five years.

In 2018-19, of the 424 review decisions made by the Commissioners, 211 (49%) differed to those originally made by an agency or a Minister. This result reflects OVIC's commitment to upholding the object of the FOI Act and ensuring the fair disclosure of government information.

Where a decision was made by the Commissioners that differed to an agency or Minister's decision, it may have involved:

- + releasing all or additional documents or information to an applicant;
- + determining not all exemptions relied upon by an agency or Minister applied or were necessary;
- + determining the processing of the FOI request by an agency would not substantially and unreasonably divert the resources of that agency; and
- + determining it was not apparent from the terms of the FOI request that all documents would be exempt.



Several common issues arose in review applications this year including:

+ **Personal affairs information and privacy**

The reasonableness of disclosing personal affairs information of agency officers (e.g. their name and position title), particularly of non-executive agency staff, in an agency document and determining whether disclosure would be unreasonable (section 33(1)).

In most cases, the Commissioners determined the disclosure of the personal affairs information of public servants, regardless of their position and seniority, when carrying out their usual work duties in the public service and in the absence of any special circumstances, would not be unreasonable.

+ **Exposure of a commercial entity to disadvantage**

Whether disclosure of a document, or information, acquired by an agency from a business (or undertaking) would expose the business unreasonably to disadvantage (section 34(1)(b)). For example, where the business has entered into a contract with an agency to provide goods or services.

In most cases, the Commissioners determined they were not satisfied disclosure of the information would result in the business being exposed unreasonably to disadvantage.

+ **Agencies engaged in ‘trade and commerce’**

Whether agencies are ‘engaged in trade and commerce’ under section 34(4)(b)(ii), in circumstances where a document was refused on grounds its disclosure would unreasonably expose an agency to disadvantage.

In most cases, the Commissioners determined when carrying out its usual governmental functions, an agency will not be ‘engaged in trade and commerce’ for the purposes of section 34(4)(b)(ii) of the FOI Act.

+ **Secrecy provisions**

The application by agencies of a general secrecy or confidentiality provision in legislation they administer as a mechanism for engaging the secrecy exemption under section 38 of the FOI Act.

The Commissioners carefully considered the relevant secrecy provision and the application of any exceptions to the provision and, in some cases, determined the relevant secrecy or confidentiality provision was not sufficiently specific that it applied to the document or information subject to review, or constituted a general confidentiality provision that did not meet the requirements of section 38.

+ **Diversification of an agency’s resources**

Increased reliance by agencies upon the provision to refuse to process an FOI request, on grounds that to do so would substantially and unreasonably divert an agency’s resources from its other functions (section 25A(1)).

In response, the Commissioners used their power under the FOI Act to seek further information from agencies and, where required, directed agencies to identify a sample of documents for our inspection to ascertain whether the use of section 25A(1) was justified.

+ **Documents that are obviously exempt**

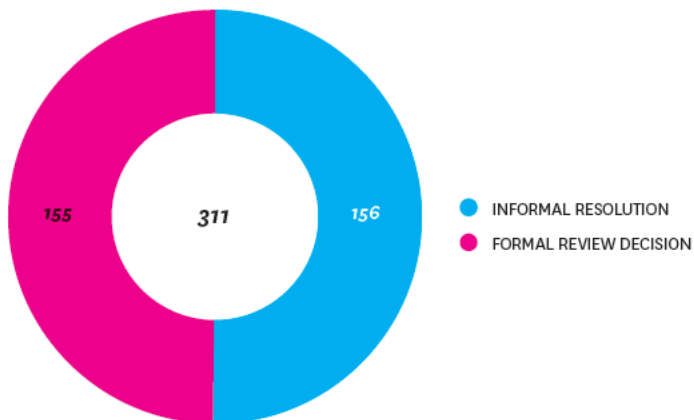
Increased reliance by agencies upon the provision to refuse to process an FOI request, on grounds that it is apparent from the terms of the FOI request that all documents would be exempt (section 25A(5)).

In response, the Commissioners used their power under the FOI Act to seek further information from agencies and, where required, directed agencies to identify a sample of documents for our inspection to ascertain whether the use of section 25A(5) was justified.

RESOLUTION OF REVIEW APPLICATIONS

OVIC seeks to resolve review applications informally and without the need for a formal decision, where appropriate. Informal resolution of reviews is consistent with the requirement for the Commissioners to perform their functions and exercise their powers under the FOI Act with as little formality and technicality as possible.

This year we facilitated the informal resolution of 156 out of 311 review applications, which means 50% of review applications were finalised without the need for a Commissioner to make a formal review decision.



OVIC's early resolution process involves providing a verbal or written preliminary view to an applicant and for the agency or Minister to advise of our views on the merits of the review application.

We generally present options for an applicant to withdraw an application (e.g. when the information they seek is not contained in a document) or for an applicant or agency to make further submissions.

CASE STUDY

OVIC received a review where an agency refused a former employee access to certain documents relating to a workplace grievance. Before making a formal decision, we worked with the agency and the applicant to provide an opportunity for the parties to discuss the key issues regarding access

to documents. The agency agreed to make a fresh decision and released parts of the documents to the applicant. The applicant accepted access to edited copies of the requested documents and accepted the Commissioner's view that some documents were exempt, without requiring a formal determination.

Where we do not consider a document is exempt, we invite the agency or Minister to disclose the document or make a fresh decision with a view to disclose further documents or information to the applicant.

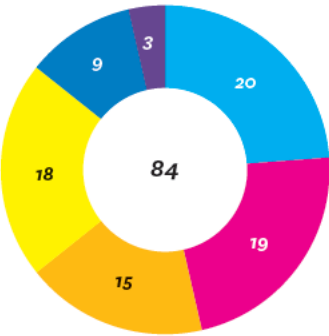
Positive outcomes of informal resolution can include:

- + the early and informal resolution of a review application;
- + an agency making a fresh decision or releasing further documents outside the FOI Act;
- + an applicant withdrawing their review, either by gaining a better understanding of the matter or receiving advice about other appropriate ways to obtain the information sought; or
- + narrowing the scope of a review by agreement with the applicant, thereby reducing the time to conduct the review.

DISMISSAL OF REVIEW APPLICATIONS

The FOI Act provides grounds under which a review application may be dismissed.

This year the Commissioners dismissed 84 review applications on the following grounds:



● applicant did not respond and was taken to agree with a fresh decision made by an agency	20	24%
● review would be more appropriately dealt with by VCAT	19	23%
● applicant agreed with an agency's fresh decision	15	18%
● review was not appropriate in the circumstances	18	21%
● applicant could not be contacted following reasonable attempts to do so	9	11%
● applicant failed to cooperate with a review	3	4%

REVIEW DECISIONS MADE

<i>Agency or Minister</i>	<i>Different outcome</i>	<i>Same outcome</i>	<i>Total</i>
Alexandra District Health	1	0	1
Alpine Shire Council	1	1	2
Ambulance Victoria	2		2
Austin Health		1	1
Barwon Health	1	1	2
Bayside City Council	1		1
Bendigo Health Care Group	1	3	4
Cardinia Shire Council		1	1
Central Goldfields Shire Council	1		1
City of Ballarat		1	1
City of Casey	1	1	2
City of Darebin	2		2
City of Greater Bendigo		2	2
City of Greater Geelong	2		2
City of Melbourne	1	2	3
City of Monash		1	1
City of Port Phillip	1		1
City of Stonnington	2		2
Colac Otway Shire		1	1
Corangamite Catchment Management Authority	1		1
Country Fire Authority	1	1	2
Court Services Victoria		2	2
Department of Economic Development, Jobs, Transport and Resources	2	1	3
Department of Education and Training	13	12	25

<i>Agency or Minister</i>	<i>Different outcome</i>	<i>Same outcome</i>	<i>Total</i>
Department of Environment, Land, Water and Planning	5	1	6
Department of Health and Human Services	35	24	59
Department of Justice and Community Safety	3	10	13
Department of Justice and Community Safety (previously Department of Justice & Regulation)	6	24	30
Department of Premier and Cabinet	4	1	5
Department of Transport	1	1	2
Department of Treasury and Finance	2	1	3
Development Victoria	1		1
Eastern Health	2	4	6
Edenhope & District Memorial Hospital		1	1
Emergency Services Superannuation Board (t/a ESSSuper)	1		1
Emergency Services Telecommunications Authority		1	1
Environment Protection Authority	3		3
Federation Training	1		1
Frankston City Council	1		1
Game Management Authority	2		2
Glen Eira City Council	2	2	4

Agency or Minister	Different outcome	Same outcome	Total
Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	1		1
Greater Shepparton City Council	1		1
Health Complaints Commissioner		1	1
Health Purchasing Victoria	1		1
Hobsons Bay City Council		1	1
Hume City Council	1	1	2
Indigo Shire Council	1		1
Kingston City Council	1	1	2
La Trobe University	1		1
Macedon Ranges Shire Council		1	1
Major Transport Infrastructure Authority	2		2
Maribyrnong City Council	2	1	3
Maroondah City Council		1	1
Melbourne Health	1	2	3
Melbourne Polytechnic	2	1	3
Mercy Hospitals Victoria	2		2
Merit Protection Boards		1	1
Minister for Consumer Affairs, Gaming and Liquor Regulation	1		1
Moira Shire Council	2		2
Monash Health	2	1	3
Monash University	3	3	6
Moreland City Council	1		1
Mornington Peninsula Shire	2		2

Agency or Minister	Different outcome	Same outcome	Total
Moyne Shire Council	1		1
Murrindindi Shire Council	2	1	3
Northern Health	4	3	7
Office of Public Prosecutions		1	1
Peninsula Health	2	4	6
Public Transport Development Authority (t/a Public Transport Victoria)	1		1
Racing Victoria Limited	1	1	2
RMIT University	1		1
Safer Care Victoria	1		1
South West Healthcare		1	1
St Vincent's Health	1	3	4
State Revenue Office	4	3	7
Surf Coast Shire Council	1	2	3
The Royal Children's Hospital	5	2	7
The Royal Society of the Prevention of Cruelty to Animals	1	1	2
Transport Accident Commission	1		1
Transport Safety Victoria	3		3
VicForests	2		2
VicRoads	7	7	14
Victoria Police	25	62	87
Victorian Agency for Health Information	1		1
Victorian Building Authority	3		3

**REVIEW DECISIONS MADE
(CONTINUED)**

<i>Agency or Minister</i>	<i>Different outcome</i>	<i>Same outcome</i>	<i>Total</i>
Victorian Commission for Gambling and Liquor Regulation	1	1	
Victorian Institute of Teaching	1	1	
Victorian Legal Services Board	1	1	
Victorian Managed Insurance Authority	1	1	
Victorian Ombudsman	1	1	
Victorian Planning Authority	1	1	

<i>Agency or Minister</i>	<i>Different outcome</i>	<i>Same outcome</i>	<i>Total</i>
Victorian Public Sector Commission	1		1
Victorian WorkCover Authority	6	2	8
Wannon Region Water Corporation		1	1
Wodonga City Council	1		1
Yarra City Council	3		3
Total	211	213	424

DISMISSAL OF REVIEWS

<i>Agency (of case)</i>	<i>Total</i>
Accident Compensation Conciliation Service	1
Alfred Health	2
Austin Health	1
Barwon Health	1
Bayside City Council	1
Bendigo Health Care Group	1
City of Greater Geelong	1
Commercial Passenger Vehicles Victoria	1
Country Fire Authority	1
Department of Education and Training	4
Department of Environment, Land, Water and Planning	1
Department of Health and Human Services	12
Department of Justice and Community Safety (previously Department of Justice and Regulation)	5
Eastern Health	1
Glen Eira City Council	1
Hume City Council	1
Indigo Shire Council	1
Manningham City Council	1

<i>Agency (of case)</i>	<i>Total</i>
Metropolitan Fire and Emergency Services Board	2
Monash Health	1
Monash University	1
Moreland City Council	1
Office of the Victorian Information Commissioner	2
Premier of Victoria	1
South Gippsland Shire Council	1
State Revenue Office	1
Transport Safety Victoria	1
University of Melbourne	1
VicRoads	2
Victoria Legal Aid	9
Victoria Police	17
Victoria University	1
Victorian WorkCover Authority	3
Wyndham City Council	1
Yarra Valley Water Corporation	1
Not a government agency	1
Total	84

TIMELINESS OF REVIEW DECISIONS

Of the 424 formal review decisions made in 2018-19, 24% were made within 30 days of the review application or other extended time period, as agreed by the applicant. This represents a 38.4% decrease compared to last year.

The following factors affected our timeliness when making review decisions in 2018-19:

- + prioritising the completion of aged review applications;
- + applicants not responding to requests for extensions in time;
- + applicants refusing to agree to requested extensions of time;
- + the total volume of review applications and complaints received;
- + the complexity of documents subject to review;
- + delays in receiving assistance from agencies in the conduct of reviews, including the provision of documents subject to review in a timely manner;
- + the requirement for staff to attend agencies to inspect documents subject to review where the FOI Act does not allow for provision of these documents;
- + delays in the provision of submissions by agencies and/or applicants, and where multiple submissions are provided; and
- + time required to conduct a thorough review of an agency's decision to make a fresh decision in circumstances where we determine to release further documents.

If a review decision is not made by a Commissioner within 30 days or other extended time period, as agreed by the applicant, an applicant may exercise their right to seek review of an agency or Minister's decision by VCAT. Where an applicant chooses to exercise this right, our review jurisdiction ceases and we close the review application.

While the timeliness of our review decisions decreased this year, only 21 applicants elected to exercise their VCAT review right and the Commissioners continued to conduct a review and provide a record number of applicants with a review decision.

Next year, we are aiming to make 60% of formal review decisions within 30 days of a review application or other extended time period, as agreed by the applicant. The focus on reducing our aged reviews this year, and improvements to our business processes will assist us in achieving this goal.

APPEALS TO VCAT

An applicant can apply to VCAT to review a decision or dismissal made by a Commissioner on a review application. The affected agency or Minister can also apply to VCAT for a review of a decision made by a Commissioner.

Third parties can also apply to VCAT for review of a decision made by a Commissioner to disclose personal or business affairs information or information they have provided in confidence.

This year we were notified of 66 applications made to VCAT seeking review of a decision made by the Commissioners, of which 42 applications were commenced by the applicant. This represents an increase compared to last year where we received 53 applications, of which 50 were initiated by the applicant.

The remaining 14 applications were commenced by agencies and third parties.

NOTIFICATION

An agency or Minister must notify the Information Commissioner if they apply to VCAT for a review of a decision made by a Commissioner, or in some circumstances if an applicant applies for review.

Despite this requirement, agencies do not always notify us of an appeal to VCAT. Accordingly, we are not able to accurately report on the total number of review applications or outcomes of matters commenced or finalised by VCAT.

OVIC will continue to engage with VCAT to gain review application and outcome data to ensure we meet our statutory reporting obligations.

COMPLAINTS

OVERVIEW

A complaint can be made about an agency or a Minister arising from an FOI request.

In the case of an agency, a complaint can be made about:

- + a delay in handling an FOI 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).

In the case of a Minister, a complaint can be made about:

- + a delay in dealing with an FOI request;
- + a decision that a requested document does not exist, or cannot be located;
- + a delay in handling an FOI request;
- + a decision to defer giving access to a document; or
- + a decision to release a document containing personal or business affairs information.

To be valid, a complaint must:

- + be made in writing, unless an applicant has a disability and can make an oral complaint only;
- + set out the nature of the complaint;
- + identify the relevant agency or Minister; and
- + be made within 60 calendar days after the action or conduct occurred.

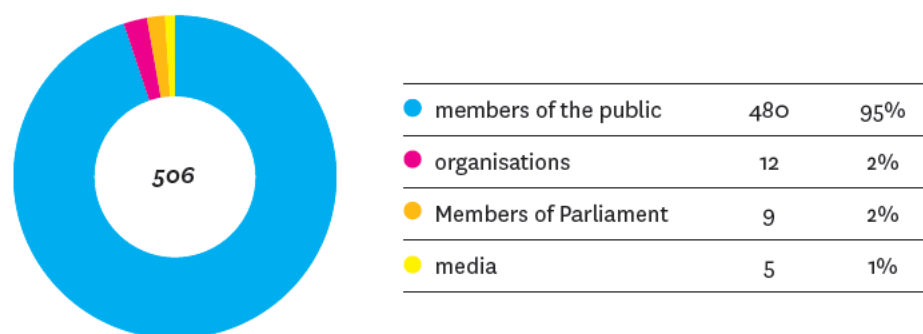
COMPLAINTS RECEIVED

This year OVIC received 506 complaints. This represents a 6.5% increase compared to last year. As at 30 June 2019, 94 complaints remain to be resolved.



COMPLAINTS BY COMPLAINANT TYPE

Most complainants are members of the public, followed by Members of Parliament, media and organisations

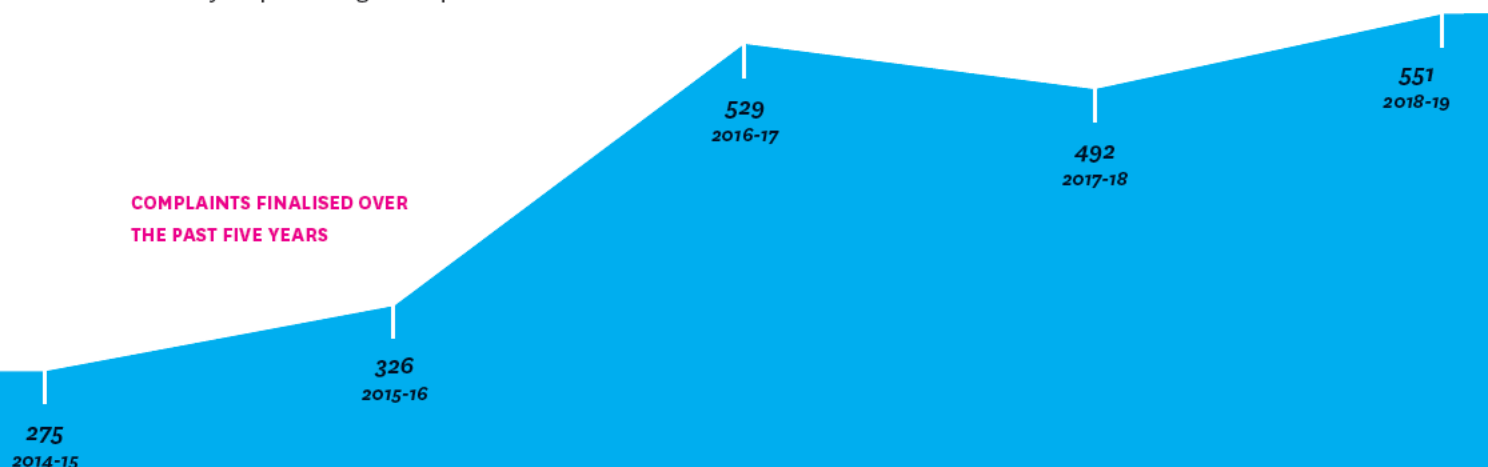


Nature of complaints

Common complaints include:

- + a decision that a document does not exist or cannot be located;
- + inadequate document searches conducted; and
- + delays in processing FOI requests.

COMPLAINTS FINALISED OVER THE PAST FIVE YEARS



AT A GLANCE

EARLY RESOLUTION AND COMPLAINTS TEAM

The Early Resolution and Complaints team deals with complaints privately with a focus on resolving complaints informally or by agreement with the parties. The team is managed by the Manager, Early Resolution and Complaints.

Our informal resolution process may involve the following steps:

- + contacting a complainant to find out more about their complaint and to clarify what documents or resolution they are seeking;
- + contacting an agency or Minister to make preliminary enquiries about the complaint and to obtain a response;
- + considering information provided by a complainant, and the agency or Minister, to assess possible options or strategies to informally resolve the complaint; and

- + following up with a complainant and agency to obtain further information and propose options to resolve the complaint.

If informal resolution is unsuccessful and we determine further action is required, we may attempt to conciliate a complaint, subject to the agreement of both parties.

If conciliation is not successful, or is not appropriate in the circumstances, we may dismiss a complaint or make recommendations to the relevant agency, principal officer or Minister, including suggestions for improvements to the agency's FOI policies, procedures and systems.

CASE STUDY

We received a complaint from an applicant who received an FOI decision but was not satisfied 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 document search conducted.

The agency provided a detailed submission advising:

- + it located an additional document relating to a specific incident;

- + it was unable to locate one missing document that relates to anonymous feedback provided by the complainant;
- + it made a decision to refuse access in full to one document claimed to be missing – this document was subject to review by OVIC; and
- + it did not retain documents relating to an incident that occurred 40 years ago and that such documents were destroyed in accordance with standards issued by the Public Record Office of Victoria.

The agency's submission was then provided to the complainant, who accepted the agency's explanations and agreed to closure of the complaint.

AGENCIES AND MINISTERS SUBJECT TO COMPLAINTS RECEIVED IN 2018-19

Accident Compensation Conciliation Service	Department of Education and Training	Latrobe City Council
Albury Wodonga Health	Department of Environment, Land, Water and Planning	Level Crossing Removal Project
Alfred Health	Department of Health and Human Services	Macedon Ranges Shire Council
Ambulance Victoria	Department of Justice and Community Safety (previously the Department of Justice and Regulation)	Major Road Projects Authority
Attorney-General	Department of Premier and Cabinet	Major Transport Infrastructure Authority
Austin Health	Department of Transport	Manningham City Council
Australian Grand Prix Corporation	Development Victoria	Maroondah City Council
Ballarat Health Services	Disability Services Commissioner	Melbourne Health
Bass Coast Shire Council	Disciplinary Appeals Boards	Mercy Hospitals Victoria
Benalla Rural City Council	Eastern Health	Merit Protection Boards
Bendigo Health Care Group	Emergency Services Superannuation Board (t/a ESSSuper)	Minister for Finance
Bendigo Kangan Institute	Emergency Services Telecommunications Authority	Minister for Public Transport
Central Goldfields Shire Council	Environment Protection Authority	Monash Health
City of Ballarat	Essential Services Commission	Monash University
City of Boroondara	Game Management Authority	Moonee Valley City Council
City of Casey	Glen Eira City Council	Moreland City Council
City of Greater Bendigo	Glenelg Shire Council	Mornington Peninsula Shire
City of Greater Geelong	Goulburn Valley Health	Moyne Shire Council
City of Melbourne	Greater Shepparton City Council	Murrindindi Shire Council
City of Port Phillip	Hepburn Shire Council	Northeast Health Wangaratta
City of Stonnington	Hindmarsh Shire Council	Northern Health
City of Whitehorse	Hume City Council	Office of Public Prosecutions
City West Water Corporation	Kingston City Council	Office of the Chief Parliamentary Counsel Victoria
Colac Otway Shire		Parks Victoria
Coliban Region Water Corporation		Peninsula Health
Country Fire Authority		Premier of Victoria
Court Services Victoria		Public Transport Development Authority (t/a Public Transport Victoria)
Department of Economic Development, Jobs, Transport and Resources		

**AGENCIES AND MINISTERS SUBJECT TO COMPLAINTS
RECEIVED IN 2018-19 (CONTINUED)**

RMIT University	Transport Accident Commission	Victorian Institute of Teaching
Royal Botanic Gardens Board	Transport Safety Victoria	Victorian Public Sector Commission
South Gippsland Shire Council	Transport Ticketing Authority	Victorian WorkCover Authority
Southern Grampians Shire Council	University of Melbourne	Walkerville Foreshore Reserve Committee of Management
Special Minister of State	V/Line Corporation	Warrnambool City Council
St Vincent's Health	VicRoads	Wellington Shire Council
State Revenue Office	Victoria Legal Aid	Western Health
Strathbogie Shire Council	Victoria Police	Wyndham City Council
Surf Coast Shire Council	Victoria University	Yarra City Council
The Royal Society of the Prevention of Cruelty to Animals	Victorian Building Authority	Yarra Ranges Shire Council
Towong Shire Council	Victorian Institute of Forensic Mental Health (t/a Forensicare)	

COMPLAINT OUTCOMES

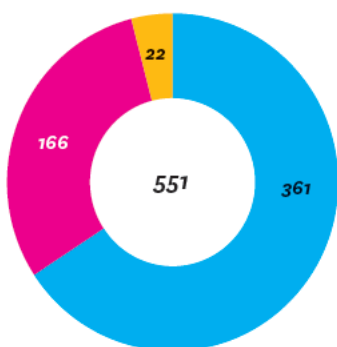
This year 551 complaints were finalised compared to 492 finalised complaints last year. This represents a 12% increase and the largest number of complaints finalised in the past five years.



No complaints were carried over from the previous financial year.

As of 30 June 2019, 94 complaints remain to be finalised and will be carried over into the new year.

This year complaints were finalised by:



● informal resolution of a complaint facilitated with our assistance	361	66%
● a decision to dismiss or not accept a complaint	166	30%
● a decision that a complaint falls outside our jurisdiction under the FOI Act	22	4%

OVIC may determine not to accept or dismiss a complaint at any stage, on any of the following grounds:

- + an action taken by an agency, or its failure to take action, was not in the performance of its functions or obligations under the FOI Act;
- + an action taken by an agency's principal officer, or their failure to take action, was not in the performance of their functions or obligations under Part IB or II;
- + the complaint is 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;
- + the complainant has failed to cooperate with us during the handling of the complaint without reasonable excuse;
- + we consider a complaint is not appropriate in the circumstances; or
- + we are unable to contact the complainant following reasonable attempts to do so.

COMPLAINTS FINALISED

LIST OF AGENCY AND MINISTER COMPLAINT
OUTCOMES 2018-19

<i>Agency (of case)</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>	<i>Total</i>
Accident Compensation Conciliation Service			1	1
Albury Wodonga Health			1	1
Alfred Health	1	3	1	5
Ambulance Victoria			6	6
Attorney-General			3	3
Australian Grand Prix Corporation			2	2
Ballarat Health Services		1	2	3
Barwon Health		1		1
Bass Coast Shire Council		1		1
Benalla Rural City Council			1	1
Bendigo Health Care Group	1		1	2
Bendigo Kangan Institute		1		1
Borough of Queenscliffe		1		1
Central Goldfields Shire Council			2	2
City of Boroondara			1	1
City of Casey		1		1
City of Greater Bendigo			1	1
City of Greater Geelong		1	2	3
City of Melbourne		1		1
City of Port Phillip			1	1
City of Stonnington		1	1	2
City of Whitehorse		1		1
City West Water Corporation			1	1
Colac Otway Shire			1	1
Coliban Region Water Corporation			1	1

Agency (of case)	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Court Services Victoria		2	1	3
Department of Economic Development, Jobs, Transport and Resources		2	6	8
Department of Education and Training	3	9	27	39
Department of Environment, Land, Water and Planning		3	4	7
Department of Health and Human Services	2	7	37	46
Department of Justice and Community Safety (previously Department of Justice and Regulation)	2	20	46	68
Department of Premier and Cabinet		1	13	14
Department of Transport		5	2	7
Department of Treasury and Finance		1		1
Development Victoria			1	1
Disability Services Commissioner		1	1	2
Disciplinary Appeals Boards			1	1
Eastern Health			3	3
Emergency Services Superannuation Board (t/a ESSSuper)			1	1
Emergency Services Telecommunications Authority		1		1
Energy Safe Victoria			1	1
Environment Protection Authority			1	1
Essential Services Commission		1	1	2
Game Management Authority		1		1
Glen Eira City Council		1	2	3
Glenelg Shire Council			2	2
Goulburn Valley Health			1	1
Greater Shepparton City Council			1	1
Hindmarsh Shire Council			1	1
Hume City Council			3	3
Kingston City Council		2	2	4
La Trobe University		1		1
Latrobe City Council			1	1

**LIST OF AGENCY AND MINISTER COMPLAINT
OUTCOMES 2018-19 (CONTINUED)**

<i>Agency (of case)</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>	<i>Total</i>
Level Crossing Removal Project			4	4
Macedon Ranges Shire Council		1	3	4
Major Transport Infrastructure Authority		2	2	4
Manningham City Council		1		1
Maroondah City Council			1	1
Melbourne Convention and Exhibition Trust		1		1
Melbourne Health			4	4
Mildura Rural City Council		1		1
Minister for Consumer Affairs, Gaming and Liquor Regulation		1		1
Minister for Finance			1	1
Minister for Public Transport			2	2
Monash Health	1	1	2	4
Monash University		2	4	6
Moonee Valley City Council	1	1	2	4
Moreland City Council		1		1
Mornington Peninsula Shire			3	3
Murrindindi Shire Council		6	1	7
National Gallery of Victoria		1		1
Northern Health		1	3	4
Office of Public Prosecutions			2	2
Office of the Chief Parliamentary Counsel Victoria		1		1
Parks Victoria			4	4
Peninsula Health			1	1
Premier of Victoria		1		1
Public Transport Development Authority (t/a Public Transport Victoria)			2	2
RMIT University		1	1	2

Agency (of case)	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Royal Botanic Gardens Board	1		1	2
South Gippsland Shire Council			1	1
Southern Grampians Shire Council			2	2
St Vincent's Health		1	4	5
State Revenue Office	1	5	3	9
Strathbogie Shire Council			1	1
Surf Coast Shire Council			2	2
The Royal Society for the Prevention of Cruelty to Animals		3	1	4
Towong Shire Council			1	1
Transport Safety Victoria			1	1
University of Melbourne		1	2	3
VicRoads	2	7	15	24
Victoria Legal Aid		4		4
Victoria Police	2	39	65	106
Victoria University		1		1
Victorian Building Authority	1		1	2
Victorian Institute of Forensic Mental Health (t/a Forensicare)			1	1
Victorian Institute of Teaching			2	2
Victorian Public Sector Commission			1	1
Victorian Registration and Qualifications Authority			1	1
Victorian WorkCover Authority	1	9	14	24
Warrnambool City Council			3	3
Wellington Shire Council			1	1
Western Health		1	3	4
Wyndham City Council		1		1
Yarra City Council			4	4
Yarra Ranges Shire Council		2		2
Unidentified	3		1	4
Total	22	168	361	551

COMPLAINT TIMELINESS

The average time taken to finalise a complaint in 2018-19 was 117 days, a decrease from an average of 134 days last year.

As with reviews, the length of time taken to finalise or resolve a complaint is due to:

- + 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 BY THE INFORMATION COMMISSIONER

After considering a complaint, submissions and documents the Information Commissioner 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 2018-19.

ISSUING OF ACCESS CHARGES CERTIFICATES

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

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

An applicant may apply to VCAT for review of access charges, whether or not the applicant has paid the charge. However, a review application can only be made if a Commissioner certifies the matter is one of sufficient importance for VCAT to consider.

In 2018-19 we received 22 requests for access charges certificates, of which:

- + 10 certificates were not granted;
- + 11 requests were withdrawn; and
- + 1 request was not accepted.

KEY PROJECTS

Publication of notices of decision

In January 2019 OVIC commenced an awareness campaign to ensure agencies and applicants were informed about the publication of formal review decisions made by the Commissioners.

The publication of notices of decision seeks to promote understanding and acceptance of the FOI Act by agencies, applicants and the public. It also ensures transparency and accountability in decision making.

Decisions will be de-identified, which means they will not include any information that will identify an individual. Agency and organisation names will be published.

From 1 July 2019, we commenced publishing review decisions received on or after 1 January 2019.

Review decisions will be published on the OVIC and AustLII websites after a decision is provided to the applicant and agency.

Development of Professional Standards under the FOI Act

Amendments to the FOI Act in 2017 introduced a power for the Information Commissioner to develop and issue professional standards relating to the conduct of agencies and principal officers in performing their functions under the FOI Act, including how they administer and operate the FOI Act.

In December 2018, OVIC announced the development of professional standards in accordance with Part IB of the FOI Act.

In March 2019, we released draft professional standards for a six week public consultation period. Following the consultation period, we reviewed submissions received from agencies, organisations and members of the public and published proposed professional standards, which considered feedback received from agencies and the public.

The professional standards will be supported by a suite of guidance materials to assist and support agencies and principal officers to meet their obligations under the FOI Act.

Before the proposed professional standards take effect, they are required to be published in the Government Gazette and laid before each House of Parliament.

A commencement date has not yet been set, however, it is anticipated the professional standards will commence in late 2019.

International Right to Know Day

In the week leading up to International Right to Know Day, which is celebrated each year on 28 September, OVIC participated in several events to celebrate and promote individuals' right to access government-held information. Our activities included a public forum hosted in partnership with Monash University focusing on the state of FOI in Australia and Victoria, held on 24 September 2018.

The forum was moderated by Associate Professor Johan Lidberg, Monash University, and the panel participants included John Cain, former Premier of Victoria whose government was responsible for the introduction of Victoria's FOI legislation; Alison Sandy, FOI Editor at Seven News; Professor Moira Paterson, Monash University and Sven Bluemmel, Information Commissioner.

The discussion explored the culture around information access within the Victorian public sector, the shortcomings of Victoria's FOI scheme, and the future of FOI in Victoria.

Upgrading the case management system

In 2018, OVIC undertook a significant upgrade of our case management system to improve our administrative processes and ensure more detailed and accurate performance and outcomes reporting. The upgrade involved significant enhancements to the existing case management system, including updating our workflows to reflect improved business practices and to provide additional functionality for our case managers. We completed the upgrade project in 2019.

Public Access Agency Reference Group

As part of OVIC's role in promoting an understanding and acceptance of the FOI Act and its object, we host quarterly Public Access Agency Reference Group meetings. The Reference Group comprises representatives from agencies of varying sizes and various government sectors.

This year the topics of discussion ranged from the issuing of preliminary views provided by the Commissioners during a review, to the publication of formal review decisions.

The Reference Group provides an important forum for OVIC to engage with agencies about our work and their experiences, operating environments and ideas regarding the operation and administration of the FOI Act. This exchange of information informs our initiatives to support agencies in administering the FOI Act. Minutes from Reference Group meetings are published on OVIC's website.

Training and education

In 2018-19 OVIC increased the delivery of free training and events to agency FOI practitioners and the public.

Between our monthly training courses and Information Access Series seminars, we reached over 500 participants face-to-face this year. We also streamed our FOI training and Information Access Series on Twitter via Periscope, to reach regional and rural FOI practitioners and members of the public. Livestream videos of our FOI public forums and Information Access series seminars received more than 2,000 views.

5

REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

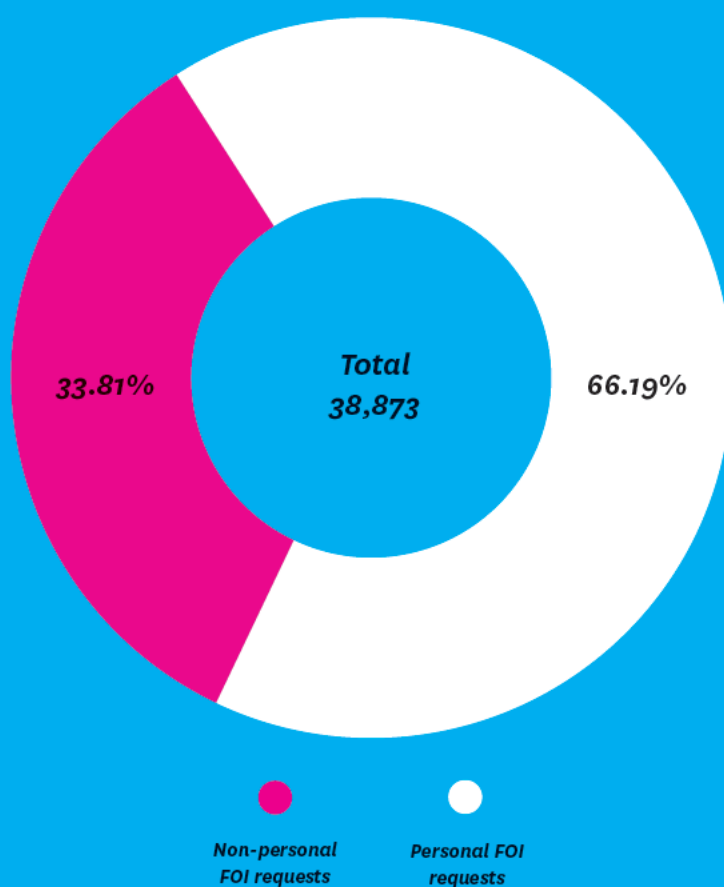
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Section 64 of the *Freedom of Information Act 1982 (Vic)* (FOI Act) requires the Information Commissioner to report annually on the operation of the FOI Act in Victoria.

The data in this section is provided by agencies and Ministers and provides an overview on the operation and administration of the FOI Act in 2018-19.

FOI REQUESTS 2018-19

AT A GLANCE



TIMELINESS OF DECISIONS



OUTCOME OF DECISIONS



5 **REPORT ON THE OPERATION OF THE FOI ACT**

GOVERNMENT BODIES COVERED BY FOI

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

THE DATA

The information contained in this section was collated from data provided by approximately 1000 agencies that are subject to the FOI Act. This data is provided through an electronic survey which ensures that the information required in this report under section 64 of the FOI Act is provided on a uniform basis.

All agencies completed the survey for 2018-19.

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

The data relates to FOI requests that met the definition of a request pursuant to section 17 of the FOI Act. Section 17 requires that a request for access to a document 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 section and in the appendices 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, as it reflects the information held and reported by the 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 report includes an analysis of five years' worth of data, to identify trends and areas of focus in the use and administration of the FOI Act by applicants and agencies respectively.

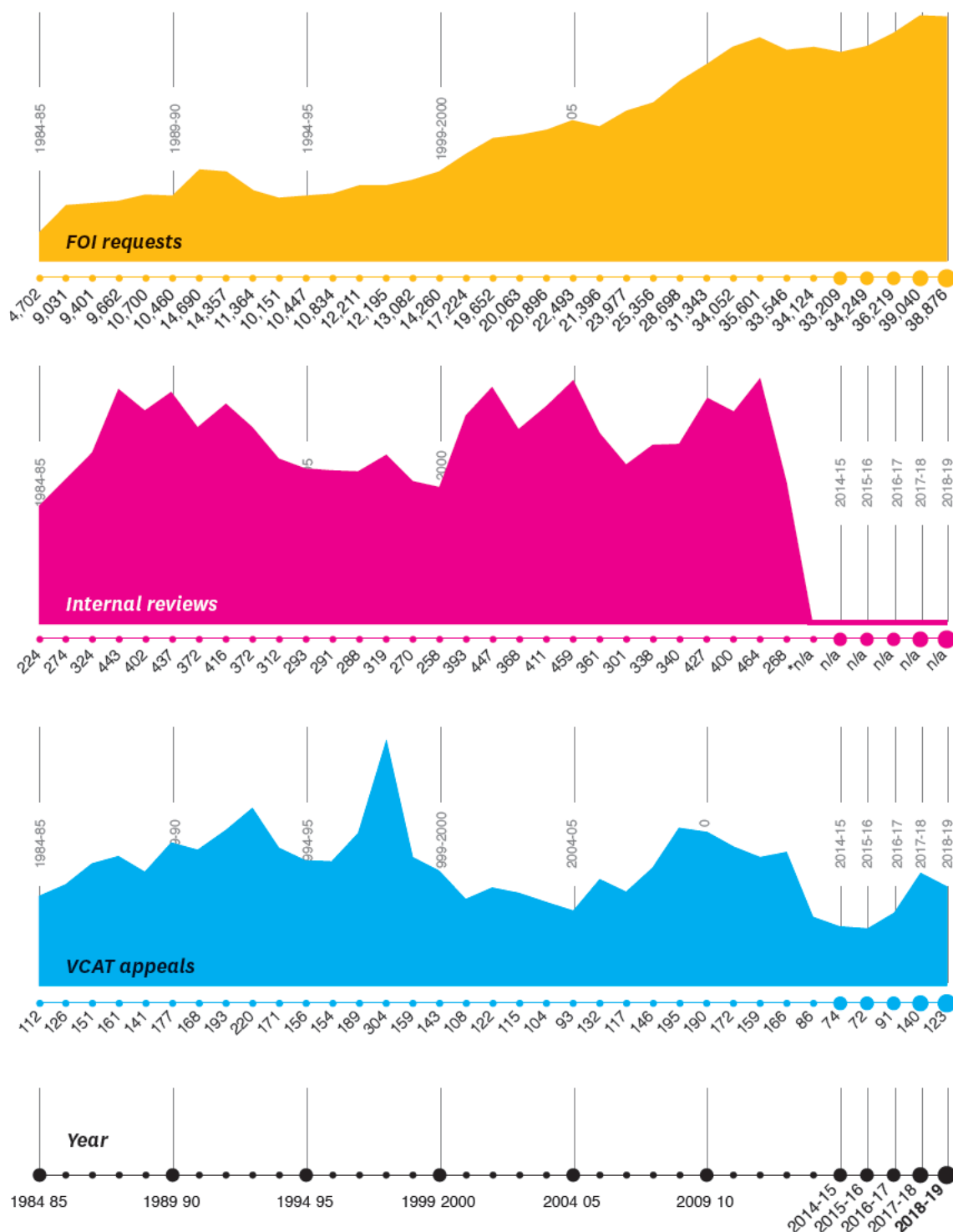
REQUESTS AND APPEALS

The number of FOI requests reported in 2018-19 decreased by 0.4% from the previous year to 38,876.

Agencies reported 123 appeals to the Victorian Civil and Administrative Tribunal (**VCAT**) were lodged in 2018-19, and of the 28 cases decided by VCAT, agency decisions were affirmed in full in 20 cases. It was also reported that VCAT varied agency decisions in 5 cases and overturned agency decisions in 3 cases. Agencies reported that 65 appeals were withdrawn in the reporting period.

NUMBER OF REQUESTS, INTERNAL REVIEWS AND APPEALS REPORTED BY AGENCIES

*Internal reviews ceased as of 2013-14 and therefore are listed n/a

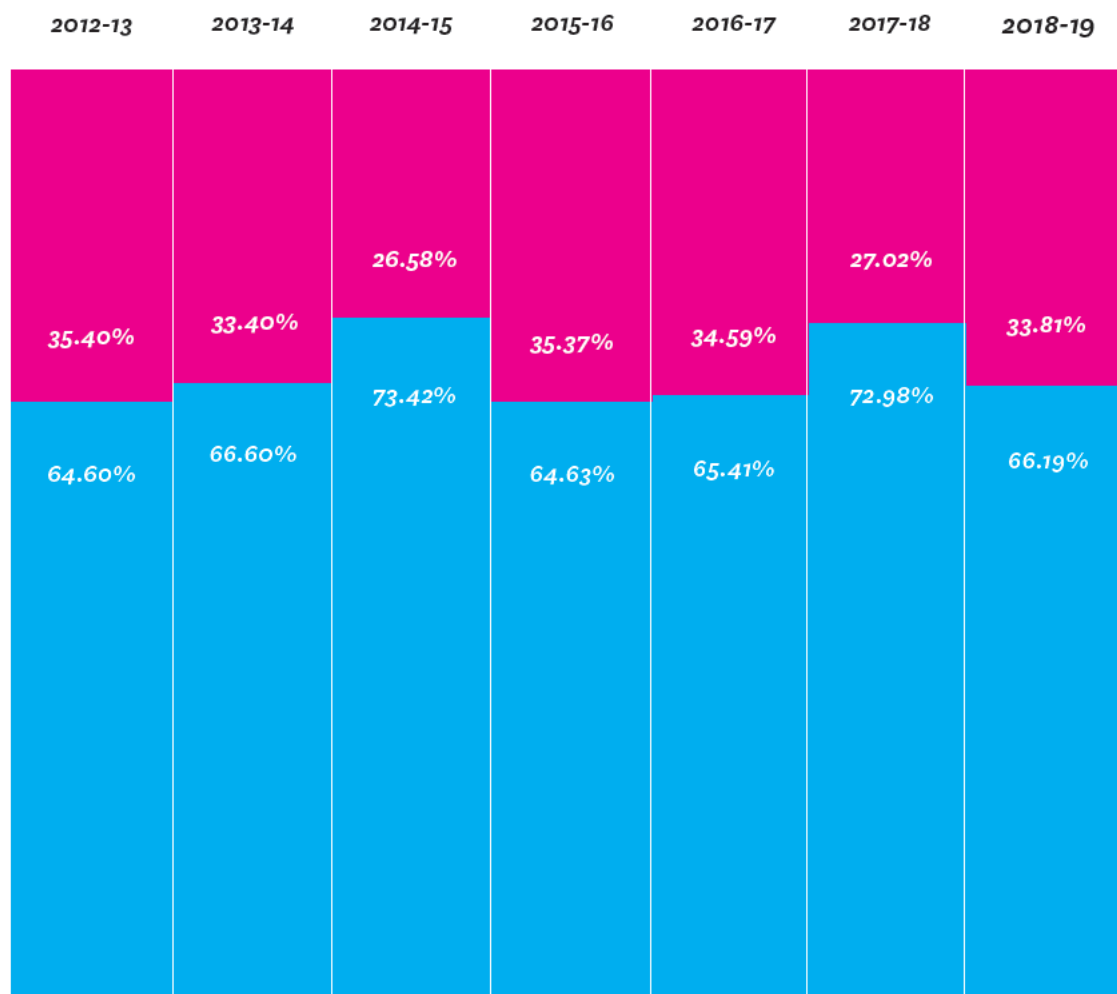


SOURCES OF FOI REQUESTS

In 2018-19 personal requests (for information mainly relating to the applicants themselves) represented 66.19% of total requests received, while non-personal requests represented 33.81%. Non-personal requests include those made by Members of Parliament, the media, organisations and generally concern documents that do concern government or a government agency.

TYPES OF FOI REQUESTS

- Non-personal
- Personal



TIMELINESS OF DECISION MAKING

Section 21 of the FOI Act requires an agency to notify an applicant of a decision on an access request within 30 days. This 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; and
- + upon an agency's request, an applicant may agree to one or more extensions of up to 30 days at a time.

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

- + the processing period for unreasonably large FOI requests is suspended under section 25A of the FOI Act;

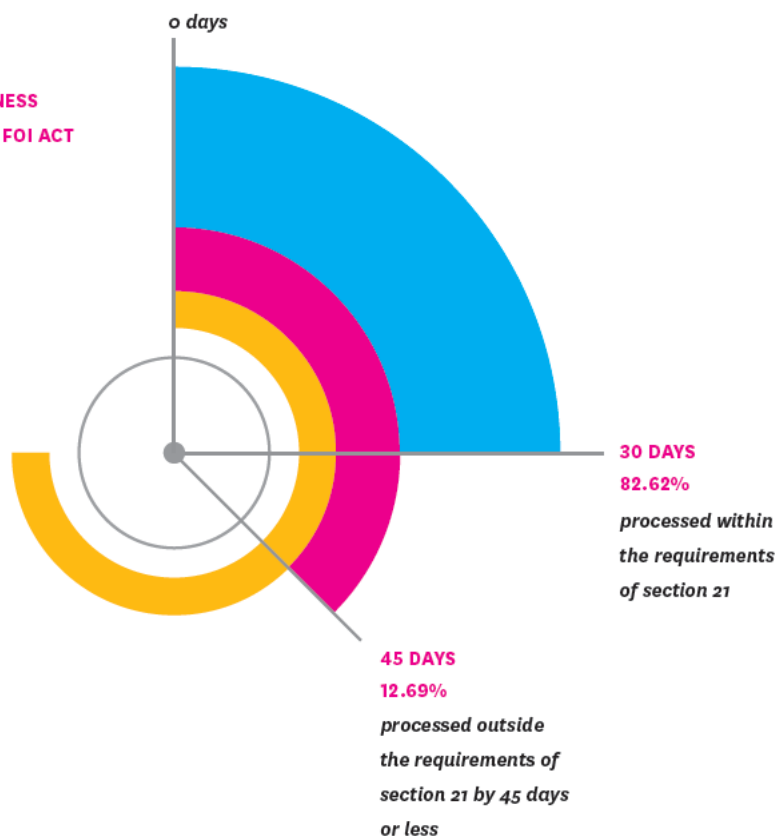
- + if a deposit is sought from an applicant, the time period commences when the deposit has been paid (section 22(5) of the FOI Act); and
- + if a deposit is sought, the timeframe can be negotiated to reduce the amount of charges payable (section 22(6) of the FOI Act).

Agencies reported that 82.62% of requests were processed within the requirements of section 21. This has slightly increased from last year's figure of 82.26%. However, there was an increase to 4.69% of requests processed more than 45 days outside of the requirements of section 21 compared to 2.52% in 2018-19. The data also shows a decrease to 12.69% of requests processed within 45 days or less compared to 15.22% in 2017-18.

DECISION MAKING TIMELINESS UNDER SECTION 21 OF THE FOI ACT

+ 45 DAYS
4.69%

*processed outside the
requirements of section
21 by more than 45 days*



FOI DECISIONS

Information provided by agencies about their decisions made on FOI requests does not include situations where a request was received and one of the following circumstances occurred:

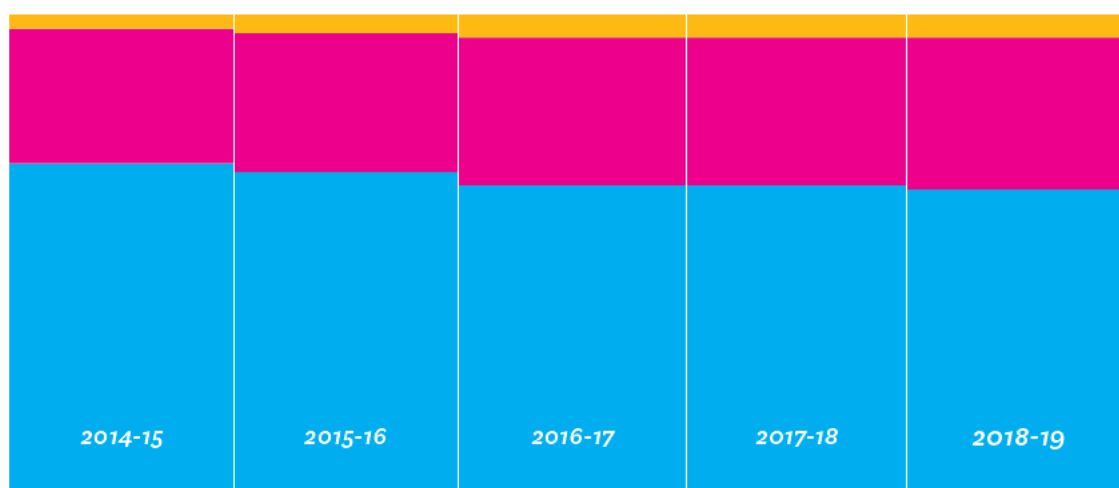
- + the applicant did not proceed with the request;
- + the request was not decided at the end of the 2018-19 reporting period;
- + the agency did not hold the documents sought; and
- + the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

Analysis of the past five years of agency access decisions reveals:

- + applications granted in full continue to trend downwards (from its highest in 2014-15 at 70.25% to 64.79% in 2018-19);
- + applications granted in part continue to trend upwards (from its lowest in 2014-15 at 27.45% to 31.20% in 2018-19);
- + applications denied in full are starting to trend upwards (to 4.01% in 2018-19, compared to its lowest with 2.30% in 2014-15); and
- + the total number of FOI decisions made by agencies in 2018-2019 was a record high at 34,564.

FOI decisions for the past five years (no. of decisions and percentage [%] of decisions)

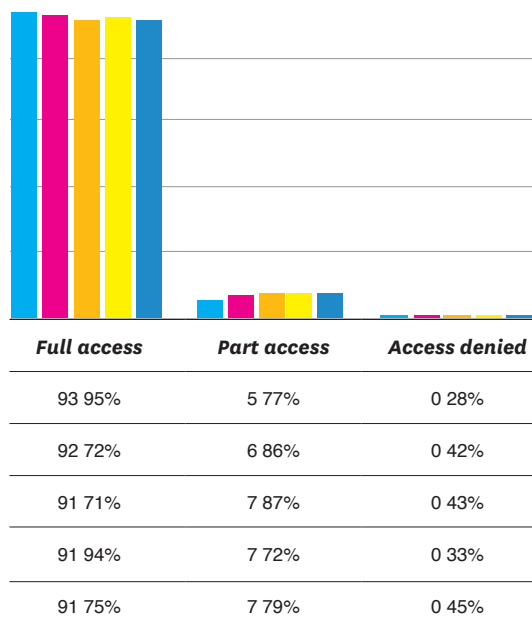
Year	Full ● %Full	Part ● %Part	Denied ● %Denied	Total
2014/15	20694 70.25%	8087 27.45%	678 2.30%	29 459
2015/16	19613 68.38%	8174 28.50%	896 3.12%	28 683
2016/17	20416 65.63%	9494 30.52%	1198 3.85%	31 108
2017/18	21875 65.76%	10097 30.35%	1293 3.89%	33 265
2018/19	22395 64.79%	10784 31.20%	1385 4.01%	34 564



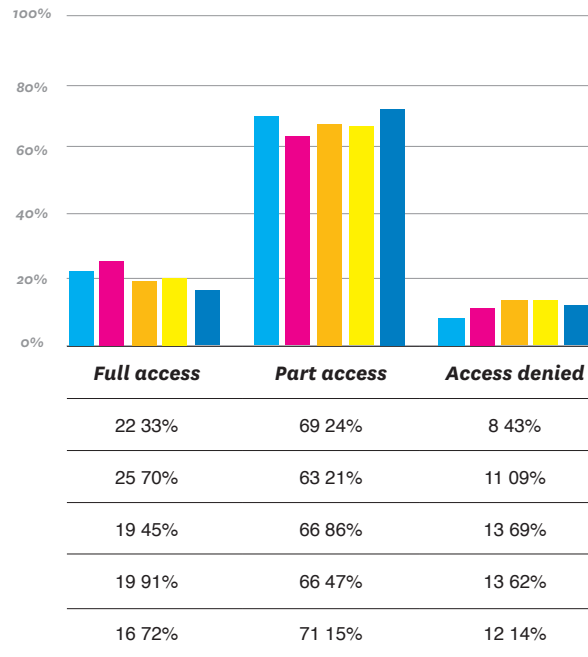
FIVE YEARS OF FOI DECISIONS BY SECTOR



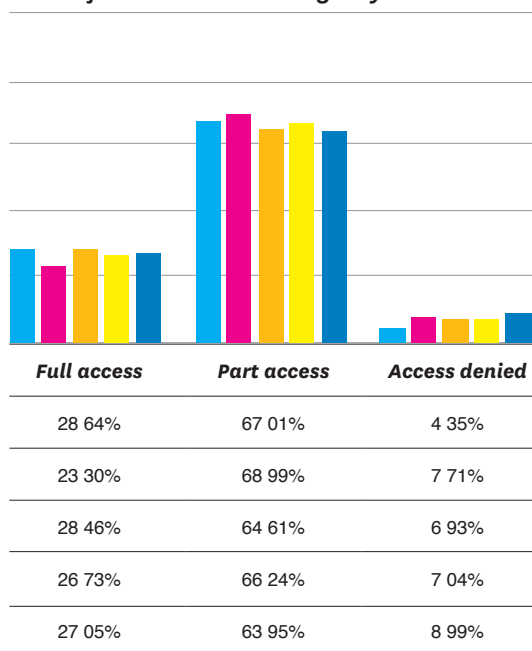
Health



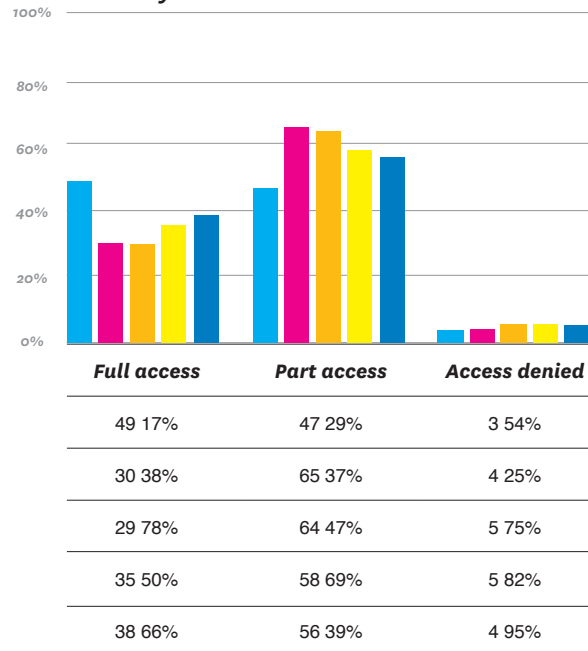
Government



Law enforcement and emergency



Statutory authorities

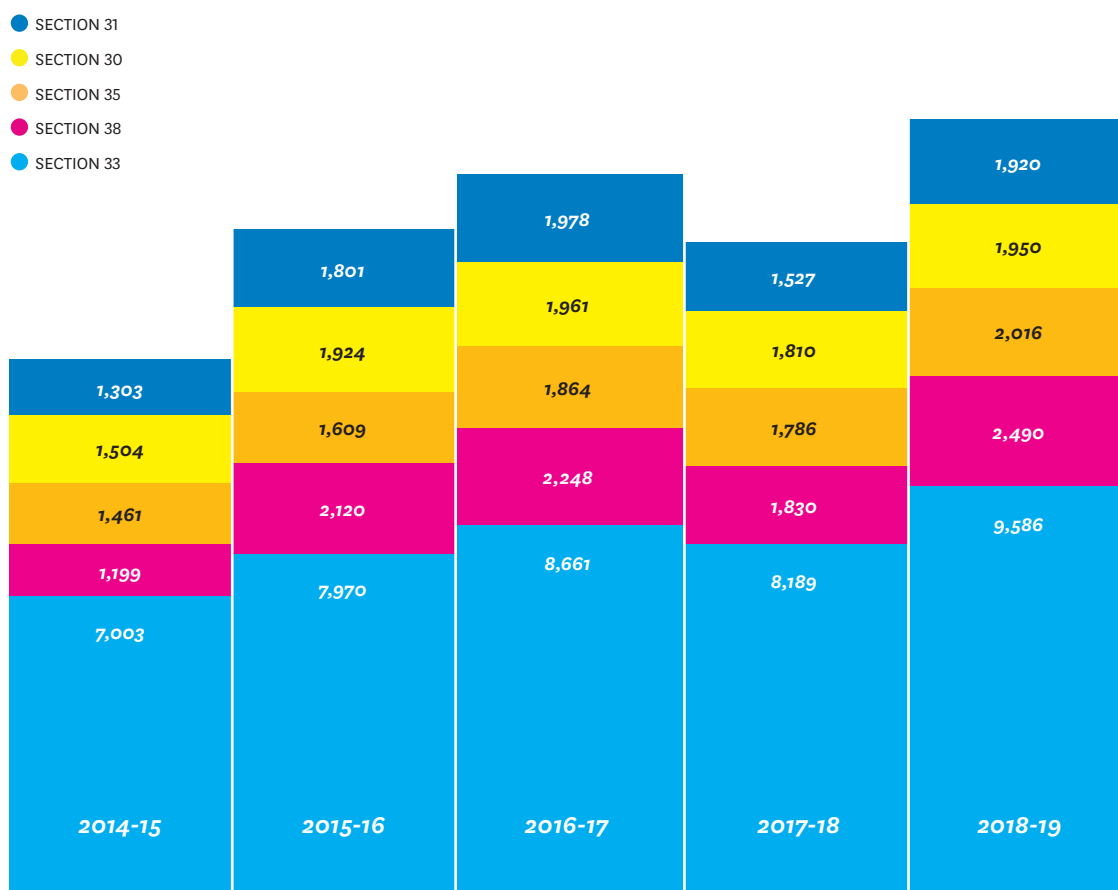


EXEMPTIONS

Part IV of the FOI act contains 15 exemptions. In 2018-19 the five most frequently claimed grounds for exemption in initial FOI decisions included (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 legislation, other than the FOI Act applies to particular documents;
3. **Section 35:** information obtained in confidence;
4. **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; and
5. **Section 31:** documents related to law enforcement activities.

EXEMPTIONS MOST COMMONLY RELIED ON BY AGENCIES



ALL PROVISIONS CITED IN 2018-19 DECISIONS

<i>Exemptions</i>	<i>Original decisions</i>	<i>VCAT appeals</i>
section 23	2	0
section 24(1)	6	1
section 24A(1)	2	0
section 25A(1)	329	2
section 25A(5)	139	1
section 28	101	0
section 29	12	0
section 29A	13	0
section 29B	0	0
section 30 ●	1950	8
section 31 ●	1920	4
section 31A	0	0
section 32	697	1
section 33 ●	9586	15
section 34	462	3
section 35 ●	2016	2
section 36	16	0
section 37	0	0
section 38 ●	2461	2
section 38A	29	0
section 68(1)(a)		
(i) Assisted Reproductive treatment Act 2008 (Vic)	1	0
Total	19742	39

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

APPLICATION FEES AND ACCESS CHARGES

Costs associated with FOI comprise the application fee, which was \$28.90 in 2018-19, and access charges for certain services undertaken by agencies in relation to providing access to documents.

APPLICATION FEES

Agencies reported application fee revenue of \$816,273.24 in 2018-19. The FOI Act provides that agencies may waive or reduce an application fee if payment of a fee would cause financial hardship to the applicant. Agencies reported the total amount of application fees waived in 2018-19 was \$308,918.86.

ACCESS CHARGES

Access charges are payable when a decision is made to provide access to documents in full or in part. Charges relate to the photo copying of documents, providing access in an alternative form, supervising the viewing of documents, search costs and generating documents from electronic data.

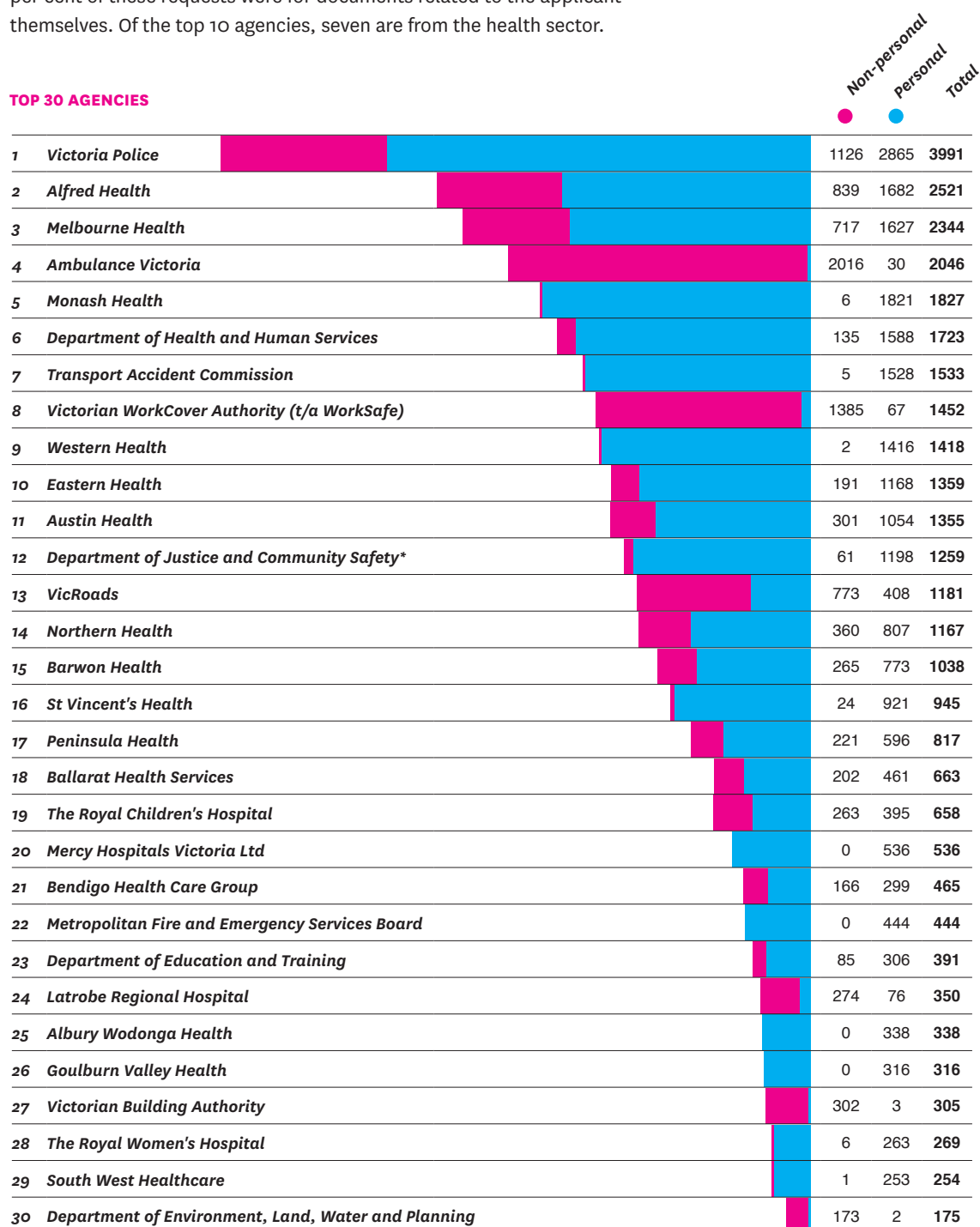
Charges must be waived where the applicant is impecunious, and the request is for personal documents. The FOI Act also provides for other circumstances where access charges are not payable.

Agencies reported that \$922,902 was collected in access charges in 2018-19 and the total amount of access charges waived was \$182,680.85.

TOP 30 AGENCIES

The top 30 agencies received a total of 33,140 FOI requests in 2018-19, representing approximately 85% of all requests received. Seventy-nine per cent of these requests were for documents related to the applicant themselves. Of the top 10 agencies, seven are from the health sector.

TOP 30 AGENCIES



*Previously Department of Justice and Regulation

ADMINISTRATION OF THE FOI ACT

DISCIPLINARY ACTION TAKEN IN RELATION TO ADMINISTRATION OF THE FOI ACT

Agencies reported that no disciplinary action was taken in relation to the administration of the FOI Act in 2018-19.

NOTICES ISSUED UNDER SECTION 12 OF THE FOI ACT

A person, under section 12 of the FOI Act, may serve 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 two section 12 notices were served in 2018-19. For both of these specification notices, the decision made by the principal officer was adverse to the claim made.

All provisions cited in 2018-19 decisions

Agency	Decisions adverse to claim	Specification notices
Department of Premier and Cabinet	1	1
University of Melbourne	1	1

READING ROOM FACILITIES

In 2018-19 101 agencies reported they have reading room facilities available, or that a reading room could be made available if required. These agencies also reported that a variety of documents are made available, 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 made available on websites and through other electronic means.

DIFFICULTIES IN ADMINISTRATING THE FOI ACT

Consultation requirements

Amendments made to the FOI Act that commenced on 1 September 2017, introduced mandatory third party consultation requirements when considering a range of exemptions under the FOI Act. A number of agencies reported that this process has increased their administrative workload significantly and has led to delays in finalising decisions, due to the time it takes to receive consultation responses.

Staffing and cost

Only 7.3% of agencies advised of staffing or cost related difficulties in administering the FOI Act. Difficulties reported by those agencies, related to the following:

- + difficulties meeting legislated timeframes with limited dedicated staff;
- + costs recovered do not reflect the time and costs associated with processing requests; and
- + resourcing issues including an inability to recruit suitably skilled and knowledgeable FOI officers.

Other issues

Other administrative difficulties were reported by 8.1% of agencies in their application of the FOI Act (up from 75% in 2017-18). Agencies reported, generally, that the following factors impacted on their ability to administer the FOI Act:

- + increasing FOI related workload due to growing number of FOI requests received and requests becoming more voluminous; and
- + the reduced timeframe within which agencies have to process requests, following the legislative changes made to section 21 of the FOI Act on 1 September 2017.

EFFORTS MADE TO IMPLEMENT THE SPIRIT AND INTENTION OF THE FOI ACT

Approximately 19% 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 including:

- + releasing information outside the FOI Act;
- + making a wider range of information available on websites and social media;
- + waiving access fees and application 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.

Fifty agencies (compared to 38 agencies in 2017-18) reported their proactive efforts to release information led to a decrease in FOI requests received or having to be processed.

6

APPENDICES

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6 OVIC DISCLOSURE INDEX

OVIC's annual report is prepared in accordance with relevant Victorian legislation and pronouncements as appropriate. As a section 53(i)(b) agency OVIC's financial statements are combined into The Department of Premier and Cabinet's financial statements. This index has been prepared to facilitate identification of OVIC's compliance with statutory disclosure requirements.

Financial Reporting Directions (**FRD**) 10A requires entities to include a disclosure index in their annual reports that report the following:

- + a list identifying the relevant clauses of Victorian legislation with statutory disclosure requirements that the entity has to comply with;
- + a short description of the relevant requirements; and
- + the page in the annual report where the disclosure for each requirement is made.

OVIC DISCLOSURE INDEX

Legislation	Requirement	Page reference
<i>Standing Directions & Financial Reporting Directions</i>		
<i>Report of operations</i>		
<i>Charter and purpose</i>		
FRD 22H	Manner of establishment and the relevant Ministers	Page 2
FRD 22H	Purpose, functions, powers and duties	Page 8
FRD 22H	Key initiatives and projects	Page 2
FRD 22H	Nature and range of services provided	Page 8
<i>Management and structure</i>		
FRD 22H	Organisational structure	Page 10

Legislation	Requirement	Page reference
Standing Directions & Financial Reporting Directions		
Financial and other information		
FRD 8D	Performance against output performance measures	Page 13
FRD 10A	Disclosure index	Page 97-98
FRD 12B	Disclosure of major contracts	Page 12
FRD 22H	Employment and conduct principles	Page 15
FRD 22H	Occupational health and safety policy	Page 15
FRD 22H	Summary of the financial results for the year	Page 11-12
FRD 22H	Application and operation of the Freedom of Information Act 1982	Page 16
FRD 22H	Application and operation of the Protected Disclosure Act 2012	Page 16
FRD 22H	Details of consultancies over \$10,000	Page 12
FRD 22H	Details of consultancies under \$10,000	Page 12
FRD 24C	Reporting of office based environmental impacts	Page 16
FRD 29C	Workforce Data disclosures	Page 9-10
SD 5.2	Specific requirements under Standing Direction 5.2	Letter of Transmittal

LEGISLATION

Freedom of Information Act 1982

Building Act 1993

Protected Disclosure Act 2012

Carers Recognition Act 2012

Disability Act 2006

Local Jobs Act 2003

Financial Management Act 1994

APPENDICES TO PART 5

EXPLANATION OF APPENDICES

APPENDIX A - AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS

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

The access outcomes reported by agencies and Ministers are listed for all requests decided in 2018-19, including those that were received prior to the start of the financial year and then decided in 2018-19. 30 agencies reported making a decision to grant access in full or part or to deny access in full (there were 1,193 Committees of Management under the Department of Environment, Land, Water and Planning). In 2018-19 The Department advised that two Committees of Management received an FOI request.

APPENDIX B - OUTCOME OF ALL APPEALS RECEIVED OR DECIDED BY THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (VCAT) IN 2018-19

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 or Minister that made the initial FOI decision, as reported by agencies and Ministers. The outcomes listed are for all appeals lodged or decided in

2018-19. VCAT utilises alternative dispute resolution processes, through which cases may be resolved prior to a hearing. If this occurs, an appeal may be withdrawn or dismissed.

APPENDIX C - EXEMPTIONS CITED

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 and Ministers must give reasons. This appendix lists the exemptions cited by agencies and Ministers when denying access to documents, in full or in part, as reported by agencies and Ministers.

APPENDIX D - NAMES AND TITLES OF DECISION MAKERS

Initial FOI decisions are made by persons authorised under the FOI Act by an agency. This appendix lists each officer, their title and the number of decisions made granting access in full, granting access in part or denying access, to documents, as reported by agencies and Ministers.

APPENDIX E - FEES AND CHARGES

In 2018-19, an application fee of \$28.90 was required to be paid at the time of making a FOI request. This fee can be waived or reduced where payment would cause the applicant financial hardship. This appendix shows the fees and charges collected and waived, as reported by agencies and Ministers, in 2018-19.

APPENDIX A - PART 1

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Totals	25,729	13,147	22,395	10,784	1,385	8,118
Accident Compensation Conciliation Service	0	0	0	0	0	1
Albury Wodonga Health	338	0	326	2	0	11
Alexandra District Health	8	22	24	0	1	5
Alfred Health	1682	839	2319	12	3	356
Alpine Health	5	4	9	0	0	0
Alpine Shire Council*	0	2	0	1	1	2
Ambulance Victoria	30	2016	1288	434	1	407
AMES Australia (previously known as Adult Multicultural Education Services)*	0	0	0	0	0	1
Ararat Rural City Council	1	0	1	0	0	0
Architects Registration Board of Victoria	0	1	0	1	0	0
Attorney-General	0	1	0	0	0	1
Austin Health (includes Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation Centre)	1054	301	1180	56	15	233
Australian Grand Prix Corporation	0	4	0	2	1	1
Bairnsdale Regional Health Service	99	7	100	5	0	5
Ballarat Health Services	461	202	598	40	6	42
Banyule City Council	2	19	2	15	1	5
Barwon Health (includes McKellar Centre, University Hospital Geelong)	773	265	895	115	9	19
Barwon Region Water Corporation	5	11	5	2	0	10
Bass Coast Health	116	0	99	0	0	21
Bass Coast Shire Council	0	12	4	2	0	14
Baw Baw Shire Council	0	27	9	9	0	13
Bayside City Council	0	31	19	8	0	7
Beaufort and Skipton Health Service*	1	0	1	0	0	0
Beechworth Health Service*	2	3	5	0	0	0
Benalla Health*	0	28	28	0	0	0

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Benalla Rural City Council*	4	0	3	2	0	0
Bendigo Health Care Group	299	166	339	92	5	63
Bendigo Kangan Institute	3	0	1	2	0	0
Berwick and Harkaway Cemeteries Trust	0	1	1	0	0	0
Boort District Health	1	1	2	0	0	0
Borough of Queenscliffe*	0	3	1	2	0	0
Box Hill Institute	1	0	0	0	0	1
Brimbank City Council	0	41	19	1	1	22
Buloke Shire Council	0	3	1	1	1	1
Calvary Health Care Bethlehem	1	0	1	0	0	0
Campaspe Shire Council	0	9	2	5	1	3
Cardinia Shire Council	0	29	11	8	1	9
Casterton Memorial Hospital*	2	0	2	0	0	0
Castlemaine Health*	20	0	20	0	0	0
Central Gippsland Health Service	88	10	94	0	0	4
Central Gippsland Region Water Corporation (t/a Gippsland Water)	1	0	1	0	0	0
Central Goldfields Shire Council	0	5	4	0	0	1
Central Highlands Region Water Corporation	0	3	3	0	0	0
Chief Parliamentary Counsel Victoria	0	1	0	1	0	0
Chisholm Institute	1	0	1	0	0	0
City of Ballarat*	11	30	13	17	3	11
City of Boroondara	0	49	4	28	2	27
City of Casey	17	36	17	23	3	17
City of Darebin	0	44	3	22	1	19

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
City of Greater Bendigo*	0	24	1	13	2	8
City of Greater Dandenong*	0	16	13	1	0	6
City of Greater Geelong	25	32	22	13	10	15
City of Melbourne	10	76	22	14	3	56
City of Monash	1	31	9	8	2	18
City of Port Phillip	2	33	4	21	0	16
City of Stonnington*	43	23	0	50	1	20
City of Whitehorse	0	25	14	3	1	8
City West Water Corporation*	0	40	30	9	0	10
Cobram District Health	11	35	46	0	0	0
Cohuna District Hospital	2	17	19	0	0	0
Colac Area Health	60	2	58	0	0	11
Colac Otway Shire*	0	12	3	4	0	10
Coliban Region Water Corporation*	3	0	0	1	0	2
Commercial Passenger Vehicles Victoria	4	5	2	3	3	1
Commission for Children and Young People	2	1	0	0	3	0
Corangamite Catchment Management Authority	0	0	0	1	0	0
Corangamite Shire*	0	4	2	0	0	2
Corinella Foreshore Reserve Committee of Management	1	0	0	1	0	0
Corryong Health (previously known as Upper Murray Health and Community Services)	0	2	2	0	0	0
Country Fire Authority	1	114	24	22	7	82
Court Services Victoria	69	13	1	5	1	77
Dairy Food Safety Victoria	0	2	0	1	1	0
Deakin University*	10	1	6	2	0	4
Dental Health Services Victoria	143	4	147	0	0	0
Department of Economic Development, Jobs, Transport and Resources	27	40	19	43	12	31

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Department of Education and Training (includes previous Minister for Early Childhood Education, Minister for Education, Minister for Training and Skills, Minister for Higher Education)	306	85	85	194	37	145
Department of Environment, Land, Water and Planning	2	173	56	58	6	83
Department of Health and Human Services	1588	135	118	1162	239	427
Department of Jobs, Precincts and Regions* (includes Latrobe Valley Authority)	3	41	3	17	2	29
Department of Justice and Community Safety (previously Department of Justice and Regulation - includes Business Licensing Authority, Estate Agents Council)*	1198	61	50	928	127	303
Department of Premier and Cabinet	5	60	6	35	6	33
Department of Transport	39	44	4	14	5	60
Department of Treasury and Finance*	0	58	8	20	3	34
Deputy Premier of Victoria	0	0	0	0	0	1
Development Victoria	0	6	1	0	4	1
Director, Transport Safety (t/a Transport Safety Victoria)	18	38	18	16	4	22
Disability Services Commissioner	7	0	0	7	0	1
Disciplinary Appeals Boards	1	0	0	0	1	0
Djerriwarrh Health Services	97	30	127	0	0	0
East Gippsland Catchment Management Authority	0	2	0	0	1	1
East Gippsland Shire Council	13	13	12	11	0	4
East Grampians Health Service	30	22	45	0	0	8
East Wimmera Health Service*	24	0	24	0	0	0

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Eastern Health (includes Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Healesville Hospital, Wantirna Health, Yarra Ranges Health, Turning Point, Spectrum)*	1168	191	791	486	6	156
Echuca Regional Health	29	85	113	0	1	0
Edenhope and District Memorial Hospital	3	3	3	2	1	0
Emergency Services Superannuation Board (t/a ESSSuper)	5	2	7	1	0	0
Emergency Services Telecommunications Authority*	53	4	0	0	49	10
Energy Safe Victoria*	1	50	34	6	2	10
Environment Protection Authority	63	10	0	46	7	24
Essential Services Commission	0	6	2	1	0	3
Falls Creek Alpine Resort Management Board	1	0	1	0	0	0
Family Safety Victoria	1	0	0	1	0	0
Federation University Australia	3	0	2	0	0	1
Film Victoria	1	0	0	0	0	1
Frankston City Council	5	21	8	3	1	21
Game Management Authority	0	3	1	3	1	0
Gannawarra Shire Council*	0	2	0	1	0	3
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	2	2	1	4	0	3
Gippsland Ports Committee of Management Incorporated*	0	1	1	0	0	0
Gippsland Southern Health Service	15	0	15	0	0	0
Glen Eira City Council*	3	34	10	8	1	22
Glenelg Hopkins Catchment Management Authority*	0	0	1	1	0	0
Glenelg Shire Council	0	5	2	2	0	1
Golden Plains Shire Council	0	2	0	3	0	0
Gordon Institute of TAFE*	1	0	1	0	0	0
Goulburn Broken Catchment Management Authority	0	3	0	1	0	3

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Goulburn Valley Health (includes Yea and District Memorial Hospital)	316	0	316	0	0	0
Goulburn Valley Region Water Corporation	0	1	0	0	1	0
Goulburn-Murray Rural Water Corporation	6	9	6	2	0	11
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	1	0	1	0	0	0
Greater Shepparton City Council	0	23	8	7	2	7
Greyhound Racing Victoria	0	5	3	1	1	0
Health Complaints Commissioner	11	0	5	5	1	2
Health Purchasing Victoria	1	0	0	0	0	1
Heathcote Health	5	0	5	0	0	0
Hepburn Health Service	2	8	9	1	0	0
Hepburn Shire Council	3	0	3	0	0	1
Heritage Council of Victoria*	0	1	1	0	0	0
Hesse Rural Health Service	2	0	1	0	0	1
Hindmarsh Shire Council*	0	0	2	0	0	2
Hobsons Bay City Council	0	13	6	2	0	8
Horsham Rural City Council	0	5	1	3	0	2
Hume City Council*	1	51	1	22	2	38
Independent Broad-based Anti-corruption Commission*	2	0	0	0	0	2
Indigo Shire Council	1	3	3	1	0	0
Infrastructure Victoria*	0	1	1	0	0	0
Kerang District Health	3	10	11	0	0	2
Kingston City Council*	0	25	4	7	4	17
Knox City Council	5	11	1	12	0	6
Kooweerup Regional Health Service	4	1	4	0	0	1

<i>Agency</i>	<i>Requests received</i>		<i>Outcomes of all requests received or decided in 2018-19 ¹</i>			
	<i>Personal requests</i>	<i>Non-personal requests</i>	<i>Access granted in full</i>	<i>Access granted in part</i>	<i>Access denied in full</i>	<i>Other ²</i>
Kyabram and District Health Services	0	22	20	0	1	1
Kyneton District Health Service	3	18	19	0	0	2
La Trobe University	6	5	6	1	0	6
Latrobe City Council	3	14	10	5	0	4
Latrobe Regional Hospital	76	274	326	0	0	24
Level Crossing Removal Authority	1	11	3	8	5	4
Local Government Inspectorate	1	0	0	2	0	0
Loddon Shire Council*	0	2	1	1	0	1
Lorne Community Hospital	12	0	12	0	0	0
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	0	1	0	1	0	1
Macedon Ranges Shire Council	2	28	5	8	0	20
Maddingley Cemetery Trust	0	1	1	0	0	0
Major Road Projects Authority	0	8	1	1	5	1
Major Transport Infrastructure Authority*	2	19	0	2	2	17
Mallee Track Health and Community Service	3	0	0	4	1	0
Manningham City Council*	0	19	4	6	0	9
Mansfield District Hospital	5	14	19	0	0	0
Mansfield Shire Council	2	1	1	0	0	2
Maribyrnong City Council	1	20	14	1	1	6
Maroondah City Council	1	8	6	3	0	1
Maryborough District Health Service	42	4	44	1	0	1
Medical Panels	1	0	0	1	0	0
Melbourne and Olympic Parks Trust	0	2	0	3	1	0
Melbourne Convention and Exhibition Trust	0	1	2	0	0	0
Melbourne Cricket Ground Trust	0	0	0	2	0	0
Melbourne Health (includes Royal Melbourne Hospital, Royal Melbourne Hospital - Royal Park Campus)	1627	717	2140	62	5	497
Melbourne Market Authority	0	0	1	0	0	0
Melbourne Water*	0	16	7	2	0	10
Melton City Council	18	5	12	2	1	11
Mental Health Complaints Commissioner	2	0	1	0	0	1

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Mental Health Tribunal	14	0	1	2	0	11
Mercy Hospitals Victoria (includes Mercy Hospital for Women, Werribee Mercy Hospital, Mercy Health O'Connell Family Centre)*	536	0	441	58	5	69
Metropolitan Fire and Emergency Services Board	444	0	1	443	1	0
Mildura Rural City Council	3	23	4	20	1	4
Minister for Energy, Environment and Climate Change	0	9	0	1	0	10
Minister for Health	1	1	0	1	0	1
Minister for Planning	0	2	1	1	0	4
Minister for Public Transport (includes Minister for Ports and Freight)	0	3	0	0	0	4
Minister for Racing	0	1	0	0	0	1
Minister for Roads (includes Minister for Road Safety and the TAC, Minister for Fishing and Boating)	0	3	0	0	0	3
Minister for Transport Infrastructure	0	3	0	0	0	3
Minister for Water	0	1	1	0	0	3
Mitchell Shire Council*	0	10	1	8	0	1
Moira Shire Council	0	8	0	5	0	3
Monash Health	1821	6	1642	101	4	170
Monash University*	24	8	7	13	1	12
Moonee Valley City Council*	0	70	22	11	5	38
Moorabool Shire Council	0	10	1	3	1	8
Moreland City Council*	8	37	2	28	2	22
Mornington Peninsula Shire*	1	66	10	20	0	48
Mount Alexander Shire Council*	3	2	3	1	0	1

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Mount Buller and Mount Stirling Alpine Resort Management Board	0	1	0	0	1	0
Mount Hotham Alpine Resort Management Board*	0	1	0	1	0	0
Moyne Health Services	1	0	1	0	0	0
Moyne Shire Council*	0	4	1	1	1	1
Municipal Association of Victoria	2	0	2	0	0	0
Murrindindi Shire Council	15	10	2	8	3	13
Museums Victoria*	0	0	0	1	0	0
Nathalia District Hospital	1	2	3	0	0	0
Nillumbik Shire Council*	2	19	1	8	0	14
North Central Catchment Management Authority*	1	0	0	0	0	1
North East Catchment Management Authority	1	0	0	1	0	0
North East Link Project (division of the Major Transport Infrastructure Authority)*	0	1	1	0	0	1
Northeast Health Wangaratta*	51	96	145	0	0	2
Northern Grampians Shire Council*	1	0	1	0	0	0
Northern Health (includes Bundoora Extended Care Centre, Broadmeadows Health Service, Northern Hospital)	807	360	1045	77	3	74
Numurkah District Health Service	13	20	29	0	0	4
Office of Public Prosecutions*	32	7	1	10	3	29
Office of the Victorian Information Commissioner	7	6	2	1	0	10
Omeo District Health*	1	4	5	0	0	0
Orbost Regional Health	45	4	46	0	0	3
Otway Health	4	0	4	0	0	0
Parks Victoria	11	31	2	26	0	21
Peninsula Health (includes Mount Eliza Centre, Rosebud Hospital, Peninsula Community Health Service)	596	221	714	54	10	112
Peter MacCallum Cancer Centre	101	8	109	0	0	0
Port of Hastings Development Authority	0	0	0	0	0	1

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Port Phillip and Westernport Catchment Management Authority	3	0	0	2	0	1
Portland District Health	49	0	0	47	2	0
Premier of Victoria	1	4	0	1	0	8
Previous Minister for Finance*	0	1	0	0	0	1
Previous Minister for Housing, Disability and Ageing	0	0	0	0	0	1
Previous Minister for Local Government	0	1	0	0	0	1
Previous Minister for Police	1	1	0	0	0	2
Previous Minister for Public Transport (includes previous Minister for Major Projects)	0	4	0	0	0	4
Previous Minister for Tourism and Major Events	0	1	0	3	0	3
PrimeSafe	0	1	0	0	0	1
Professional Boxing and Combat Sports Board	0	1	0	0	0	1
Public Transport Development Authority (t/a Public Transport Victoria)	15	34	9	22	4	20
Pyrenees Shire Council*	0	3	1	2	0	0
Queen Elizabeth Centre	3	0	2	0	0	1
Racing Integrity Commissioner	0	2	0	0	1	1
Racing Victoria Limited	1	7	1	2	1	4
Rail Projects Victoria	0	3	0	2	0	3
RMIT University*	7	2	3	2	0	5
Robinvale District Health Services	12	3	15	0	0	0
Rochester and Elmore District Health Service*	2	0	1	0	0	1

<i>Agency</i>	<i>Requests received</i>		<i>Outcomes of all requests received or decided in 2018-19 ¹</i>			
	<i>Personal requests</i>	<i>Non-personal requests</i>	<i>Access granted in full</i>	<i>Access granted in part</i>	<i>Access denied in full</i>	<i>Other ²</i>
Royal Botanic Gardens Board	0	1	1	0	0	0
Rural City of Wangaratta*	2	5	4	1	0	2
Rural Northwest Health	4	0	4	0	0	0
Safer Care Victoria	0	2	0	1	0	1
Seymour Health	3	18	21	0	0	0
South East Water	15	0	9	1	0	6
South Gippsland Hospital	1	0	1	0	0	0
South Gippsland Shire Council	0	8	3	7	0	1
South West Healthcare	253	1	206	22	2	26
South West Institute of TAFE	2	0	0	2	0	0
Southern Alpine Resort Management Board	1	0	0	1	0	0
Southern Grampians Shire Council*	3	0	3	1	0	0
Special Minister of State	0	0	0	1	0	0
St Vincent's Health	921	24	883	36	2	58
State Electricity Commission of Victoria	5	0	5	0	0	0
State Library of Victoria	1	0	1	0	0	0
State Revenue Office	8	97	30	18	2	58
Stawell Regional Health	18	0	16	0	0	3
Strathbogie Shire Council	1	5	0	4	0	2
Surf Coast Shire Council	0	19	2	6	2	9
Sustainability Victoria	0	4	0	3	0	3
Swan Hill District Health	68	0	68	0	0	0
Swan Hill Rural City Council	1	2	1	0	0	2
Swinburne University of Technology	1	4	0	0	0	5
TAFE Gippsland*	1	0	0	1	0	0
Tallangatta Health Service	3	0	3	0	0	0
Terang and Mortlake Health Service	1	0	1	0	0	0
The Kilmore and District Hospital	29	15	33	0	0	11
The Royal Children's Hospital	395	263	338	216	2	122
The Royal Society for the Prevention of Cruelty to Animals	10	7	2	7	0	9
The Royal Victorian Eye and Ear Hospital	45	121	166	0	0	0

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
The Royal Women's Hospital	263	6	241	16	2	32
Timboon and District Healthcare Service*	5	0	5	0	0	0
Towong Shire Council	0	2	1	1	0	1
Transport Accident Commission	1528	5	523	939	9	198
Treasurer of Victoria	0	3	1	0	0	2
Tweddle Child and Family Health Service	3	1	1	0	0	3
University of Melbourne*	31	27	20	11	18	16
V/Line Corporation	23	9	4	15	11	2
Veterinary Practitioners Registration Board of Victoria	1	0	0	0	1	0
VicForests	3	0	2	0	0	2
VicRoads	408	773	802	151	79	286
Victoria Legal Aid*	10	1	0	10	1	1
Victoria Police	2865	1126	243	2816	448	1449
Victoria State Emergency Service	14	9	12	2	1	8
Victoria University	12	8	8	3	1	12
Victorian Aboriginal Heritage Council	0	2	0	2	0	0
Victorian Agency for Health Information	0	1	1	0	0	1
Victorian Arts Centre Trust*	2	0	0	1	0	1
Victorian Assisted Reproductive Treatment Authority	1	0	0	1	0	0
Victorian Auditor-General's Office	0	3	0	0	0	4
Victorian Building Authority	3	302	78	70	15	165
Victorian Commission for Gambling and Liquor Regulation	3	20	1	16	3	5
Victorian Curriculum and Assessment Authority	1	1	0	1	1	0

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Victorian Electoral Commission	0	0	0	1	0	0
Victorian Environmental Assessment Council	0	1	0	0	0	1
Victorian Fisheries Authority	2	0	1	2	0	0
Victorian Government Architect	0	1	0	1	0	0
Victorian Health Promotion Foundation (t/a VicHealth)	0	1	0	1	0	0
Victorian Institute of Forensic Medicine	3	0	2	0	0	1
Victorian Institute of Forensic Mental Health	83	0	64	17	1	1
Victorian Institute of Teaching*	12	0	7	0	2	5
Victorian Legal Services Board (includes Victorian Legal Services Commissioner)*	10	0	0	1	4	5
Victorian Managed Insurance Authority*	3	2	0	5	0	1
Victorian Ombudsman*	13	0	0	0	1	12
Victorian Planning Authority	0	2	0	1	0	1
Victorian Ports Corporation (Melbourne)	1	3	1	1	1	3
Victorian Public Sector Commission	1	3	2	2	1	0
Victorian Rail Track (t/a VicTrack)	2	0	0	1	0	2
Victorian Registration and Qualifications Authority	0	1	0	2	0	0
Victorian Responsible Gambling Foundation*	1	0	1	0	0	1
Victorian Small Business Commission	1	0	0	0	1	0
Victorian WorkCover Authority (t/a WorkSafe)	67	1385	13	910	71	535
Walkerville Foreshore Reserve Committee of Management	0	1	0	0	0	1
Warrnambool City Council	0	15	4	2	0	13
Wellington Shire Council	2	11	6	5	0	3
West Gate Tunnel Authority	0	1	0	0	0	1
West Gippsland Catchment Management Authority*	2	0	2	0	0	0
West Gippsland Healthcare Group	4	75	79	0	0	6
West Wimmera Health Service	10	2	10	0	0	2

AGENCIES AND MINISTERS THAT RECEIVED FOI REQUESTS (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2018-19 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
West Wimmera Shire Council	0	1	2	0	0	0
Western District Health Service	74	37	104	0	0	7
Western Health (includes Sunshine Hospital, Western Hospital, Williamstown Hospital)	1416	2	1388	27	0	340
Western Region Water Corporation	0	5	2	2	0	3
Westernport Region Water Corporation	1	0	0	1	0	0
Whittlesea City Council	0	28	4	16	0	13
William Angliss Institute of TAFE*	3	0	3	0	0	0
Wimmera Health Care Group	48	58	101	0	2	5
Wodonga City Council	1	9	0	3	0	8
Wyndham City Council*	5	38	9	28	3	11
Yarra City Council	18	69	21	44	10	12
Yarra Ranges Shire Council*	0	27	8	8	0	13
Yarra Valley Water Corporation*	34	0	31	0	0	6
Yarram and District Health Service	3	1	4	0	0	0
Yarrawonga Health	1	0	1	0	0	0
Yooralla	3	0	2	0	0	1

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

¹ Outcomes include all requests decided in 2018-19, including those which were received in the previous financial year, but were decided in 2018-19.

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 2018-19, but was not 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 Act.

APPENDIX A - PART 2

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Aberfeldy Cemetery Trust	Beechworth Cemetery Trust	Bunyip Cemetery Trust
Adass Israel Cemetery Trust	Beenak Cemetery Trust	Burrum Burrum Cemetery Trust
Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993	Bellbrae Cemetery Trust	Byaduk Cemetery Trust
Adult, Community and Further Education Board	Benalla Cemetery Trust	Byaduk North Cemetery Trust
Alberton Cemetery Trust	Benambra Cemetery Trust	Camperdown Cemetery Trust
Alexandra Cemetery Trust	Bendigo Cemeteries Trust (t/a Remembrance Parks - Central Victoria)	Cann River Cemetery Trust
Alma Cemetery Trust	Bendoc Cemetery Trust	Cape Bridgewater Cemetery Trust
Alpine Resorts Coordinating Council	Berriwillock Cemetery Trust	Cape Clear Cemetery Trust
Amherst Cemetery Trust	Bethanga Cemetery Trust	Caramut Cemetery Trust
Amphitheatre Cemetery Trust	Beulah Cemetery Trust	Carisbrook Cemetery Trust
Antwerp Cemetery Trust	Birchip Cemetery Trust	Carlsruhe Cemetery Trust
Apollo Bay Cemetery Trust	Black Heath Cemetery Trust	Carlyle Cemetery Trust
Appeal Costs Board	Blackwood Cemetery Trust	Carngnam Cemetery Trust
Apsley Cemetery Trust	Bleak House Cemetery Trust	Carrajung Cemetery Trust
Ararat Cemetery Trust	Blue Mountain Cemetery Trust	Carwarp Cemetery Trust
Arthurs Creek Cemetery Trust	Boinka Cemetery Trust	Casey-Cardinia Library Corporation*
Ashens Cemetery Trust	Boolarra Cemetery Trust	Cassilis Cemetery Trust
Assistant Treasurer of Victoria*	Boorhaman Cemetery Trust	Casterton (New) Cemetery Trust
Australian Centre for the Moving Image	Boort Cemetery Trust	Casterton (Old) Cemetery Trust
Avenel Cemetery Trust	Boram Boram Cemetery Trust	Castlemaine Public Cemetery Trust
Avoca Cemetery Trust	Boroondara Cemetery Trust	Cathcart Cemetery Trust
Bairnsdale Cemetery Trust	Bowman's Forest Cemetery Trust	Cathkin Cemetery Trust
Ballan (New) Cemetery Trust	Box Hill Cemetery Trust	Caulfield Racecourse Reserve Trust
Ballangeich Cemetery Trust	Branxholme Cemetery Trust	Cavendish Cemetery Trust
Ballarat General Cemeteries Trust	Briagolong Cemetery Trust	Cenitex
Balmoral Cemetery Trust	Bridgewater (Old) Cemetery Trust	Central Coast Regional Coastal Board
Bambra Cemetery Trust	Bridgewater Cemetery Trust	Centre for Adult Education
Bannerton Cemetery Trust	Bright Cemetery Trust	Charlton Cemetery Trust
Bannockburn Cemetery Trust	Brim Cemetery Trust	Chetwynd Cemetery Trust
Banyule Cemeteries Trust	Brimpaen Cemetery Trust	Chewton Cemetery Trust
Baringhup Cemetery Trust	Broadford Cemetery Trust	Chiltern (New) Cemetery Trust
Barkly Cemetery Trust	Bruthen Cemetery Trust	Chiltern (Old) Cemetery Trust
Barmah Cemetery Trust	Buangor Cemetery Trust	Chinkapook Cemetery Trust
Barnawartha Cemetery Trust	Buchan Cemetery Trust	Clarendon Cemetery Trust
Barwon Coast Committee of Management Incorporated	Buckland Cemetery Trust	Clear Lake Cemetery Trust
Barwon South West Waste and Resource Recovery Group	Bulla Cemetery Trust	Clunes Cemetery Trust
Bealiba Cemetery Trust	Bullarto Cemetery Trust	Cobden Cemetery Trust
Beaufort Cemetery Trust	Bumberrah Cemetery Trust	Cobram Cemetery Trust
	Bung Bong/Wareek Cemetery Trust	Coghill's Creek Cemetery Trust
	Bungaree Cemetery Trust	Cohuna Cemetery Trust
	Buninyong Cemetery Trust	Colbinabbin Cemetery Trust
		Coleraine Cemetery Trust

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Commissioner for Better Regulation*	East Gippsland Region Water Corporation (t/a East Gippsland Water)	Gobur Cemetery Trust
Commissioner for Environmental Sustainability	East Gippsland Shire Cemeteries Trust	Goldfields Library Corporation
Concongella Cemetery Trust	Eastern Regional Libraries Corporation	Goornong Cemetery Trust
Condah Cemetery Trust	Echuca Cemetery Trust	Gordon (New) Cemetery Trust
Coongulmerang Cemetery Trust	Eddington Cemetery Trust	Gordon (Old) Cemetery Trust
Corack Cemetery Trust	Eganstown Cemetery Trust	Gormandale Cemetery Trust
Corangamite Regional Library Corporation*	Eildon Weir Cemetery Trust	Goulburn Ovens Institute of TAFE (t/a GOTAFE)
Corinella Cemetery Trust	Elaine Cemetery Trust	Goulburn Valley Regional Library Corporation
Corop Cemetery Trust	Eldorado Cemetery Trust	Goulburn Valley Waste and Resource Recovery Group
Corryong Cemeteries Trust	Electoral Boundaries Commission	Gowangardie Cemetery Trust
Cowangie Cemetery Trust	Ellerslie Cemetery Trust	Grampians Central West Waste and Resource Recovery Group
Cranbourne Cemetery Trust	Elmhurst Cemetery Trust	Granite Flat Cemetery Trust
Cressy Cemetery Trust	Elmore Cemetery Trust	Grantville Cemetery Trust
Creswick Cemetery Trust	Elphinstone Cemetery Trust	Granya Cemetery Trust
Crib Point Cemetery Trust	Eltham Cemetery Trust	Gray's Bridge Cemetery Trust
Crowlands Cemetery Trust	Emerald Tourist Railway Board	Graytown Cemetery Trust
Cudgewa Cemetery Trust	Ensay Cemetery Trust	Great Ocean Road Coast Committee
Culgoa Cemetery Trust	Epping Cemetery Trust	Great Western Cemetery Trust
Dahwedarre Cemetery Trust	Euroa Cemetery Trust	Greater Metropolitan Cemeteries Trust
Dargo Cemetery Trust	Ferntree Gully Cemetery Trust	Green Hill Cemetery Trust
Darlington Cemeteries Trust	Firearms Appeals Committee	Green Lake Cemetery Trust
Darraweit Guim Cemetery Trust	Footscray Cemetery Trust	Greendale Cemetery Trust
Dartmoor Cemetery Trust	Foster Cemetery Trust	Greta Cemetery Trust
Daylesford Cemetery Trust	Franklinford Cemetery Trust	Guildford Cemetery Trust
Deep Lead Cemetery Trust	Frankston Cemetery Trust	Hamilton Cemetery Trust
Dergholm Cemetery Trust	French Island Cemetery Trust	Harcourt Cemetery Trust
Derrinallum Cemetery Trust	Fryerstown Cemetery Trust	Harness Racing Victoria
Devenish Cemetery Trust	Gaffney's Creek Cemetery Trust	Harrietville Cemetery Trust
Digby Cemetery Trust	Garvoc Cemetery Trust	Harrow Cemetery Trust
Dimboola Cemetery Trust	Geelong Cemeteries Trust	Hawkesdale Cemetery Trust
Donald Cemetery Trust	Geelong Performing Arts Centre Trust	Hazelwood Cemetery Trust
Donnybrook Cemetery Trust	Geelong Regional Library Corporation*	Heathcote Cemetery Trust
Dookie Cemetery Trust	Gembrook Cemetery Trust	Hexham Cemetery Trust
Dookie East Cemetery Trust	Gippsland Lakes and Coast Regional Coastal Board	Heyfield Cemetery Trust
Dowling Forest Cemetery Trust	Gippsland Waste and Resource Recovery Group	Heywood Cemetery Trust
Drik Drik Cemetery Trust	Gipsy Point Cemetery Trust	Heywood Rural Health*
Drouin Cemetery Trust	Glengower Cemetery Trust	Holmesglen Institute*
Drouin West Cemetery Trust	Glenlyon Cemetery Trust	Hopetoun Cemetery Trust
Dunkeld Cemetery Trust	Glenmaggie Cemetery Trust	Horsham Cemetery Trust
Dunolly (New) Cemetery Trust	Glenorchy Cemetery Trust	Hotspur Cemetery Trust
Dunolly (Old) Cemetery Trust	Glenthompson Cemetery Trust	
Durham Ox Cemetery Trust		

Indigo North Health Inc.	Lorquon Cemetery Trust	Minister for Jobs, Innovation and Trade (includes Minister for Tourism, Sport and Major Events)
Inglewood and Districts Health Service	Macarthur Cemetery Trust	Minister for Local Government
Inglewood Cemetery Trust	Macedon Cemetery Trust	Minister for Mental Health
Inverleigh Cemetery Trust	Maffra Cemetery Trust	Minister for Multicultural Affairs
Inverloch Cemetery Trust	Majorca Cemetery Trust	Minister for Police and Emergency Services
Jeparit Cemetery Trust	Maldon Cemetery Trust	Minister for Priority Precincts
Jerro Cemetery Trust	Mallacoota Cemetery Trust	Minister for Small Business
John Foord (Wahgunyah) Cemetery Trust	Mallee Catchment Management Authority*	Minister for Solar Homes
Joyce's Creek Cemetery Trust	Malmsbury Cemetery Trust	Minister for Suburban Development
Judicial College of Victoria	Manangatang Cemetery Trust	Minister for the Prevention of Family Violence
Kangaroo Ground Cemetery Trust	Mansfield Cemetery Trust (includes Bonnie Doon, Jamieson, Merton Cemeteries)	Minister for Veterans
Kardinia Park Stadium Trust	Marine and Coastal Council	Minister for Victim Support
Karnak Cemetery Trust	Marlo Cemetery Trust	Minister for Women
Katamatite Cemetery Trust	Marong Cemetery Trust	Minister for Workplace Safety
Katandra Cemetery Trust	Maryborough Cemetery Trust	Minister for Youth
Katyl Cemetery Trust	Maryknoll Cemetery Trust	Minister for Youth Justice
Kenmare Cemetery Trust	Marysville Cemetery Trust	Minyip Cemetery Trust
Kerang Cemetery Trust	Matlock Cemetery Trust	Miram Cemetery Trust
Kialla West Cemetery Trust	Meeniyan Cemetery Trust	Mirboo North Cemetery Trust
Kiata Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust	Mitiamo Cemetery Trust
Kiewa Cemetery Trust	Melbourne Polytechnic	Mitta Mitta Cemetery Trust
Kilcunda Cemetery Trust	Melton Cemetery Trust	Moe Memorial Park Trust
Kilmore Cemetery Trust	Merbein Cemetery Trust	Moliagul Cemetery Trust
Kilnoorat Cemetery Trust	Meredith Cemetery Trust	Moonambel Cemetery Trust
Kinglake Ranges Cemetery Trust	Meringur Cemetery Trust	Moondarra Cemetery Trust
Kingower Cemetery Trust	Merino Cemetery Trust	Moonlight Head Cemetery Trust
Koetong Cemetery Trust	Merit Protection Boards*	Moorngag Cemetery Trust
Koondrook Cemetery Trust	Metropolitan Fire and Emergency Services Appeals Commission	Mooroopna Cemetery Trust
Korong Vale Cemetery Trust	Metropolitan Waste and Resource Recovery Group	Mornington Peninsula Cemetery Trust
Korumburra Cemetery Trust	Milawa Cemetery Trust	Morrison's Cemetery Trust
Kyabram Cemetery Trust	Mildura Base Hospital*	Mortlake Cemetery Trust
Kyneton Cemetery Trust	Mildura Cemetery Trust	Mount Cole Cemetery Trust
Laen North Cemetery Trust	Minimay Cemetery Trust	Mount Egerton Cemetery Trust
Lake Boga Cemetery Trust	Minister for Aboriginal Affairs	Mount Prospect Cemetery Trust
Lake Bolac Cemetery Trust	Minister for Agriculture (includes Minister for Regional Development, Minister for Resources)	Moyston Cemetery Trust
Lake Rowan Cemetery Trust	Minister for Ambulance Services	Muckleford Cemetery Trust
Lakes Entrance Cemetery Trust	Minister for Child Protection	Murchison Cemetery Trust
Lalbert Cemetery Trust	Minister for Consumer Affairs, Gaming and Liquor Regulation	Murray Valley Wine Grape Industry Development Committee
Lancefield Cemetery Trust	Minister for Corrections	Murrayville Cemetery Trust
Land Tax Hardship Relief Board	Minister for Creative Industries	Murtoa Cemetery Trust
Landsborough Cemetery Trust	Minister for Crime Prevention	Myrtleford Cemetery Trust
Lang Lang Cemetery Trust	Minister for Disability, Ageing and Carers	Mysia Cemetery Trust
Learmonth Cemetery Trust	Minister for Economic Development*	Mystic Park Cemetery Trust
Legal Practitioners' Liability Committee*	Minister for Equality	Nagambie Cemetery Trust
Leongatha Cemetery Trust	Minister for Housing	Nandaly Cemetery Trust
Lethbridge Cemetery Trust	Minister for Industrial Relations	Narimga Cemetery Trust
Lexton Cemetery Trust		Narracan Cemetery Trust
Linton Cemetery Trust		Narrawong Cemetery Trust
Lismore Cemetery Trust		Nathalia Cemetery Trust
Loch Ard Cemetery Trust		
Lockwood Cemetery Trust		
Loddon Mallee Waste and Resource Recovery Group		
Longwood Cemetery Trust		

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Natimuk Cemetery Trust	Portland (South) Cemetery Trust	Red Bank Cemetery Trust
National Gallery of Victoria*	Post Sentence Authority	Red Cliffs Cemetery Trust
National Parks Advisory Council	Previous Minister for Aboriginal Affairs	Red Tape Commissioner*
Natte Yallock Cemetery Trust	Previous Minister for Agriculture (includes previous Minister for Resources, previous Minister for Regional Development)	Redcastle Cemetery Trust
Navarre Cemetery Trust	Previous Minister for Ambulance Services	Residential Tenancies Bond Authority
Neerim Cemetery Trust	Previous Minister for Emergency Services	Respect Victoria
Nelson Cemetery Trust	Previous Minister for Families and Children	Rheola Cemetery Trust
Netherby Cemetery Trust	Previous Minister for Health	Riddell's Creek Cemetery Trust
Newbridge Cemetery Trust	Previous Minister for Industrial Relations	Ripplebrook Cemetery Trust
Newstead Cemetery Trust	Previous Minister for Industry and Employment	Road Safety Camera Commissioner
Nhill Cemetery Trust	Previous Minister for Multicultural Affairs	Robinvale Cemetery Trust
Nillumbik Cemetery Trust	Previous Minister for Roads and Road Safety (includes previous Minister for Ports)	Rochester Cemetery Trust
Nirranda Cemetery Trust	Previous Minister for Small Business (includes previous Minister for Innovation and the Digital Economy, previous Minister for Trade and Investment)	Rokewood Cemetery Trust
Noradjuha Cemetery Trust	Previous Minister for Sport	Rosebery Cemetery Trust
North East Region Water Corporation (t/a North East Water)	Previous Minister for Suburban Development	Rosedale Cemetery Trust
North East Waste and Resource Recovery Group	Previous Minister for the Prevention of Family Violence	Rothwell Cemetery Trust
Numurkah Wunghnu Cemetery Trust	Previous Minister for Veterans	Runnymede Cemetery Trust
Nurrabil Cemetery Trust	Previous Minister for Women	Rupanyup Cemetery Trust
Nyah Cemetery Trust	Previous Minister for Youth Affairs	Rushworth Cemetery Trust
Nyora Cemetery Trust	Public Record Office Victoria*	Rye Cemetery Trust
Office of the Chief Investigator, Transport Safety	Public Records Advisory Council*	Sale Cemetery Trust
Omeo Cemetery Trust	Public Transport Access Committee	San Remo Cemetery Trust
Orbost Cemetery Trust	Pyramid Hill Cemetery Trust	Sandford Cemetery Trust
Ouyen Cemetery Trust	Quambatook Cemetery Trust	Sandy Creek Cemetery Trust
Pakenham Cemetery Trust	Quantong Cemetery Trust	Scientific Advisory Committee
Panmure Cemetery Trust	Queen Victoria Women's Centre Trust	Scotts Creek Cemetery Trust
Pannoobamawm Cemetery Trust	Queenstown Cemetery Trust	Sea Lake Cemetery Trust
Patho Cemetery Trust	Rainbow Cemetery Trust	Sentencing Advisory Council
Paynesville Cemetery Trust	Raywood Cemetery Trust	Service Victoria
Phillip Island Cemetery Trust		Seymour Cemetery Trust
Phillip Island Nature Park Board of Management		Sheep Hills Cemetery Trust
Pimpinio Cemetery Trust		Shelford Cemetery Trust
Pine Lodge Cemetery Trust		Shepparton Cemetery Trust
Pleasant Creek Cemetery Trust		Shrine of Remembrance Trust
Polkemmet Cemetery Trust		Skipton Cemetery Trust
Pompapiel Cemetery Trust		Smeaton Cemetery Trust
Poowong Cemetery Trust		Smythesdale Cemetery Trust
Port Campbell Cemetery Trust		South Gippsland Region Water Corporation (t/a South Gippsland Water)
Port Fairy Cemetery Trust		Southern Metropolitan Cemeteries Trust
Portland (North) Cemetery Trust		Speed Cemetery Trust
		Spring Hill Cemetery Trust
		Spring Lead Cemetery Trust

St Arnaud Cemetery Trust	Victoria Grants Commission	Willow Grove Cemetery Trust
Staffordshire Reef Cemetery Trust	Victorian Asbestos Eradication Agency	Wimmera Catchment Management Authority
Stanley Cemetery Trust	Victorian Catchment Management Council	Wimmera Regional Library Corporation*
State Sport Centres Trust	Victorian Coastal Council	Winiam Cemetery Trust
Steiglitz Cemetery Trust	Victorian Disability Advisory Council	Winton Cemetery Trust
Stratford Cemetery Trust	Victorian Environmental Water Holder	Wodonga Cemetery Trust
Strathbogie Cemetery Trust	Victorian Equal Opportunity and Human Rights Commission	Wodonga Institute of TAFE
Strathdownie Cemetery Trust	Victorian Government Purchasing Board*	Wonthaggi Cemetery Trust
Streatham Cemetery Trust	Victorian Government Solicitor	Woodend Cemetery Trust
Stuart Mill Cemetery Trust	Victorian Inspectorate	Woods Point Cemetery Trust
Sunbury Cemetery Trust	Victorian Law Reform Commission	Woodside Cemetery Trust
Sunraysia Institute of TAFE	Victorian Legal Admissions Board*	Woolsthorpe Cemetery Trust
Surveyors Registration Board of Victoria	Victorian Mining Warden	Woomelang Cemetery Trust
Sutton Grange Cemetery Trust	Victorian Multicultural Commission	Woorak Cemetery Trust
Swan Hill Cemetery Trust	Victorian Pharmacy Authority	Woorndoo Cemetery Trust
Swanwater West Cemetery Trust	Victorian Professional Standards Council	Woosang Cemetery Trust
Talgarno Cemetery Trust	Victorian Regional Channels Authority	WorkCover Advisory Committee
Tallangatta Cemetery Trust	Victorian Skills Commissioner	Wycheproof Cemetery Trust
Tallarook Cemetery Trust	Victorian Strawberry Industry Development Committee	Wychitella Cemetery Trust
Taradale Cemetery Trust	Victorian Veterans Council	Yabba Cemetery Trust
Tarnagulla Cemetery Trust	Violet Town Cemetery Trust	Yackandandah Cemetery Trust
Tarrawingee Cemetery Trust	Waanyarra Cemetery Trust	Yalca North Cemetery Trust
Tarrayoukian Cemetery Trust	Waitchie Cemetery Trust	Yallourn Cemetery Trust
Tarwin Lower Cemetery Trust	Walhalla Cemetery Trust	Yambuk Cemetery Trust
Tatura Cemetery Trust	Wallan Cemetery Trust	Yan Yean Cemetery Trust
Tatyoan Cemetery Trust	Walpeup Cemetery Trust	Yarck Cemetery Trust
Tawonga Cemetery Trust	Walwa Cemetery Trust	Yarra Plenty Regional Library*
Teesdale Cemetery Trust	Wangaratta Cemetery Trust	Yarragon Cemetery Trust
Terang Cemetery Trust	Wannon Region Water Corporation	Yarram Cemetery Trust
Terrapee Cemetery Trust	Warracknabeal Cemetery Trust	Yarrawonga and District Cemetery Trust
Thoona Cemetery Trust	Warragul Cemetery Trust	Yarrayne Cemetery Trust
Thorpdale Cemetery Trust	Warrnambool Cemetery Trust	Yarriambiack Shire Council
Timor Cemetery Trust	Watchem Cemetery Trust	Yaugher Cemetery Trust
Tongala Cemetery Trust	Waterloo Cemetery Trust	Yea Cemetery Trust
Toaan Cemetery Trust	Waubra Cemetery Trust	Zoological Parks and Gardens Board
Toolamba Cemetery Trust	Wedderburn Cemetery Trust	
Toongabbie Cemetery Trust	Welshpool Cemetery Trust	
Toora Cemetery Trust	Werona and Kooroocheang Cemetery Trust	
Towaninnie Cemetery Trust	Werrimull Cemetery Trust	
Tower Hill Cemetery Trust	West Gippsland Regional Library Corporation*	
Trafalgar Cemetery Trust	West Wimmera Cemetery Trust	
Transport Ticketing Authority	Western Coast Regional Coastal Board	
Traralgon Cemetery Trust	Whitefield Cemetery Trust	
Trentham Cemetery Trust	Whitehorse Manningham Regional Library Corporation	
Trust for Nature (Victoria)	Whroo Cemetery Trust	
Tungamah Cemetery Trust	Wickliffe Cemetery Trust	
Tutye Cemetery Trust	Willaura Cemetery Trust	
Tyaak Cemetery Trust		
Tylden Cemetery Trust		
Underbool Cemetery Trust		
University of Divinity		
Upper Regions (Wail) Cemetery Trust		
Upper Yarra Cemetery Trust		
Vaughan Cemetery Trust		

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

APPENDIX B

OUTCOME OF ALL APPEALS RECEIVED OR DECIDED BY THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (VCAT) IN 2018-19¹

Agency	Appeals lodged	Appeals withdrawn from VCAT ²	Decided by VCAT	Agency decision confirmed ³	Agency decision varied	Agency decision overturned	Other ⁴
Totals	123	65	28	20	5	3	151
Accident Compensation Conciliation Service	1	0	0	0	0	0	1
Alfred Health	0	0	0	0	0	0	1
Baw Baw Shire Council	1	1	0	0	0	0	1
Cardinia Shire Council	0	1	0	0	0	0	1
Chief Parliamentary Counsel Victoria	1	0	0	0	0	0	1
City of Boroondara	1	0	1	1	0	0	0
City of Casey	1	0	0	0	0	0	1
City of Stonnington	5	1	2	1	1	0	4
Country Fire Authority	2	0	1	1	0	0	1
Court Services Victoria	1	2	0	0	0	0	3
Department of Economic Development, Jobs, Transport and Resources	1	2	0	0	0	0	2
Department of Education and Training	13	2	1	1	0	0	15
Department of Environment, Land, Water and Planning (DELWP)	1	0	0	0	0	0	1
Department of Health and Human Services	6	2	2	1	1	0	7
Department of Justice and Community Safety (previously Department of Justice and Regulation)	15	8	4	3	0	1	16
Department of Premier and Cabinet (DPC)	3	2	1	1	0	0	3
Department of Transport	1	1	0	0	0	0	1
Eastern Health	1	2	0	0	0	0	2
Environment Protection Authority	2	0	1	1	0	0	1
Goulburn Valley Region Water Corporation	1	0	0	0	0	0	1

Agency	Appeals lodged	Appeals withdrawn from VCAT ²	Decided by VCAT	Agency decision confirmed ³	Agency decision varied	Agency decision overturned	Other ⁴
Goulburn-Murray Rural Water Corporation	0	1	0	0	0	0	1
Kingston City Council	1	0	0	0	0	0	1
Level Crossing Removal Authority	0	0	0	0	0	0	1
Melbourne Health	2	1	0	0	0	0	2
Monash University	2	0	1	0	1	0	2
Moonee Valley City Council	1	1	0	0	0	0	1
Mornington Peninsula Shire	1	1	0	0	0	0	1
Office of Public Prosecutions	1	1	0	0	0	0	1
Office of the Victorian Information Commissioner	1	0	0	0	0	0	0
Peninsula Health	1	0	0	0	0	0	1
South Gippsland Shire Council	1	2	0	0	0	0	2
State Revenue Office	8	3	1	0	1	0	11
Stawell Regional Health	0	1	0	0	0	0	1
Surf Coast Shire Council	1	0	0	0	0	0	1
University of Melbourne	9	0	0	0	0	0	2
VicForests	1	0	0	0	0	0	1
VicRoads	1	3	0	0	0	0	3
Victoria Legal Aid	1	8	0	0	0	0	8
Victoria Police	22	15	8	6	0	2	35
Victoria University	2	0	2	2	0	0	0
Victorian Building Authority	3	1	1	0	1	0	5
Victorian Legal Services Board	1	0	0	0	0	0	1
Victorian WorkCover Authority (t/a WorkSafe)	5	3	2	2	0	0	6
Western Health	1	0	0	0	0	0	1

¹ The data in this table is based on the number and type of decisions handed down by VCAT in 2018-19, 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 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 dismissed.

⁴ 'Other' includes cases withdrawn or settled prior to the VCAT hearing or not yet decided by the Tribunal.

APPENDIX C

EXEMPTIONS CITED

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Albury Wodonga Health	s 33(1) x 2	
Alexandra District Health	s 34(1)(a) x 1	
Alfred Health	s 33(1) x 15 s 34(1)(a) x 2 s 34(1)(b) x 2 s 34(4)(a) x 2 s 35(1)(a) x 13 s 35(1)(b) x 13 s 38 x 13	
Alpine Shire Council	s 33(1) x 2 s 34(1)(b) x 1	
Ambulance Victoria	s 30(1) x 21 s 33(1) x 410 s 34(1)(a) x 4	
Architects Registration Board of Victoria	s 30(1) x 1 s 31(1)(a) x 1 s 32(1) x 1 s 33(1) x 1 s 35(1)(a) x 1 s 35(1)(b) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Austin Health	s 30(1) x 3 s 33(1) x 63 s 35(1)(b) x 26 s 36(1)(b) x 1 s 38 x 5	
Australian Grand Prix Corporation	s 29A x 1 s 34(1)(a) x 1 s 34(4)(a) x 1	
Bairnsdale Regional Health Service	s 25A(1) x 1 s 31(1)(c) x 1 s 33(4) x 3	
Ballarat Health Services	s 30(1) x 3 s 31(1)(c) x 1 s 31(1)(e) x 4 s 33(1) x 22 s 35(1)(b) x 18 s 38 x 1	
Banyule City Council	s 31(1)(a) x 1 s 33(1) x 14 s 34(1)(b) x 2 s 35(1)(b) x 4	
Barwon Health	s 25A(1) x 4 s 30(1) x 4 s 31(1)(c) x 1 s 32(1) x 3	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Barwon Health (cont.)	s 33(1) x 83 s 34(1)(b) x 1 s 35(1)(a) x 57 s 38 x 1	
Barwon Region Water Corporation	s 25A(5) x 2 s 33(1) x 2	
Bass Coast Shire Council	s 33(1) x 2	
Baw Baw Shire Council	s 30(1) x 1 s 33(1) x 9 s 34(1)(a) x 1	
Bayside City Council	s 30(1) x 3 s 33(1) x 1 s 34(1)(a) x 7 s 34(4)(a) x 2 s 35(1)(b) x 2	
Benalla Rural City Council	s 34(1)(b) x 2 s 38 x 1	
Bendigo Health Care Group	s 25A(1) x 2 s 33(1) x 85 s 35(1)(b) x 7 s 38 x 6	
Bendigo Kangan Institute	s 31(1)(c) x 2 s 33(6) x 2	
Borough of Queenscliffe	s 30(1) x 2 s 32(1) x 1 s 33(1) x 2 s 38A(1)(a) x 1 s 38A(1)(b) x 2 s 38A(1)(e) x 2	
Brimbank City Council	s 32(1) x 2	
Buloke Shire Council	s 33(1) x 2	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Campaspe Shire Council	s 31(1)(a) x 1 s 31(1)(c) x 1 s 31(1)(d) x 1 s 33(1) x 5 s 34(1)(b) x 3 s 35(1)(b) x 1	
Cardinia Shire Council	s 33(1) x 7 s 34(1)(b) x 1 s 35(1)(a) x 1 s 35(1)(b) x 1 s 38A(1)(a) x 1	
Chief Parliamentary Counsel Victoria	s 32(1) x 1	
City of Ballarat	s 25A(5) x 1 s 32(1) x 1 s 33(1) x 15 s 34(1)(b) x 3 s 35(1)(a) x 1 s 38A(1)(b) x 1	
City of Boroondara	s 25A(5) x 1 s 30(1) x 6 s 32(1) x 1 s 33(1) x 15 s 34(1)(b) x 2 s 35(1)(b) x 5 s 36(2)(b) x 4	s 34(1)(b) x 1
City of Casey	s 30(1) x 5 s 33(1) x 14 s 34(1)(b) x 3 s 35(1)(a) x 1 s 35(1)(b) x 2 s 38A(1)(a) x 1	

6 APPENDICES

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
City of Casey (cont.)	s 38A(1)(b) x 1 s 36(2)(b) x 1	
City of Darebin	s 33(1) x 22 s 34(1)(b) x 1	
City of Greater Bendigo	s 30(1) x 2 s 33(1) x 14 s 34(1)(b) x 1 s 35(1)(b) x 2 s 38A(1)(b) x 1 s 38A(1)(d) x 1	
City of Greater Dandenong	s 33(1) x 1 s 34(1)(b) x 1	
City of Greater Geelong	s 25A(1) x 1 s 25A(5) x 1 s 33(1) x 17 s 34(1)(a) x 4 s 34(1)(b) x 4 s 34(4)(a) x 4 s 35(1)(a) x 4 s 35(1)(b) x 4	
City of Melbourne	s 25A(1) x 2 s 25A(5) x 1 s 29(a) x 1 s 30(1) x 1 s 32(1) x 1 s 33(1) x 8 s 34(1)(b) x 6	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
City of Melbourne (cont.)	s 35(1)(b) x 1 s 38A(1)(a) x 1 s 38A(1)(b) x 1 s 38A(1)(c) x 1	
City of Monash	s 30(1) x 1 s 33(1) x 7 s 34(1)(b) x 1 s 34(4)(a) x 1 s 35(1)(b) x 2	
City of Port Phillip	s 32(1) x 3 s 33(1) x 21 s 34(1)(b) x 2	
City of Stonnington	s 33(1) x 51	s 33(1) x 2
City of Whitehorse	s 25A(5) x 4 s 30(1) x 2 s 33(1) x 4 s 35(1)(a) x 1	
City West Water Corporation	s 32(1) x 3 s 33(1) x 2 s 34(4)(a) x 4	
Colac Otway Shire	s 30(1) x 1 s 31(1)(a) x 1 s 33(1) x 1 s 34(4)(a) x 1 s 35(1)(b) x 2 s 38 x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Coliban Region Water Corporation	s 33(1) x 1	
Commercial Passenger Vehicles Victoria	s 30(1) x 2 s 31(1)(c) x 1 s 33(1) x 5 s 35(1)(a) x 1	
Commission for Children and Young People	s 25A(1) x 1 s 31(1)(a) x 1 s 31(1)(c) x 2 s 33(1) x 2 s 35(1)(b) x 2 s 38 x 2	
Corangamite Catchment Management Authority	s 33(1) x 1 s 34(1)(b) x 1	
Corinella Foreshore Reserve Committee of Management	s 33(1) x 1	
Country Fire Authority	s 25A(1) x 5 s 30(1) x 10 s 31(1)(a) x 2 s 31(1)(d) x 5 s 32(1) x 4 s 33(1) x 8 s 34(1)(b) x 6 s 35(1)(b) x 4	s 30(1) x 1 s 33(1) x 1 s 35(1)(b) x 1
Court Services Victoria	s 25A(5) x 3 s 30(1) x 4 s 31(1)(d) x 2 s 31(1)(e) x 5 s 33(1) x 6 s 35(1)(b) x 3	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Dairy Food Safety Victoria	s 25A(1) x 1 s 33(1) x 1 s 34(1)(b) x 1	
Deakin University	s 30(1) x 2	
Department of Economic Development, Jobs, Transport and Resources	s 25A(1) x 1 s 25A(5) x 1 s 28(1)(b) x 1 s 28(1)(ba) x 1 s 28(1)(c) x 1 s 28(1)(d) x 2 s 29(a) x 1 s 29(b) x 1 s 30(1) x 12 s 31(1)(a) x 1 s 32(1) x 2 s 33(1) x 35 s 34(1)(b) x 1 s 34(4)(a) x 4 s 35(1)(a) x 1 s 38 x 1 s 24(1) x 1	s 25A(1) x 1
Department of Education and Training	s 25A(1) x 20 s 25A(5) x 7 s 28(1)(d) x 4 s 30(1) x 83 s 31(1)(a) x 3 s 31(1)(c) x 4 s 32(1) x 15 s 33(1) x 158 s 34(1)(b) x 7	s 25A(1) x 1

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Department of Education and Training (cont.)	s 34(4)(a) x 6 s 35(1)(a) x 5 s 35(1)(b) x 63 s 38 x 19		Department of Health and Human Services (cont.)	s 34(4)(a) x 15 s 35(1)(a) x 8 s 35(1)(b) x 604 s 38 x 467	
Department of Environment, Land, Water and Planning	s 28(1)(a) x 1 s 28(1)(d) x 1 s 30(1) x 31 s 32(1) x 21 s 33(1) x 28 s 34(1)(a) x 7 s 34(1)(b) x 4 s 34(4)(a) x 8 s 35(1)(a) x 1 s 35(1)(b) x 11		Department of Jobs, Precincts and Regions	s 28(1)(c) x 1 s 28(1)(d) x 1 s 29(a) x 1 s 30(1) x 8 s 32(1) x 1 s 33(1) x 14 s 34(1)(b) x 5 s 34(4)(a) x 3 s 35(1)(a) x 3 s 38 x 1 s 24(1) x 2	
Department of Health and Human Services	s 28(1)(b) x 3 s 28(1)(ba) x 4 s 28(1)(c) x 3 s 28(1)(d) x 3 s 29(a) x 2 s 30(1) x 97 s 31(1)(a) x 177 s 31(1)(b) x 2 s 31(1)(c) x 343 s 31(1)(d) x 4 s 32(1) x 15 s 33(1) x 1288 s 34(1)(b) x 26	s 30(1) x 1 s 33(1) x 1 s 34(1)(b) x 1	Department of Justice and Community Safety (previously Department of Justice and Regulation)	s 25A(1) x 76 s 25A(5) x 29 s 28(1)(b) x 1 s 28(1)(c) x 1 s 28(1)(d) x 6 s 30(1) x 237 s 31(1)(a) x 487 s 31(1)(b) x 2 s 31(1)(c) x 2 s 31(1)(d) x 156 s 31(1)(e) x 3 s 32(1) x 2	s 30(1) x 1 s 31(1)(a) x 2 s 33(1) x 3 s 35(1)(a) x 1 s 38 x 2

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Department of Justice and Community Safety (previously Department of Justice and Regulation) (cont.)	s 33(1) x 993 s 33(4) x 1 s 34(1)(a) x 1 s 34(1)(b) x 2 s 34(4)(a) x 1 s 35(1)(a) x 13 s 35(1)(b) x 61 s 38 x 918		Department of Treasury and Finance	s 28(1)(b) x 10 s 28(1)(ba) x 2 s 28(1)(c) x 2 s 28(1)(d) x 6 s 30(1) x 15 s 32(1) x 2 s 33(1) x 12 s 34(1)(b) x 10 s 34(4)(a) x 4	
Department of Premier and Cabinet	s 25A(1) x 1 s 25A(5) x 1 s 28(1)(b) x 8 s 28(1)(ba) x 4 s 28(1)(c) x 4 s 28(1)(d) x 12 s 29(a) x 2 s 29A x 1 s 30(1) x 21 s 32(1) x 3 s 33(1) x 32 s 34(1)(b) x 8 s 34(4)(a) x 5 s 35(1)(a) x 1 s 35(1)(b) x 4	s 30(1) x 1 s 33(1) x 1	Development Victoria	s 25A(1) x 1 s 28(1)(b) x 3 s 30(1) x 3 s 33(1) x 1 s 34(1)(b) x 1 s 34(4)(a) x 4	
Department of Transport	s 25A(1) x 1 s 28(1)(b) x 1 s 29(a) x 1 s 30(1) x 4 s 33(1) x 16 s 35(1)(a) x 1 s 24(1) x 1		Director, Transport Safety (t/a Transport Safety Victoria)	s 30(1) x 4 s 31(1)(c) x 1 s 32(1) x 1 s 33(1) x 12 s 34(1)(a) x 3 s 34(1)(b) x 5 s 35(1)(a) x 1 s 35(1)(b) x 1 s 38 x 9	
			Disability Services Commissioner	s 25A(5) x 3 s 31(1)(a) x 1 s 32(1) x 1 s 33(1) x 5 s 35(1)(b) x 6 s 38 x 3	
			Disciplinary Appeals Boards	s 25A(1) x 1	

6 APPENDICES

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
East Gippsland Catchment Management Authority	s 34(1)(a) x 1		Energy Safe Victoria	s 30(1) x 3 s 31(1)(a) x 3 s 32(1) x 1 s 33(1) x 5 s 35(1)(b) x 1	
East Gippsland Shire Council	s 30(1) x 2 s 33(1) x 10 s 35(1)(b) x 3 s 23 x 1		Environment Protection Authority	s 30(1) x 3 s 31(1)(a) x 2 s 32(1) x 1 s 33(1) x 43 s 34(1)(b) x 16	s 30(1) x 1 s 33(1) x 1
Eastern Health	s 25A(1) x 31 s 30(1) x 11 s 31(1)(c) x 2 s 32(1) x 7 s 33(1) x 431 s 33(4) x 2 s 35(1)(b) x 198 s 38 x 12		Essential Services Commission	s 30(1) x 1 s 31(1)(a) x 1 s 33(1) x 1 s 34(1)(b) x 1 s 35(1)(b) x 1	
Echuca Regional Health	s 33(1) x 1		Family Safety Victoria	s 30(1) x 1 s 33(1) x 1 s 35(1)(b) x 1	
Edenhope and District Memorial Hospital	s 25A(5) x 2 s 33(1) x 1		Frankston City Council	s 31(1)(a) x 1 s 33(1) x 4 s 35(1)(a) x 1 s 38 x 1	
Emergency Services Superannuation Board (t/a ESSSuper)	s 31(1)(c) x 1		Game Management Authority	s 25A(1) x 1 s 30(1) x 2 s 31(1)(a) x 1 s 33(1) x 3 s 24(1) x 1	
Emergency Services Tele- communications Authority	s 25A(5) x 2 s 33(1) x 30 s 38 x 44				

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Gannawarra Shire Council	s 33(1) x 1	
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	s 30(1) x 2 s 32(1) x 1 s 33(1) x 3	
Glen Eira City Council	s 30(1) x 2 s 31(1)(b) x 1 s 31(1)(c) x 3 s 31(1)(e) x 1 s 32(1) x 1 s 33(1) x 7 s 34(1)(b) x 2 s 35(1)(a) x 1 s 35(1)(b) x 6	
Glenelg Hopkins Catchment Management Authority	s 30(1) x 1	
Glenelg Shire Council	s 30(1) x 1 s 33(1) x 2	
Golden Plains Shire Council	s 30(1) x 2 s 31(1)(a) x 2 s 33(1) x 3 s 33(4) x 2 s 24A(1) x 2	
Goulburn Broken Catchment Management Authority	s 30(1) x 1 s 33(1) x 1 s 34(1)(a) x 1 s 35(1)(b) x 1	
Goulburn Valley Region Water Corporation	s 34(1)(b) x 1 s 34(4)(a) x 1 s 36(1)(b) x 1	
Goulburn-Murray Rural Water Corporation	s 30(1) x 1 s 31(1)(a) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Greater Shepparton City Council	s 25A(5) x 1 s 30(1) x 2 s 32(1) x 2 s 33(1) x 4 s 34(1)(b) x 2 s 36(2)(b) x 1	
Greyhound Racing Victoria	s 33(1) x 1 s 35(1)(b) x 1	
Health Complaints Commissioner	s 30(1) x 2 s 33(1) x 6 s 35(1)(b) x 5	
Hepburn Health Service	s 33(1) x 1	
Hobsons Bay City Council	s 33(1) x 2 s 35(1)(b) x 1	
Horsham Rural City Council	s 30(1) x 1 s 32(1) x 2 s 33(1) x 1 s 38A(1)(a) x 1	
Hume City Council	s 30(1) x 2 s 33(1) x 21 s 35(1)(b) x 2	
Indigo Shire Council	s 32(1) x 1	
Kingston City Council	s 33(1) x 10 s 34(1)(b) x 2 s 35(1)(a) x 4 s 38 x 1	
Knox City Council	s 30(1) x 2 s 33(1) x 8 s 35(1)(b) x 8	
Kyabram and District Health Services	s 33(1) x 1	

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
La Trobe University	s 30(1) x 1	
	s 33(1) x 1	
	s 35(1)(a) x 1	
	s 35(1)(b) x 1	
Latrobe City Council	s 31(1)(c) x 1	
	s 33(1) x 3	
	s 35(1)(b) x 3	
Level Crossing Removal Authority	s 29A x 1	
	s 30(1) x 9	
	s 31(1)(a) x 3	
	s 33(1) x 10	
	s 34(1)(b) x 1	
	s 34(4)(a) x 3	
	s 35(1)(b) x 1	
Local Government Inspectorate	s 30(1) x 1	
	s 33(1) x 1	
	s 35(1)(b) x 1	
Loddon Shire Council	s 28(1)(b) x 1	
	s 30(1) x 1	
	s 34(1)(b) x 1	
	s 34(4)(a) x 1	
	s 35(1)(b) x 1	
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	s 30(1) x 1	
	s 33(1) x 1	
	s 35(1)(b) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Macedon Ranges Shire Council	s 33(1) x 8	
	s 34(1)(b) x 3	
	s 35(1)(a) x 1	
Major Road Projects Authority	s 28(1)(b) x 5	
	s 28(1)(d) x 3	
	s 30(1) x 3	
	s 33(1) x 1	
Major Transport Infrastructure Authority	s 28(1)(c) x 1	
	s 30(1) x 1	
	s 32(1) x 1	
	s 33(1) x 1	
Mallee Track Health and Community Service	s 31(1)(c) x 5	
Manningham City Council	s 31(1)(c) x 1	
	s 32(1) x 1	
	s 33(1) x 5	
	s 34(1)(b) x 1	
	s 35(1)(b) x 3	
Maribyrnong City Council	s 33(1) x 1	
	s 33(6) x 1	
Maroondah City Council	s 30(1) x 1	
	s 33(1) x 2	
Maryborough District Health Service	s 33(1) x 1	
Medical Panels	s 30(1) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Melbourne and Olympic Parks Trust	s 25A(1) x 2 s 31(1)(a) x 2 s 32(1) x 2 s 33(1) x 2 s 34(1)(a) x 4 s 34(4)(a) x 3 s 35(1)(a) x 3 s 35(1)(b) x 3	
Melbourne Cricket Ground Trust	s 34(4)(a) x 2	
Melbourne Health	s 25A(1) x 2 s 25A(5) x 5 s 30(1) x 1 s 33(1) x 46 s 33(4) x 2 s 34(4)(a) x 1 s 35(1)(b) x 12	
Melbourne Water	s 31(1)(a) x 1 s 33(1) x 1 s 34(1)(a) x 1 s 35(1)(b) x 1	
Melton City Council	s 32(1) x 1 s 33(1) x 3 s 38A(1)(b) x 1 s 23 x 1	
Mental Health Tribunal	s 33(1) x 1 s 38 x 1	
Mercy Hospitals Victoria Ltd	s 30(1) x 3 s 33(1) x 52 s 35(1)(b) x 43	
Metropolitan Fire and Emergency Services Board	s 30(1) x 3 s 33(1) x 439 s 35(1)(a) x 2	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Mildura Rural City Council	s 33(1) x 19 s 34(1)(b) x 1 s 38A(1)(a) x 2 s 38A(1)(b) x 1 s 38A(1)(d) x 1 s 38A(1)(e) x 2	
Minister for Energy, Environment and Climate Change	s 30(1) x 1 s 33(1) x 1	
Minister for Health	s 33(1) x 1	
Minister for Planning	s 30(1) x 1 s 33(1) x 1	
Mitchell Shire Council	s 33(1) x 8	
Moira Shire Council	s 30(1) x 2 s 32(1) x 1 s 33(1) x 5 s 34(1)(b) x 1 s 35(1)(b) x 2	
Monash Health	s 25A(5) x 2 s 30(1) x 8 s 33(1) x 56 s 35(1)(b) x 49 s 38 x 22	
Monash University	s 25A(1) x 2 s 25A(5) x 1 s 30(1) x 4 s 31(1)(a) x 1 s 32(1) x 3 s 33(1) x 10 s 34(1)(a) x 1 s 34(4)(a) x 1 s 35(1)(a) x 4 s 36(1)(b) x 1	s 33(1) x 1

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Moonee Valley City Council	s 30(1) x 1	
	s 33(1) x 9	
	s 34(1)(b) x 4	
	s 35(1)(b) x 1	
	s 38 x 1	
Moorabool Shire Council	s 32(1) x 1	
	s 33(1) x 3	
Moreland City Council	s 33(1) x 29	
	s 35(1)(a) x 1	
Mornington Peninsula Shire	s 30(1) x 2	
	s 31(1)(a) x 1	
	s 32(1) x 2	
	s 33(1) x 18	
	s 34(1)(b) x 3	
	s 35(1)(a) x 1	
	s 24(1) x 1	
Mount Alexander Shire Council	s 38A(1)(b) x 1	
Mount Buller and Mount Stirling Alpine Resort Management Board	s 34(1)(b) x 1	
	s 34(4)(a) x 1	
	s 36(1)(b) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Mount Hotham Alpine Resort Management Board	s 30(1) x 1	
	s 32(1) x 1	
	s 33(1) x 1	
	s 34(1)(b) x 1	
	s 34(4)(a) x 1	
	s 35(1)(a) x 1	
Moyne Shire Council	s 36(1)(b) x 1	
	s 30(1) x 1	
	s 33(6) x 1	
	s 38A(1)(e) x 1	
Murrindindi Shire Council	s 25A(1) x 1	
	s 30(1) x 5	
	s 32(1) x 1	
	s 33(1) x 11	
	s 34(1)(b) x 2	
	s 35(1)(a) x 2	
Museums Victoria	s 34(1)(b) x 1	
	s 34(4)(a) x 1	
Nillumbik Shire Council	s 33(1) x 8	
	s 35(1)(b) x 1	
North East Catchment Management Authority	s 33(1) x 1	
Northern Health	s 25A(1) x 1	
	s 30(1) x 5	
	s 33(1) x 62	
	s 35(1)(a) x 31	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Office of Public Prosecutions	s 25A(1) x 1 s 31(1)(a) x 1 s 32(1) x 2 s 33(1) x 12 s 35(1)(b) x 6	
Office of the Victorian Information Commissioner	s 33(1) x 1	
Parks Victoria	s 25A(1) x 5 s 30(1) x 1 s 32(1) x 3 s 33(1) x 17 s 34(1)(b) x 12 s 34(4)(a) x 3 s 38 x 1	
Peninsula Health	s 30(1) x 9 s 31(1)(c) x 3 s 33(1) x 43 s 35(1)(b) x 10	
Port Phillip and Westernport Catchment Management Authority	s 33(1) x 2 s 34(4)(b) x 2	
Portland District Health	s 33(1) x 49	
Premier of Victoria	s 33(1) x 1	
Previously Minister for Tourism and Major Events	s 30(1) x 1 s 33(1) x 3 s 34(1)(b) x 1	
Public Transport Development Authority (t/a Public Transport Victoria)	s 28(1)(d) x 2 s 30(1) x 9 s 31(1)(a) x 1 s 31(1)(b) x 1 s 31(1)(d) x 2	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Public Transport Development Authority (t/a Public Transport Victoria) (cont.)	s 32(1) x 1 s 33(1) x 12 s 34(1)(b) x 9 s 34(4)(a) x 6	
Pyrenees Shire Council	s 33(1) x 2	
Racing Integrity Commissioner	s 31(1)(a) x 1	
Racing Victoria Limited	s 25A(1) x 2 s 25A(5) x 1 s 30(1) x 1 s 31(1)(a) x 1 s 33(1) x 3 s 34(1)(b) x 1 s 35(1)(b) x 2	
Rail Projects Victoria	s 33(1) x 1 s 34(1)(a) x 1	
RMIT University	s 30(1) x 2 s 33(1) x 1 s 35(1)(b) x 2	
Rural City of Wangaratta	s 30(1) x 1	
Safer Care Victoria	s 33(1) x 1	
South East Water	s 33(1) x 1	
South Gippsland Shire Council	s 33(1) x 5 s 34(1)(a) x 5 s 35(1)(a) x 1	
South West Healthcare	s 33(1) x 18 s 35(1)(a) x 11 s 35(1)(b) x 2	
South West Institute of TAFE	s 33(1) x 2	
Southern Alpine Resort Management Board	s 36(1)(b) x 1	

6 APPENDICES

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Southern Grampians Shire Council	s 33(1) x 1		Surf Coast Shire Council	s 30(1) x 4 s 31(1)(a) x 1 s 31(1)(c) x 1 s 32(1) x 1 s 33(1) x 8 s 34(1)(b) x 3 s 34(4)(a) x 1 s 35(1)(a) x 1 s 35(1)(b) x 6 s 38A(1)(b) x 1 s 38A(1)(e) x 1	
Special Minister of State	s 28(1)(d) x 1 s 30(1) x 1 s 33(1) x 1 s 35(1)(b) x 1 s 38 x 1		Sustainability Victoria	s 33(1) x 3 s 34(1)(a) x 2 s 34(1)(b) x 1	
St Vincent's Health	s 30(1) x 1 s 32(1) x 1 s 33(1) x 5 s 35(1)(b) x 32		TAFE Gippsland	s 30(1) x 1 s 35(1)(a) x 1	
State Revenue Office	s 25A(1) x 1 s 30(1) x 12 s 31(1)(d) x 7 s 32(1) x 2 s 33(1) x 8 s 34(1)(b) x 2 s 35(1)(b) x 3 s 38 x 7	s 30(1) x 1 s 33(1) x 1 s 34(1)(b) x 1	The Royal Children's Hospital	s 25A(5) x 2 s 30(1) x 5 s 32(1) x 1 s 33(1) x 176 s 35(1)(a) x 38 s 38 x 4	
Strathbogie Shire Council	s 25A(5) x 1 s 33(1) x 3 s 35(1)(a) x 2		The Royal Society for the Prevention of Cruelty to Animals	s 31(1)(a) x 1 s 31(1)(c) x 1 s 31(1)(d) x 1 s 33(1) x 7 s 35(1)(b) x 2	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
The Royal Women's Hospital	s 30(1) x 3	
	s 33(1) x 8	
	s 33(4) x 1	
	s 33(6) x 7	
	s 36(1)(b) x 2	
Towong Shire Council	s 32(1) x 1	
	s 33(6) x 1	
Transport Accident Commission	s 25A(5) x 3	
	s 30(1) x 780	
	s 31(1)(d) x 1	
	s 32(1) x 424	
	s 33(1) x 35	
	s 38 x 447	
University of Melbourne	s 25A(1) x 2	
	s 25A(5) x 3	
	s 30(1) x 10	
	s 32(1) x 3	
	s 33(1) x 18	
	s 34(1)(b) x 4	
	s 34(4)(a) x 8	
	s 34(4)(b) x 1	
	s 35(1)(b) x 6	
V/Line Corporation	s 25A(1) x 2	
	s 30(1) x 8	
	s 32(1) x 2	
	s 33(1) x 14	
	s 34(1)(b) x 2	
Veterinary Practitioners Registration Board of Victoria	s 25A(5) x 1	
	s 30(1) x 1	
	s 31(1)(a) x 1	
	s 33(1) x 1	
	s 35(1)(a) x 1	
	s 35(1)(b) x 1	
	s 38 x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
VicRoads	s 25A(1) x 3	
	s 25A(5) x 31	
	s 28(1)(c) x 1	
	s 29A x 1	
	s 30(1) x 10	
	s 31(1)(a) x 2	
	s 31(1)(b) x 1	
	s 31(1)(d) x 2	
	s 31(1)(e) x 1	
	s 32(1) x 1	
	s 33(1) x 86	
	s 34(1)(b) x 16	
	s 34(4)(a) x 11	
Victoria Legal Aid	s 34(4)(c) x 1	
	s 35(1)(b) x 26	
	s 38 x 112	
	s 30(1) x 4	
	s 32(1) x 2	
	s 33(1) x 9	
	s 34(1)(b) x 1	
	s 35(1)(b) x 1	
	s 38 x 1	
Victoria Police	s 25A(1) x 125	s 25A(1) x 1
	s 25A(5) x 24	s 30(1) x 2
	s 29(b) x 3	s 31(1)(a) x 1
	s 29A x 5	s 31(1)(d) x 1
	s 30(1) x 334	s 33(1) x 2
	s 31(1)(b) x 169	
	s 31(1)(c) x 3	
	s 31(1)(d) x 347	
	s 31(1)(e) x 14	
	s 31(3) x 3	
	s 32(1) x 10	

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Victoria Police (cont.)	s 33(1) x 2898 s 33(6) x 11 s 34(1)(b) x 6 s 34(4)(b) x 1 s 34(4)(c) x 3 s 35(1)(a) x 2 s 35(1)(b) x 445 s 36(1)(b) x 1 s 38 x 341 s 31(4) x 2		Victorian Building Authority	s 25A(1) x 2 s 25A(5) x 2 s 29A x 2 s 30(1) x 4 s 31(1)(a) x 10 s 31(1)(b) x 1 s 31(1)(c) x 1 s 32(1) x 5 s 33(1) x 75 s 35(1)(b) x 2 s 38 x 2	s 33(1) x 1
Victoria State Emergency Service	s 30(1) x 1 s 33(1) x 1 s 35(1)(b) x 1		Victorian Commission for Gambling and Liquor Regulation	s 25A(5) x 2 s 30(1) x 1 s 31(1)(a) x 1 s 33(1) x 14 s 34(1)(a) x 3 s 38 x 2	
Victoria University	s 33(1) x 4 s 35(1)(a) x 1	s 25A(5) x 1 s 24(1) x 1	Victorian Curriculum and Assessment Authority	s 30(1) x 1 s 34(4)(c) x 2	
Victorian Aboriginal Heritage Council	s 30(1) x 2 s 33(1) x 2		Victorian Electoral Commission	s 33(1) x 1	
Victorian Arts Centre Trust	s 30(1) x 1 s 31(1)(c) x 1 s 32(1) x 1 s 33(1) x 1		Victorian Fisheries Authority	s 30(1) x 1 s 32(1) x 1 s 33(1) x 1 s 35(1)(a) x 1 s 38 x 1	
Victorian Assisted Reproductive Treatment Authority	s 68(1)(a)(i) x 1 Assisted Reproductive Treatment Act 2008 (Vic)				

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Victorian Government Architect	s 30(1) x 1 s 33(1) x 1 s 34(1)(b) x 1	
Victorian Health Promotion Foundation (t/a VicHealth)	s 33(1) x 1 s 34(1)(b) x 1	
Victorian Institute of Forensic Mental Health	s 33(1) x 12 s 33(4) x 9 s 35(1)(a) x 5	
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	
Victorian Legal Services Board	s 25A(1) x 3 s 25A(5) x 1 s 30(1) x 5 s 32(1) x 3 s 33(1) x 2 s 38 x 5	
Victorian Managed Insurance Authority	s 30(1) x 4 s 32(1) x 2 s 33(1) x 4 s 34(4)(a) x 1 s 35(1)(b) x 5	
Victorian Ombudsman	s 30(1) x 1 s 33(1) x 1 s 35(1)(b) x 1	
Victorian Planning Authority	s 32(1) x 1	
Victorian Ports Corporation (Melbourne)	s 30(1) x 1 s 32(1) x 1 s 35(1)(b) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Victorian Public Sector Commission	s 25A(1) x 1 s 30(1) x 1 s 33(1) x 2 s 35(1)(b) x 2	
Victorian Rail Track (t/a VicTrack)	s 30(1) x 1	
Victorian Registration and Qualifications Authority	s 30(1) x 2 s 33(1) x 2 s 34(1)(b) x 1 s 35(1)(b) x 1	
Victorian Small Business Commission	s 35(1)(b) x 1	
Victorian WorkCover Authority (t/a WorkSafe)	s 25A(1) x 20 s 28(1)(a) x 1 s 29A x 1 s 30(1) x 10 s 31(1)(a) x 82 s 32(1) x 108 s 33(1) x 896 s 34(1)(a) x 69 s 35(1)(a) x 3 s 35(1)(b) x 4 s 38 x 6	s 32(1) x 1 s 33(1) x 1
Warrnambool City Council	s 32(1) x 1 s 38A(1)(a) x 1	
Wellington Shire Council	s 30(1) x 1 s 31(1)(a) x 1 s 33(1) x 2 s 35(1)(b) x 4	
Western Health	s 30(1) x 17 s 33(1) x 4 s 35(1)(a) x 6	

6 APPENDICES

EXEMPTIONS CITED (CONTINUED)

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Western Region Water Corporation	s 33(1) x 2	
Westernport Region Water Corporation	s 25A(5) x 1 s 30(1) x 1 s 33(1) x 1 s 34(1)(b) x 1	
Whittlesea City Council	s 29A x 1 s 30(1) x 1 s 33(1) x 16 s 34(1)(a) x 1 s 35(1)(a) x 1	
Wimmera Health Care Group	s 33(1) x 2	
Wodonga City Council	s 33(1) x 1 s 34(1)(b) x 1 s 35(1)(a) x 1	
Wyndham City Council	s 30(1) x 2 s 32(1) x 1 s 33(1) x 23 s 33(6) x 2 s 34(1)(b) x 2 s 35(1)(a) x 1 s 38A(1)(a) x 1 s 36(2)(a) x 1	
Yarra City Council	s 25A(1) x 3 s 30(1) x 3 s 32(1) x 2 s 33(1) x 46	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Yarra City Council (cont.)	s 35(1)(b) x 5 s 38A(1)(a) x 1	
Yarra Ranges Shire Council	s 32(1) x 1 s 33(1) x 7	

APPENDIX D

NAMES AND TITLES OF DECISION MAKERS

<i>Agency</i>	<i>Names and titles of decision makers</i>	<i>Number of decisions where: access was granted in full, in part, or access was denied</i>
Albury Wodonga Health	Wendy Sutcliffe (Health Information Manager)	[326 - 2 - 0]
Alexandra District Health	Deborah Rogers (Chief Executive Officer)	[24 - 0 - 1]
Alfred Health	Dr Lee Hamley (Chief Medical Officer)	[2193 - 5 - 3]
	Diana Battaglia (FOI Manager)	[2 - 2 - 0]
	A/Prof Simon Stafrace (Director of Alfred Psychiatry)	[124 - 5 - 0]
Alpine Health	Lyndon Seys (Chief Executive Officer)	[9 - 0 - 0]
Alpine Shire Council	Belinda Schultz (Governance Officer)	[0 - 1 - 1]
Ambulance Victoria	Maryanne Boyrs (FOI Officer)	[91 - 60 - 0]
	Kelly McNair (FOI Officer)	[73 - 12 - 0]
	Tina White (FOI Officer)	[482 - 293 - 0]
	Paul Maclean (FOI Manager)	[642 - 69 - 1]
Ararat Rural City Council	Alistair Rowe (FOI and Information Privacy Manager)	[1 - 0 - 0]
Architects Registration Board of Victoria	Fiona Gjoni (Registrations Manager)	[0 - 1 - 0]
Austin Health	Mardi Stephens (FOI Officer)	[148 - 20 - 15]
	Dr Tony Chan (FOI Reviewer)	[929 - 0 - 0]
	Toni Young (Operations Manager)	[12 - 1 - 0]
	Timothy Rolfe (Deputy Director PTRS)	[28 - 7 - 0]
	Marie Ellis (Corporate FOI)	[1 - 0 - 0]
	Leeanne Fisher (Clinical Director CYMHS)	[20 - 13 - 0]
	Charu Ghandi (Consultant Psychiatrist)	[16 - 6 - 0]
	David Mitchell (Consultatnt MH)	[5 - 2 - 0]
	Hanna Cheng (Psychiatrist CYMHS)	[0 - 1 - 0]
	Revindran Nair (Consultant Psychiatrist)	[4 - 0 - 0]
	Steve Malkin (Senior Clinical Psychologist)	[0 - 1 - 0]
	Suzy Redston (Medical Director MH)	[3 - 0 - 0]
	Victoria Harpwood (Clinical Director MH)	[4 - 0 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Austin Health (cont.)	Vesna Karopoulos (Manager CRP)	[4 - 0 - 0]
	Judy Hume (Divisional Manager NEAMHS)	[6 - 3 - 0]
	Bharat Visa (Consultant Psychiatrist)	[0 - 2 - 0]
Australian Grand Prix Corporation	James Rosengarten (FOI Officer)	[0 - 2 - 1]
Bairnsdale Regional Health Service	Juliette Wenn (Health Information Manager)	[70 - 1 - 0]
	Jane Clemm (Health Information Manager)	[26 - 3 - 0]
	Alice Lay (Health Information Manager)	[1 - 0 - 0]
	David McConachy (Director of Medical Services)	[3 - 1 - 0]
Ballarat Health Services	Linda Danvers (Medicolegal Medical Officer)	[225 - 18 - 2]
	Sophie Ping (Registrar Medical Administration, Leadership and Management)	[138 - 3 - 0]
	Anoop Lalitha (Clinical Director)	[131 - 14 - 0]
	Pauline Basilio (Manager, Health Information Services)	[6 - 4 - 0]
	Anna Glenn (FOI Clerk)	[68 - 0 - 3]
	Gina Costigan (FOI Clerk)	[30 - 1 - 1]
Banyule City Council	Stephanie Neville (FOI Officer)	[2 - 15 - 1]
Barwon Health	Bernadine McNamara (General Counsel)	[0 - 3 - 0]
	Dr Anthony Wong (Director Medical Governance)	[7 - 0 - 0]
	Dr Amrita Venkataramani (Medical Management Registrar)	[51 - 0 - 0]
	Dr Ajai Verma (Medical Management Registrar)	[42 - 4 - 0]
	Dr Paul Hantz (Director Mental Health Drug and Alcohol Services)	[3 - 9 - 0]
	Susan Bell (FOI Officer)	[34 - 0 - 1]
	Melisa Robinson (FOI Manager)	[0 - 4 - 8]
	A/Prof Steve Moylan (Clinical Director Mental Health Drug and Alcohol Services)	[83 - 79 - 0]
	Dr Roger McLennan (Senior Medical Specialist)	[675 - 16 - 0]
Barwon Region Water Corporation	Matt Dunbar (FOI Officer)	[5 - 2 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Bass Coast Health	Kelly McRae (Health Information Manager)	[61 - 0 - 0]
	Noni Bourke (Chief of Organisational Support and Development)	[4 - 0 - 0]
	Bruce Waxman (Director of Medical Services)	[2 - 0 - 0]
	Karen Davison (Health Information Manager)	[32 - 0 - 0]
Bass Coast Shire Council	Kristy Matthies (Records Coordinator)	[4 - 2 - 0]
Baw Baw Shire Council	Christian Thomas (Records Coordinator)	[2 - 1 - 0]
	Sharon Power (FOI Officer)	[1 - 0 - 0]
	Robyn D'Arcy (FOI Officer)	[6 - 8 - 0]
Bayside City Council	Karen Brown (Governance Coordinator)	[19 - 8 - 0]
Beaufort and Skipton Health Service	Vicki Poxon (Chief Executive Officer)	[1 - 0 - 0]
Beechworth Health Service	Shell Morphy (FOI Officer)	[2 - 0 - 0]
	Mark Ashcroft (Chief Executive Officer)	[3 - 0 - 0]
Benalla Health	Janine Holland (Chief Executive Officer)	[28 - 0 - 0]
Benalla Rural City Council	Jane Still (FOI Officer)	[3 - 2 - 0]
Bendigo Health Care Group	Sue Roberts (RPN/FOI Officer)	[79 - 39 - 3]
	Kersten Webster (FOI Officer)	[136 - 21 - 2]
	Kelly Stansall (FOI Officer)	[83 - 11 - 0]
	Ruby Neal (FOI Officer)	[40 - 21 - 0]
	Dr Marietta Taylor (Director of Medical Services)	[1 - 0 - 0]
Bendigo Kangan Institute	Christina Michael (Legal Counsel)	[1 - 2 - 0]
Berwick and Harkaway Cemeteries Trust	Neil Lucas (Chairman)	[1 - 0 - 0]
Boort District Health	Donna Doyle (FOI Officer)	[2 - 0 - 0]
Borough of Queenscliffe	Phillip Carruthers (FOI Manager)	[1 - 2 - 0]
Brimbank City Council	Mate Klisanin (FOI Officer)	[19 - 1 - 1]
Buloke Shire Council	Jen Hewett (FOI Officer)	[1 - 1 - 1]
Calvary Health Care Bethlehem	Mark Heenan (Quality and Safe Systems Manager/D/DCS)	[1 - 0 - 0]
Campaspe Shire Council	Sally Ruckwood (Legal Officer)	[2 - 3 - 0]
	Frank Crawley (Governance Manager)	[0 - 2 - 1]
Cardinia Shire Council	Doug Evans (Manager Governance)	[11 - 8 - 1]
Casterton Memorial Hospital	Owen Stephens (Chief Executive Officer)	[2 - 0 - 0]
Castlemaine Health	Julie Best (FOI Officer)	[20 - 0 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Central Gippsland Health Service	Craig Kingham (Records Coordinator)	[1 - 0 - 0]
	Frank Evans (Chief Executive Officer)	[11 - 0 - 0]
	Lisa Fuessel (Health Information Manager)	[8 - 0 - 0]
	Suhan Baskar (Director of Medical Services)	[74 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	Jade Neilsen-Riley (Records Coordinator)	[1 - 0 - 0]
Central Goldfields Shire Council	Paul Brumby (General Manager Corporate Performance)	[1 - 0 - 0]
	Marita Turner (Manager Governance)	[2 - 0 - 0]
	Megan Kruger (Manager Governance Property and Risk)	[1 - 0 - 0]
Central Highlands Region Water Corporation	Alan Stork (FOI Officer)	[1 - 0 - 0]
	Hayley Cassells (FOI Officer)	[2 - 0 - 0]
Chief Parliamentary Counsel Victoria	Terry Evans (Manager Business Administration)	[0 - 1 - 0]
Chisholm Institute	Kate Sherburn (FOI Officer)	[1 - 0 - 0]
City of Ballarat	Sarah Cuthbert (FOI Officer)	[13 - 16 - 3]
	Cameron Montgomery (FOI Manager)	[0 - 1 - 0]
City of Boroondara	David Thompson (Manager Governance)	[0 - 1 - 0]
	Helen Pavlidis (Governance Projects Officer)	[0 - 2 - 1]
	Elizabeth Manou (Governance Projects Officer)	[4 - 14 - 1]
	Krysten Forte (Coordinator Governance)	[0 - 11 - 0]
City of Casey	Julia Donaldson (FOI Officer)	[4 - 2 - 0]
	Stacey Kop (FOI Officer)	[10 - 14 - 1]
	Stephen Foster (FOI Officer)	[1 - 1 - 0]
	Rhys Matulis (FOI Officer)	[1 - 3 - 1]
	Nicole Rode (FOI Officer)	[1 - 3 - 0]
	Holly de Kretser (Manager Governance)	[0 - 0 - 1]
City of Darebin	Angelo Luczek (Records Coordinator)	[3 - 22 - 1]
City of Greater Bendigo	Ryan Millard (FOI Officer)	[1 - 5 - 2]
	Jennifer Nolan (FOI Officer)	[0 - 8 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
City of Greater Dandenong	Danielle Trimble (Senior Governance Officer)	[1 - 0 - 0]
	Kaye Peterson (Senior Governance Officer)	[1 - 0 - 0]
	Luisa Kimball (Governance Officer)	[2 - 0 - 0]
	Elena Obukhova (FOI/Governance Officer)	[9 - 1 - 0]
City of Greater Geelong	Dorna Blyszczak (Senior Governance Officer)	[22 - 13 - 10]
City of Melbourne	Samantha Oliver (FOI Officer)	[6 - 5 - 2]
	Chelvi Arunagiri (FOI Officer)	[16 - 9 - 1]
City of Monash	Jarrold Doake (Chief Operating Officer)	[1 - 2 - 0]
	Joanne McKay (Coordinator Legal Services)	[8 - 6 - 2]
City of Port Phillip	Joanne Shea (FOI Officer)	[3 - 19 - 0]
	Alli Griffin (FOI Officer)	[1 - 2 - 0]
City of Stonnington	Fabienne Thewlis (FOI Officer)	[0 - 35 - 0]
	Veronica Wood (FOI Officer)	[0 - 15 - 1]
City of Whitehorse	Jenny Russell (Team Leader Governance)	[12 - 0 - 0]
	Ralph Anania (Acting Team Leader Governance)	[2 - 3 - 1]
City West Water Corporation	Marie Cocheril (FOI Officer)	[30 - 9 - 0]
Cobram District Health	Tania Hill (FOI Officer)	[46 - 0 - 0]
Cohuna District Hospital	Lynne Sinclair (FOI Officer)	[19 - 0 - 0]
Colac Area Health	Dr Didir Imran (District Director Medical Administration)	[50 - 0 - 0]
	Dr Anne McGuane (Director Medical Education and Training)	[1 - 0 - 0]
	Donna Bell (Health Information Manager)	[7 - 0 - 0]
Colac Otway Shire	Errol Lawrence (FOI Officer)	[3 - 4 - 0]
Coliban Region Water Corporation	Roslyn Wai (Corporate Secretary)	[0 - 1 - 0]
Commercial Passenger Vehicles Victoria	Michael Zhou (FOI Manager)	[0 - 1 - 0]
	Sophie Ball (FOI Manager)	[0 - 0 - 1]
	Yvonne Agosta (FOI Manager)	[0 - 0 - 2]
	Karan Kahlon (FOI Manager)	[2 - 2 - 0]
Commission for Children and Young People	Annie Tinney (Chief Executive Officer)	[0 - 0 - 3]
Corangamite Catchment Management Authority	Chris Thompson (Business and Governance Services General Manager)	[0 - 1 - 0]
Corangamite Shire	Leah Teal (Records Coordinator)	[2 - 0 - 0]
Corinella Foreshore Reserve Committee of Management	Barbara Oates (Secretary)	[0 - 1 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Corryong Health (previously known as Upper Murray Health and Community Services)	Maxine Brockfield (Chief Executive Officer)	[2 - 0 - 0]
Country Fire Authority	Monica Barnes (FOI and Information Privacy Manager)	[24 - 22 - 7]
Court Services Victoria	Cameron Allen (FOI Manager)	[1 - 5 - 1]
Dairy Food Safety Victoria	Amanda Hill (Chief Executive Officer)	[0 - 1 - 1]
Deakin University	Jon Watson (Director of Medical Services)	[0 - 1 - 0]
	Sandra Mussett (FOI Officer)	[6 - 1 - 0]
Dental Health Services Victoria	Wendy Long (Health Information Manager)	[143 - 0 - 0]
	Nick Russell (Chief Financial Officer)	[4 - 0 - 0]
Department of Economic Development, Jobs, Transport and Resources	Andrew Weston (FOI Manager)	[17 - 36 - 12]
	Kait McCann (Director, Government and Parliamentary Services)	[2 - 7 - 0]
Department of Education and Training	Michael Cusdin (Acting FOI Manager)	[9 - 25 - 5]
	Ella Mcpherson (Executive Director, Executive and Knowledge Services Division)	[0 - 1 - 0]
	Jane Feeney (FOI Manager)	[74 - 167 - 29]
	Gaven Sturma (Acting FOI Manager)	[2 - 1 - 3]
Department of Environment, Land, Water and Planning	Arielle Perlow (Senior FOI Officer)	[6 - 14 - 2]
	Kim Reeves (Principal Advisor FOI and Privacy)	[10 - 9 - 0]
	Michael Chiller (FOI Officer)	[12 - 16 - 3]
	Rosalind Robson (FOI Officer)	[3 - 6 - 0]
	Stuart Atkins (FOI and Information Privacy Manager)	[20 - 8 - 1]
	Terry Hammoud (FOI Officer)	[5 - 1 - 0]
	Veronica Finn (Senior FOI Officer)	[0 - 4 - 0]
Department of Health and Human Services	Cristina Aviles (FOI Officer)	[5 - 32 - 3]
	Annalise Bamford (Director Executive Services)	[0 - 5 - 1]
	Mary Benson (Assistant Director Executive and Information Services)	[2 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Department of Health and Human Services (cont.)	Jay Cadiramen (FOI Officer)	[1 - 1 - 27]
	Linda Cammareri (FOI Officer)	[7 - 84 - 0]
	Josie Collings (FOI Officer)	[6 - 7 - 72]
	Miriam Conrick (FOI Officer)	[1 - 0 - 1]
	James Dassios (FOI Officer)	[3 - 93 - 0]
	Michael Ghobrial (FOI Officer)	[7 - 18 - 3]
	Caitlyn Grant (FOI Officer)	[1 - 0 - 42]
	Stephanie Hamilton (FOI Manager)	[1 - 2 - 2]
	Cheryl Kilmartin (FOI Officer)	[3 - 73 - 9]
	Benita Large (FOI Officer)	[0 - 1 - 0]
	Ophelia Lobo (FOI Officer)	[5 - 3 - 17]
	Rachel McNally (FOI Officer)	[9 - 81 - 8]
	John Moneir (FOI Officer)	[1 - 13 - 0]
	Deena Morgan (FOI Officer)	[0 - 0 - 7]
	Jandeep Mundi (FOI Officer)	[2 - 17 - 2]
	Sara Murphy (FOI Officer)	[6 - 72 - 3]
	Heather Murray (FOI Officer)	[0 - 0 - 25]
	Kim Nguyen (FOI Officer)	[2 - 23 - 0]
	Jade Papathanasiou (FOI Officer)	[3 - 8 - 0]
	Alexander Payne (FOI Officer)	[3 - 65 - 0]
	Robbie Peschell (FOI Officer)	[9 - 133 - 1]
	Samantha Phipps (FOI Officer)	[4 - 79 - 2]
	Michelle Prendergast (FOI Officer)	[2 - 45 - 0]
	Livia Punaro (FOI Officer)	[0 - 4 - 0]
	John Richardson (FOI Officer)	[2 - 35 - 0]
	Todd Roscoe (FOI Officer)	[3 - 16 - 2]
	Rebekah Rubensohn (FOI Officer)	[5 - 38 - 1]
	June Samuel (FOI Officer)	[0 - 4 - 0]
	Kerry Sayburn (Assistant Director Executive and Information Services)	[9 - 27 - 9]
	Lisa Scholes (Manager)	[0 - 2 - 2]
	Bradley Serry (FOI Officer)	[11 - 94 - 0]
	Jessica Van Dyk (FOI Officer)	[3 - 26 - 0]
	Sally Yeoland (FOI Officer)	[2 - 61 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

<i>Agency</i>	<i>Names and titles of decision makers</i>	<i>Number of decisions where: access was granted in full, in part, or access was denied</i>
Department of Jobs, Precincts and Regions	Kait McCann (Director GPS)	[2 - 2 - 0]
	Juliet Kim (A/Manager FOI)	[1 - 15 - 2]
Department of Justice and Community Safety (previously Department of Justice and Regulation)	Seyhan Balkis (FOI Officer)	[0 - 13 - 0]
	Jon-Paul Bignold (FOI Officer)	[6 - 94 - 9]
	Maria Chandrasen (FOI Officer)	[1 - 37 - 0]
	Alia Dib (FOI Officer)	[3 - 113 - 14]
	Lance Follett (FOI Officer)	[0 - 29 - 0]
	Jeremy Frampton (Assistant Manager FOI)	[0 - 2 - 8]
	Natasha Haslem (FOI Officer)	[3 - 35 - 8]
	Anne Houlihan (Senior FOI Adviser)	[3 - 46 - 11]
	Jane Koesasi (FOI Officer)	[3 - 56 - 2]
	Kathy Maikousis (Manager, FOI (Requests))	[0 - 6 - 0]
	Claire McDonough (FOI Officer)	[12 - 126 - 19]
	William Ng (FOI Officer)	[0 - 30 - 1]
	Lisa Pascolo (FOI Team Leader)	[5 - 1 - 8]
	Kate Pryor (FOI Officer)	[0 - 2 - 0]
	Melinda Robinson (Manager FOI (Operations))	[2 - 17 - 0]
	Bryan Sketchley (FOI Team Leader)	[1 - 3 - 4]
	Karen Smith (FOI Officer)	[6 - 136 - 13]
	Cindy Tata (FOI Officer)	[2 - 41 - 10]
	Jacqueline Tierney (FOI Officer)	[3 - 67 - 7]
	Stephanie Windram (FOI Officer)	[0 - 22 - 6]
	Abel Yap (FOI Officer)	[0 - 52 - 7]
Department of Premier and Cabinet	Sophie Boyle (FOI Officer)	[2 - 22 - 4]
	Jane Kitson (FOI Officer)	[3 - 6 - 1]
	Benjamin Muller (FOI Manager)	[0 - 2 - 0]
	Matthew Thompson (FOI Manager)	[1 - 5 - 1]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Department of Transport	Andrew Weston (FOI Manager)	[4 - 14 - 5]
Department of Treasury and Finance	Dania Ayoub (FOI Officer)	[1 - 13 - 1]
	Mark Hamilton-Smith (FOI Officer)	[7 - 4 - 0]
	Justin Frank (FOI Officer)	[0 - 3 - 2]
Development Victoria	Dany Holl (Legal Counsel)	[1 - 0 - 4]
Director, Transport Safety t/a Transport Safety Victoria	Bryan Mundy (Policy & Governance Advisor)	[18 - 15 - 4]
	Kanchana Kopsaftis (Legal and Policy Counsel)	[0 - 1 - 0]
Disability Services Commissioner	Penny Harris (Principal Legal Officer)	[0 - 2 - 0]
	Elena Totino (FOI Officer)	[0 - 4 - 0]
	Anthony Kolmus (Deputy Disability Services Commissioner)	[0 - 1 - 0]
Disciplinary Appeals Boards	Alison Murphy (Senior Chairperson)	[0 - 0 - 1]
Djerriwarrh Health Services	Dr Simon Woods (Director of Medical Services)	[20 - 0 - 0]
	Dr John Gallichio (Director of Medical Services)	[49 - 0 - 0]
	Dr Liz Mullins (Director of Medical Services)	[5 - 0 - 0]
	Julie Brooks (FOI Officer)	[43 - 0 - 0]
	Andrea Cochrane (Health Information Manager)	[4 - 0 - 0]
	Jessica Gangur (FOI Officer)	[4 - 0 - 0]
	Amanda Joyce (FOI Officer)	[2 - 0 - 0]
East Gippsland Catchment Management Authority	Graeme Dear (Chief Executive Officer)	[0 - 0 - 1]
East Gippsland Shire Council	Maryanne Bennett (Director Corporate)	[5 - 11 - 0]
	Graeme Hill (FOI Officer)	[7 - 0 - 0]
East Grampians Health Service	Andrea Cardinaels (Health Information Manager)	[45 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer)	[24 - 0 - 0]
Eastern Health	Tamara Coppens (FOI Officer)	[176 - 55 - 0]
	Andrea Allis (FOI Officer)	[263 - 200 - 4]
	Kelly Rutledge (FOI Officer)	[241 - 158 - 1]
	Teegan Brennan (FOI Officer)	[106 - 67 - 0]
	Sally-Anne McKinney (FOI Manager)	[5 - 5 - 1]
	Zoltan Kokai (Executive Director Information, Technology and Capital Projects)	[0 - 1 - 0]
Echuca Regional Health	Dr Glenn Howlett (Director of Medical Services)	[113 - 0 - 1]
Edenhope and District Memorial Hospital	Shelley Hartle (FOI and Information Privacy Manager)	[3 - 0 - 0]
	Sara McDonnell (FOI and Information Privacy Manager)	[0 - 2 - 1]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Emergency Services Superannuation Board (t/a ESSSuper)	Ben Taylor (FOI Officer)	[7 - 0 - 0]
	Chris Tay (FOI Officer)	[0 - 1 - 0]
Emergency Services Telecommunications Authority	Rosemary Mullaly (Secretary)	[0 - 0 - 49]
Energy Safe Victoria	Katherine Ludvik (FOI Officer)	[34 - 6 - 2]
Environment Protection Authority	Lia Morgan (Freedom of Information and Privacy Officer)	[0 - 5 - 2]
	Ekin Orucoglu (Supervised Junior Solicitor)	[0 - 2 - 0]
	Carrie Rafferty (Freedom of Information and Privacy Officer)	[0 - 39 - 5]
Essential Services Commission	Ron Ben-David (Chairperson)	[2 - 1 - 0]
Falls Creek Alpine Resort Management Board	Stuart Smythe (Chief Executive Officer)	[1 - 0 - 0]
Family Safety Victoria	Sue Clifford (Chief Executive Officer)	[0 - 1 - 0]
Federation University Australia	Noni Clarkson (Senior Lawyer)	[2 - 0 - 0]
Frankston City Council	Carole Fleeman (FOI & Privacy Officer)	[8 - 3 - 1]
Game Management Authority	Andrew Weston (FOI Manager)	[1 - 1 - 1]
	Juliet Kim (A/FOI Manager DJPR)	[0 - 2 - 0]
Gannawarra Shire Council	Lisa Clue (Manager Governance)	[0 - 1 - 0]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Hayley Johnson (FOI Officer)	[1 - 4 - 0]
Gippsland Ports Committee of Management Incorporated	Stephen Martin (FOI Manager)	[1 - 0 - 0]
Gippsland Southern Health Service	Sharon Shaw (Health Information Manager)	[15 - 0 - 0]
Glen Eira City Council	Wendy Mason (FOI Officer)	[1 - 0 - 0]
	Tienyi Long (FOI Officer)	[9 - 8 - 1]
Glenelg Hopkins Catchment Management Authority	Janette Albert (FOI Officer)	[1 - 1 - 0]
Glenelg Shire Council	Liz Regent (FOI Officer)	[2 - 0 - 0]
	David Hol (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
Golden Plains Shire Council	Rebecca Failla (FOI Officer)	[0 - 1 - 0]
	Karen Crawford (FOI Officer)	[0 - 2 - 0]
Gordon Institute of TAFE	Andrea Rose (Manager Quality and Risk Management)	[1 - 0 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer)	[0 - 1 - 0]
Goulburn Valley Health	Donna Campbell (FOI/Medico-Legal Officer)	[300 - 0 - 0]
	A/Prof Ravi Bhatt (Chief Psychiatrist)	[16 - 0 - 0]
Goulburn Valley Region Water Corporation	Peter Quinn (Managing Director)	[0 - 0 - 1]
Goulburn-Murray Rural Water Corporation	Lauren Beattie (Legal Officer)	[5 - 2 - 0]
	Nick Whittington (Senior Solicitor)	[1 - 0 - 0]
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager)	[1 - 0 - 0]
Greater Shepparton City Council	Peter Lucarelli (FOI Officer)	[7 - 6 - 2]
	Rebecca Good (FOI Officer)	[1 - 1 - 0]
Greyhound Racing Victoria	Lyndall Kennedy (FOI Manager)	[3 - 1 - 1]
Health Complaints Commissioner	Ralph Haller-Trost (Assistant Commissioner)	[0 - 2 - 1]
	Angela Palombo (FOI Officer)	[4 - 1 - 0]
	Josephine De Blasio (FOI Officer)	[1 - 2 - 0]
Heathcote Health	Gerry Canny (Director of Clinical Care)	[5 - 0 - 0]
Hepburn Health Service	Maree Cuddihy (Chief Executive Officer)	[9 - 0 - 0]
	Phil Catterson (Chief Operating Officer)	[0 - 1 - 0]
Hepburn Shire Council	Katherine Toom (FOI Officer)	[3 - 0 - 0]
Heritage Council of Victoria	Rhonda McLaren (Executive Officer)	[1 - 0 - 0]
Hesse Rural Health Service	Andrea Dunlop (Manager Workforce and Service Development)	[1 - 0 - 0]
Hindmarsh Shire Council	Fern Alden (FOI Officer)	[2 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer)	[6 - 2 - 0]
Horsham Rural City Council	Rosemary Lehmann (Records Coordinator)	[1 - 3 - 0]
Hume City Council	Ian Sweeting (FOI Officer)	[1 - 17 - 2]
	Rowan Coles (FOI Officer)	[0 - 5 - 0]
Indigo Shire Council	Annabel Harding (Governance Officer)	[3 - 1 - 0]
Infrastructure Victoria	Jonathan Spear (Executive Director and General Counsel)	[1 - 0 - 0]
Kerang District Health	Emma D'Angri (Health Information Manager)	[11 - 0 - 0]
Kingston City Council	Phil De Losa (Manager Governance)	[3 - 6 - 2]
	Angela Granter (Organisational Governance Coordinator)	[1 - 0 - 2]

6 APPENDICES

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Kingston City Council (cont.)	Sasha Pearson (Governance and FOI Officer)	[0 - 1 - 0]
Knox City Council	Damian Watson (FOI Officer)	[1 - 11 - 0]
	Kirstin Ritchie (FOI Officer)	[0 - 1 - 0]
Kooweerup Regional Health Service	Sharyn Gregory (FOI Officer)	[4 - 0 - 0]
Kyabram and District Health Services	Lisa Drysdale (Health Information Manager)	[20 - 0 - 1]
Kyneton District Health Service	Maree Cuddihy (Chief Executive Officer)	[19 - 0 - 0]
La Trobe University	Fiona Rowley (FOI and Information Privacy Manager)	[6 - 1 - 0]
Latrobe City Council	Joseph Della Fortuna (FOI Officer)	[10 - 5 - 0]
Latrobe Regional Hospital	Debbie Mackeown (FOI Officer)	[326 - 0 - 0]
Level Crossing Removal Authority	Krystin Low (Managing Principal Lawyer)	[0 - 2 - 0]
	Ibrahim Achkar (Principal Lawyer)	[0 - 1 - 2]
	Kate Kennedy (Senior Lawyer/FOI Officer)	[2 - 3 - 2]
	Lillian Campion (Senior Lawyer/FOI Officer)	[1 - 1 - 0]
	Laura Flannagan (Senior Lawyer/FOI Officer)	[0 - 1 - 1]
Local Government Inspectorate	David Wolf (Chief Executive Officer)	[0 - 2 - 0]
Loddon Shire Council	Sharon Morrison (FOI Officer)	[1 - 1 - 0]
Lorne Community Hospital	Andrea Russell (Clinical Services Manager)	[12 - 0 - 0]
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	Matthew Wilkes (FOI Officer)	[0 - 1 - 0]
Macedon Ranges Shire Council	Margot Stork (Chief Executive Officer)	[0 - 1 - 0]
	John Hausler (Director Corporate Services)	[0 - 2 - 0]
	Lauren Reader (Governance Coordinator)	[3 - 0 - 0]
	Kate Strahan (Governance and Corporate Planning Coordinator)	[1 - 0 - 0]
	Trudy Campbell (Governance Officer)	[1 - 3 - 0]
	Stephen Mahon (Manager Council and Customer Service)	[0 - 1 - 0]
	Tracey Spiteri (Governance Coordinator)	[0 - 1 - 0]
Maddingley Cemetery Trust	Allan Comrie (Secretary)	[1 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Major Road Projects Authority	Zara Fox (Director Commercial & Legal)	[1 - 1 - 5]
Major Transport Infrastructure Authority	Krystin Low (Managing Principal Lawyer)	[0 - 0 - 1]
	Kate Kennedy (Senior Lawyer/FOI Officer)	[0 - 2 - 0]
	Anna Chatfield (FOI Officer)	[0 - 0 - 1]
Mallee Track Health and Community Service	Pamela Vallance (FOI Officer)	[0 - 4 - 1]
Manningham City Council	Daan Van Orsouw (Freedom of Information/Privacy Officer)	[4 - 5 - 0]
	David Bellchambers (Manager Information Technology)	[0 - 1 - 0]
Mansfield District Hospital	Leonie Berry (Health Information Manager)	[19 - 0 - 0]
Mansfield Shire Council	Michelle Kain (FOI & Information Privacy Manager)	[1 - 0 - 0]
Maribyrnong City Council	Danny Bilaver (Coordinator Governance)	[6 - 0 - 1]
	Adele Woolcock (Governance Officer)	[8 - 1 - 0]
Maroondah City Council	Zarina Tropiano (Risk and Integrity Officer)	[6 - 3 - 0]
Maryborough District Health Service	Terrence Welch (Chief Executive Officer)	[44 - 1 - 0]
Medical Panels	Hilary Cantwell (Legal Manager)	[0 - 1 - 0]
Melbourne and Olympic Parks Trust	Travis Mardling (FOI Officer)	[0 - 3 - 1]
Melbourne Convention and Exhibition Trust	Peter King (Chief Executive Officer)	[2 - 0 - 0]
Melbourne Cricket Ground Trust	Ben Foskett (Chief Executive Officer)	[0 - 2 - 0]
Melbourne Health	Nic Thomas (General Counsel)	[0 - 5 - 0]
	Lynne Humble (FOI Officer)	[2140 - 57 - 5]
Melbourne Market Authority	Nicola Pearl (FOI officer)	[1 - 0 - 0]
Melbourne Water	Michael Keough (FOI and Privacy Advisor)	[7 - 2 - 0]
Melton City Council	Christine Denyer (FOI & Information Privacy Manager)	[12 - 2 - 1]
Mental Health Complaints Commissioner	Isabel Anton (Principal Legal Officer)	[1 - 0 - 0]
Mental Health Tribunal	Alanna Williams (Legal Officer)	[0 - 2 - 0]
	Kristin Giles (Principal Legal Officer)	[1 - 0 - 0]
Mercy Hospitals Victoria Ltd	Katherine Worsley (Medical Director)	[391 - 3 - 3]
	Dean Stevenson (Clinical Services Director, Mercy Mental Health)	[50 - 55 - 2]
Metropolitan Fire and Emergency Services Board	Sarah McKellar-White (FOI Manager)	[1 - 4 - 1]
	Jan Smith (FOI Officer)	[0 - 439 - 0]
Mildura Rural City Council	Charmaine Calis (FOI Officer)	[4 - 20 - 1]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Minister for Energy, Environment and Climate Change	Arielle Perlow (Senior FOI Officer)	[0 - 1 - 0]
Minister for Health	Stephanie Hamilton (FOI Manager)	[0 - 1 - 0]
Minister for Planning	Arielle Perlow (Senior FOI Officer)	[1 - 1 - 0]
Minister for Water	Michael Chiller (FOI Officer)	[1 - 0 - 0]
Mitchell Shire Council	Lidia Harding (FOI Officer)	[1 - 8 - 0]
Moira Shire Council	Margret Hinck (Senior Governance Officer)	[0 - 5 - 0]
Monash Health	Elaine Elliott (Health Information Manager)	[752 - 47 - 0]
	Maija Dimits (Health Information Manager)	[319 - 24 - 1]
	Monika Bosnich (Health Information Manager)	[199 - 10 - 1]
	Rachael Gillies (FOI Manager)	[129 - 4 - 1]
	Tammy O'Connor (Senior Corporate Counsel)	[1 - 0 - 0]
	Elle Bethune (Corporate Counsel)	[1 - 2 - 0]
	Frances Rogers (FOI Decision Maker)	[241 - 14 - 1]
Monash University	Jonathon Rhall (Senior Solicitor)	[0 - 1 - 0]
	Fiona Hunt (FOI Officer)	[7 - 12 - 1]
Moonee Valley City Council	Rosie Ferreira (FOI Officer)	[15 - 3 - 2]
	Lee McSweeney (FOI Officer)	[7 - 8 - 3]
Moorabool Shire Council	Danny Colgan (FOI Officer)	[1 - 2 - 1]
	Vanessa O'Toole (FOI Officer)	[0 - 1 - 0]
Moreland City Council	Olivia Wright (Manager Property and Governance)	[2 - 5 - 2]
	Kim Giaquinta (Acting Manager Property and Governance)	[0 - 2 - 0]
	Jodie Watson (Manager Corporate Governance)	[0 - 6 - 0]
Moreland City Council (cont.)	Troy Delia (Unit Manager Governance and Civic Protocols)	[0 - 14 - 0]
	Alli Browne (Team Leader Governance)	[0 - 1 - 0]
Mornington Peninsula Shire	Kate McNab (FOI Officer)	[10 - 20 - 0]
Mount Alexander Shire Council	John R Taylor (FOI and Information Privacy Manager)	[3 - 1 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Mount Buller and Mount Stirling Alpine Resort Management Board	Emily O'Neill (FOI Officer)	[0 - 0 - 1]
Mount Hotham Alpine Resort Management Board	Adam Galvin (FOI Officer)	[0 - 1 - 0]
Moyne Health Services	Katharina Redford (FOI Officer)	[1 - 0 - 0]
Moyne Shire Council	Joanne Brozinski (Records Coordinator)	[1 - 1 - 1]
Municipal Association of Victoria	Alison Lyon (FOI Officer)	[2 - 0 - 0]
Murrindindi Shire Council	Tara Carter (FOI Manager)	[2 - 7 - 3]
	Andrew Bond (FOI Manager)	[0 - 1 - 0]
Museums Victoria	Rose Bollen (Head, Strategic Information and Compliance)	[0 - 1 - 0]
Nathalia District Hospital	Jacque Phillips (Chief Executive Officer)	[1 - 0 - 0]
	Greg van Popering (Director of Medical Services)	[2 - 0 - 0]
Nillumbik Shire Council	Emma Christensen (FOI Officer)	[1 - 2 - 0]
	Blaga Naumoski (Executive Manager Governance and Legal)	[0 - 6 - 0]
North East Catchment Management Authority	Katie Warner (Chief Executive Officer)	[0 - 1 - 0]
North East Link Project (division of the Major Transport Infrastructure Authority)	James Melville (FOI & Information Privacy Manager)	[1 - 0 - 0]
Northeast Health Wangaratta	Dr Rowena Mann (FOI Manager)	[145 - 0 - 0]
Northern Grampians Shire Council	Mary Scully (FOI Manager)	[1 - 0 - 0]
Northern Health	Astrid Waterdrinker (Director of Clinical Services - NAMHS)	[157 - 32 - 0]
	Bree Coulthard (FOI Manager)	[888 - 45 - 3]
Numurkah District Health Service	Wendy Ross (Director of Medical Services)	[29 - 0 - 0]
Office of Public Prosecutions	Christine Michaleas (FOI Officer)	[1 - 9 - 3]
	Cate Taylor (FOI Officer)	[0 - 1 - 0]
Office of the Victorian Information Commissioner (OVIC)	Sven Bluemmel (Information Commissioner)	[2 - 1 - 0]
Omeo District Health	Ward Steet (Chief Executive Officer)	[5 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer)	[46 - 0 - 0]
Otway Health	Andrea Russell (FOI Officer)	[4 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer)	[2 - 26 - 0]
Peninsula Health	Debbie Warry (FOI Staff)	[29 - 2 - 0]
	Amanda Henderson (FOI Staff)	[80 - 16 - 0]
	Jodie Thompson (FOI & Information Privacy Manager)	[605 - 36 - 10]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer)	[109 - 0 - 0]
Port Phillip and Westernport Catchment Management Authority	Amanda Paul (FOI Officer)	[0 - 2 - 0]
Portland District Health	Casey Mills (FOI Officer)	[0 - 47 - 0]
	Casey Scott (Health Information Manager)	[0 - 0 - 2]
Premier of Victoria	Jane Kitson (FOI Officer)	[0 - 1 - 0]
Previous Minister for Tourism and Major Events	Andrew Weston (Director of Medical Services)	[0 - 3 - 0]
Public Transport Development Authority (t/a Public Transport Victoria)	Gavin Mak (FOI Officer)	[9 - 22 - 4]
Pyrenees Shire Council	April Ure (FOI & Information Privacy Manager)	[1 - 1 - 0]
	Michelle Richards (FOI & Information Privacy Manager)	[0 - 1 - 0]
Queen Elizabeth Centre	Sue White (Chief Executive Officer)	[2 - 0 - 0]
Racing Integrity Commissioner	Sal Perna (Racing Integrity Commissioner)	[0 - 0 - 1]
Racing Victoria Limited	Charlotte Landy (Legal Counsel)	[0 - 1 - 0]
	Simon Barrile (General Counsel)	[0 - 1 - 0]
	Georgie Stanistreet (FOI Officer)	[1 - 0 - 1]
Rail Projects Victoria	Andrew Morrison (FOI Officer)	[0 - 2 - 0]
RMIT University	Nicholas Pappin (FOI Officer)	[3 - 2 - 0]
Robinvale District Health Services	Vicki Shawcross (FOI Manager)	[15 - 0 - 0]
Rochester and Elmore District Health Service	Mark Nally (FOI Officer)	[1 - 0 - 0]
Royal Botanic Gardens Board	Tim Entwisle (Director & Chief Executive Officer)	[1 - 0 - 0]
Rural City of Wangaratta	Janelle Stein (Governance & Reporting Advisor)	[4 - 1 - 0]
Rural Northwest Health	Kevin Mills (Chief Executive Officer)	[4 - 0 - 0]
Safer Care Victoria	Euan Wallace (Chief Executive Officer)	[0 - 1 - 0]
Seymour Health	Chris Mc Donnell (Chief Executive Officer)	[21 - 0 - 0]
South East Water	Gavin Warner (FOI Officer)	[9 - 1 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
South Gippsland Hospital	Sharon Shaw (Health Information Manager)	[1 - 0 - 0]
South Gippsland Shire Council	FOI Officers*	[3 - 7 - 0]
South West Healthcare	Nic Van Zyl (Director of Medical Services)	[184 - 5 - 1]
	Karyn Cook (Director of Mental Health Services)	[22 - 17 - 1]
South West Institute of TAFE	Shannyn Carter (FOI Officer)	[0 - 2 - 0]
Southern Alpine Resort Management Board	Anita Hunter (FOI Officer)	[0 - 1 - 0]
Southern Grampians Shire Council	Megan Kruger (Governance Coordinator)	[2 - 1 - 0]
	Damien Ferguson (Systems Analyst - Records)	[1 - 0 - 0]
Special Minister of State	Sophie Boyle (FOI Officer)	[0 - 1 - 0]
St Vincent's Health	Dr Nim Nadarajah (Director of Medical Services)	[826 - 0 - 0]
	Peter Bosonac (Director of Medical Services)	[43 - 31 - 0]
	Paul OBrien (FOI Officer)	[14 - 5 - 2]
State Electricity Commission of Victoria	Brett McKenzie (General Manager)	[5 - 0 - 0]
State Library of Victoria	Kate Torney (Chief Executive Officer)	[1 - 0 - 0]
State Revenue Office	Sue Kaufmann (Senior Policy Specialist)	[7 - 4 - 0]
	Bryan Sketchley (FOI Officer)	[8 - 2 - 1]
	Roman Valher (Policy Specialist)	[3 - 2 - 1]
	Abel Yap (FOI Officer)	[1 - 4 - 0]
	Gregory Lavery (FOI Officer)	[11 - 6 - 0]
Stawell Regional Health	Libby Fifis (Chief Executive Officer)	[16 - 0 - 0]
Strathbogie Shire Council	Aileen Davidson (Records Officer/FOI Officer)	[0 - 4 - 0]
Surf Coast Shire Council	Maureen White (FOI and Privacy Officer)	[2 - 6 - 2]
Sustainability Victoria	Kara Smith (FOI Officer)	[0 - 3 - 0]
Swan Hill District Health	Rod Prockter (FOI Manager)	[68 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Coordinator)	[1 - 0 - 0]
TAFE Gippsland	Grant Radford (Chief Executive Officer)	[0 - 1 - 0]
Tallangatta Health Service	Denise Parry (Chief Executive Officer)	[3 - 0 - 0]
Terang and Mortlake Health Service	Julia Ogdin (Chief Executive Officer)	[1 - 0 - 0]
The Kilmore and District Hospital	Justine Muston (Health Information Manager)	[25 - 0 - 0]
	Claire Poulter (Health Information Manager)	[8 - 0 - 0]
The Royal Children's Hospital	Judith Smith (FOI Officer)	[81 - 47 - 0]
	Barbara Farrell (FOI Officer)	[5 - 0 - 0]
	Ricky Huynh (FOI Reviewer)	[191 - 104 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

<i>Agency</i>	<i>Names and titles of decision makers</i>	<i>Number of decisions where: access was granted in full, in part, or access was denied</i>
The Royal Children's Hospital (cont.)	Felicity Hood (FOI Reviewer)	[44 - 42 - 0]
	Phoebe Lorenz (FOI Reviewer)	[11 - 16 - 0]
	Laura Hartmann (Senior Legal Counsel)	[0 - 1 - 2]
	Annabelle Mann (General Counsel)	[0 - 2 - 0]
	Joanne Dean (Nurse Manager - VFPMS)	[1 - 0 - 0]
	Helen Kamouridis (Gatehouse Centre)	[1 - 0 - 0]
	Anne Smith (VFPMS Manager)	[1 - 0 - 0]
	Sanjay Patel (Clinical Psychiatrist)	[3 - 1 - 0]
	David Hines (Clinical Psychiatrist)	[0 - 3 - 0]
The Royal Society for the Prevention of Cruelty to Animals	Leah Marshall (FOI Officer)	[2 - 7 - 0]
The Royal Victorian Eye and Ear Hospital	Dr Sean Jespersen (Director of Medical Services)	[166 - 0 - 0]
The Royal Women's Hospital	Michelle Schonrock (FOI Officer)	[61 - 0 - 0]
	Neil Goodwin (FOI Manager)	[121 - 9 - 0]
	Kathy Paris (FOI Officer)	[58 - 4 - 0]
	Vicki Hammond (General Counsel)	[1 - 3 - 2]
Timboon and District Healthcare Service	Rebecca Van Wollingen (Chief Executive Officer)	[5 - 0 - 0]
Towong Shire Council	Jo Shannon (FOI Officer)	[1 - 1 - 0]
Transport Accident Commission	Victoria Karpicz (FOI Officer)	[138 - 158 - 2]
	Laura Van Winden (FOI Officer)	[70 - 193 - 2]
	Emily Smyth (FOI Officer)	[112 - 207 - 0]
	Shivaanya Kanapathy (FOI Officer)	[141 - 167 - 1]
	Ellen Jennings (FOI Officer)	[60 - 209 - 2]
	Felicity Wright (FOI and Information Privacy Manager)	[0 - 1 - 2]
	Justine Adams (FOI Officer)	[2 - 4 - 0]
Treasurer	Mark Hamilton-Smith (FOI Officer)	[1 - 0 - 0]
Tweddle Child + Family Health Service	Paola Critelli (Health Information Manager)	[1 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
University of Melbourne	Gioconda Di Lorenzo (University Secretary)	[8 - 10 - 18]
	Shitij Kapur (Dean)	[1 - 1 - 0]
	Mark Cook (Chair Of Medicine)	[1 - 0 - 0]
	John Prins (Head of Medical School)	[10 - 0 - 0]
V/Line Corporation	Steven Lay (FOI Officer)	[4 - 15 - 11]
Veterinary Practitioners Registration Board of Victoria	Glenice Fox (Chief Executive Officer)	[0 - 0 - 1]
VicForests	Robyn Selby Smith (Corporate Counsel)	[1 - 0 - 0]
	Natalie Naylor (General Counsel)	[1 - 0 - 0]
VicRoads	Chris O'Donnell (FOI & Information Privacy Manager)	[2 - 11 - 3]
	Allana Parolin (FOI Officer)	[197 - 25 - 11]
	Darson Bonett (FOI Officer)	[158 - 56 - 41]
	Francis To (FOI Officer)	[39 - 8 - 1]
	Leon Osborne-Hannah (FOI Officer)	[49 - 9 - 3]
	Pranav Saluja (FOI Officer)	[357 - 42 - 20]
Victoria Legal Aid	Sina Oum (FOI Officer)	[0 - 2 - 0]
	Dan George (FOI Officer)	[0 - 4 - 0]
	Sangeetha Royan (FOI Officer)	[0 - 1 - 0]
	Ali Yildiz (FOI Officer)	[0 - 2 - 0]
	Catherine Curtis-Walsh (FOI Officer)	[0 - 1 - 1]
Victoria Police	Inspector Craig Matters (Deputy FOI Officer)	[48 - 638 - 60]
	Diane Moore (FOI Coordinator)	[48 - 562 - 42]
	Tina Kyriakos (Acting FOI Coordinator)	[5 - 95 - 6]
	Shane Skelton (Acting FOI Coordinator)	[7 - 30 - 4]
	Robin Davey (FOI Manager)	[135 - 1491 - 336]
Victoria State Emergency Service	Ross Elford (Manager, Information Security & Governance)	[6 - 2 - 1]
	Lisa Macdermott (Freedom of Information & Privacy Officer)	[6 - 0 - 0]
Victoria University	Sandra Pickett (Manager Records and Archives Services)	[2 - 1 - 0]
	Mario Costa (Acting Manager Records and Archives Services)	[6 - 2 - 1]
Victorian Aboriginal Heritage Council	Stephen Nowicki (Director/FOI Officer)	[0 - 2 - 0]
Victorian Agency for Health Information	Lance Emerson (Chief Executive Officer)	[1 - 0 - 0]
Victorian Arts Centre Trust	Catryn Tuckwell (FOI Officer)	[0 - 1 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Victorian Assisted Reproductive Treatment Authority	Alexandra Saltis (Compliance and Legal Support Officer)	[0 - 1 - 0]
Victorian Building Authority	Ronja Laugallies (General Counsel)	[1 - 0 - 0]
	Vujan Krunic (Lawyer)	[1 - 0 - 1]
	Andrea McKie (FOI and Compliance Officer)	[49 - 46 - 9]
	Tanya Thomas (Legal Counsel)	[10 - 1 - 2]
	Michael Vickers (Legal Counsel)	[17 - 23 - 3]
Victorian Commission for Gambling and Liquor Regulation	Scott May (Director Legal Services and General Counsel)	[1 - 16 - 3]
Victorian Curriculum and Assessment Authority	Elisha Marriott (FOI Officer)	[0 - 1 - 1]
Victorian Electoral Commission	Carolyn Hartman (Information Manager)	[0 - 1 - 0]
Victorian Fisheries Authority	Travis Dowling (Chief Executive Officer)	[1 - 2 - 0]
Victorian Government Architect	Jill Garner (Victorian Government Architect)	[0 - 1 - 0]
Victorian Health Promotion Foundation (t/a VicHealth)	Rebecca French (Information Coordinator)	[0 - 1 - 0]
Victorian Institute of Forensic Medicine	Leanna La Combre (FOI and Information Privacy Manager)	[1 - 0 - 0]
	Margaret Craddock (Compliance Manager)	[1 - 0 - 0]
Victorian Institute of Forensic Mental Health	Loay Othman (Health Information Manager)	[25 - 13 - 0]
	Marree Brown (Health Information Manager)	[39 - 4 - 1]
Victorian Institute of Teaching	Geoffrey Coates (FOI Officer)	[7 - 0 - 2]
Victorian Legal Services Board	Daniel Deeks (FOI Officer)	[0 - 0 - 1]
	Brylee Newman (FOI Officer)	[0 - 0 - 1]
	Miranda Breisch (FOI Officer)	[0 - 0 - 1]
	Gemma Richardson (FOI Officer)	[0 - 1 - 1]
Victorian Managed Insurance Authority	Liz Henderson (FOI Officer)	[0 - 1 - 0]
	Frieda Esquelin (FOI Officer)	[0 - 4 - 0]
Victorian Ombudsman	Vanessa Twigg (Principal Legal Adviser)	[0 - 0 - 1]
Victorian Planning Authority	Ed Small (Executive Director Corporate Services)	[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
Victorian Ports Corporation (Melbourne)	Holly Gray (FOI and Information Privacy Manager)	[0 - 1 - 0]
	Kylie Staines (FOI and Information Privacy Manager)	[1 - 0 - 1]
Victorian Public Sector Commission	Donna Scott (Director Analytics and Performance)	[2 - 0 - 0]
	Verity Harris (Executive Director Integrity and Advisory)	[0 - 1 - 0]
	Natasha Thompson (Executive Director People and Analytics)	[0 - 0 - 1]
	Louise Clery (A/Director Integrity and Advisory)	[0 - 1 - 0]
Victorian Rail Track (t/a VicTrack)	Barry Whitehead (Company Secretary (FOI Officer))	[0 - 1 - 0]
Victorian Registration and Qualifications Authority	Gerard Mount (FOI Officer)	[0 - 1 - 0]
	Keith Gove (FOI Officer)	[0 - 1 - 0]
Victorian Responsible Gambling Foundation	Tanya Fletcher (General Counsel)	[1 - 0 - 0]
Victorian Small Business Commission	Mark Schramm (FOI Manager)	[0 - 0 - 1]
Victorian WorkCover Authority (t/a WorkSafe)	Alexandra Hillgrove (FOI Officer)	[0 - 128 - 4]
	Andrea McKie (FOI Officer)	[2 - 33 - 6]
	Ashleigh Ansell (FOI Officer)	[2 - 78 - 4]
	Joseph Ryan (Legal Officer)	[0 - 1 - 0]
	Karen van der Chys (FOI Officer)	[1 - 71 - 5]
	Melanie Waugh (FOI Officer)	[2 - 131 - 15]
	Mitchell Gardiner (FOI Officer)	[3 - 185 - 14]
	Samuel Bliss (FOI Officer)	[0 - 20 - 0]
	Tim Craven (FOI Officer)	[3 - 236 - 21]
	Tom Oldfield (Legal Officer)	[0 - 11 - 0]
	Zoe Eastick (FOI Officer)	[0 - 12 - 2]
	Freya Reith (FOI Officer)	[0 - 4 - 0]
Warrnambool City Council	Wendy Clark (FOI Officer)	[4 - 2 - 0]
Wellington Shire Council	Marj McInnes (Records Coordinator)	[6 - 5 - 0]
West Gippsland Catchment Management Authority	Martin Fuller (Chief Executive Officer)	[1 - 0 - 0]
	Rob Carlesso (FOI Officer)	[1 - 0 - 0]
West Gippsland Healthcare Group	Ellie Devlin (Health Information Manager)	[79 - 0 - 0]
West Wimmera Health Service	Ritchie Dodds (Chief Executive Officer)	[10 - 0 - 0]
West Wimmera Shire Council	Ashley Roberts (Director Corporate and Community Services)	[2 - 0 - 0]
Western District Health Service	Dr Dale Ford (Director of Medical Services)	[63 - 0 - 0]
	Rohan Fitzgerald (Chief Executive Officer)	[9 - 0 - 0]

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

<i>Agency</i>	<i>Names and titles of decision makers</i>	<i>Number of decisions where: access was granted in full, in part, or access was denied</i>
Western District Health Service (cont.)	Sally Graham (Health Information Manager)	[32 - 0 - 0]
Western Health	Gayle Ekonomou (FOI Officer)	[1238 - 27 - 0]
	Nicola Caras (FOI Officer)	[36 - 0 - 0]
	Sofia Feye (FOI Officer)	[114 - 0 - 0]
Western Region Water Corporation	Julie Williams (FOI Officer)	[2 - 2 - 0]
Westernport Region Water Corporation	Peter Quigley (Managing Director)	[0 - 1 - 0]
Whittlesea City Council	Janet Taylor (FOI Officer)	[0 - 1 - 0]
	Amanda Marijanovic (FOI Officer)	[3 - 6 - 0]
	Felicity Maddern (FOI Officer)	[1 - 5 - 0]
	Diana Vukic (FOI Officer)	[0 - 3 - 0]
	Narelle Williamson (FOI Officer)	[0 - 1 - 0]
William Angliss Institute of TAFE	Colin Lee (FOI and Information Privacy Manager)	[3 - 0 - 0]
Wimmera Health Care Group	Maree Woodhouse (Director of Clinical Services)	[1 - 0 - 0]
	Sophie Ping (Acting Director of Medical Services)	[3 - 0 - 0]
	Alan Wolff (Director of Medical Services)	[97 - 0 - 2]
Wodonga City Council	Kevin Scully (Governance Officer)	[0 - 3 - 0]
Wyndham City Council	Loredana Drury (FOI & Information Privacy Manager)	[9 - 28 - 3]
Yarra City Council	Ivan Gilbert (FOI Officer)	[21 - 44 - 10]
Yarra Ranges Shire Council	Marissa Gardiner (FOI Officer)	[8 - 8 - 0]
Yarra Valley Water Corporation	Frank Portelli (FOI & Information Privacy Manager)	[31 - 0 - 0]
Yarram and District Health Service	Colleen Boag (Chief Executive Officer)	[4 - 0 - 0]
Yarrawonga Health	Kaye Gall (DOCS)	[1 - 0 - 0]
Yooralla	Dr Sherene Devanesen (Chief Executive Officer)	[2 - 0 - 0]

* Names omitted as agreed between OVIC and the agency.

APPENDIX E

FEES AND CHARGES

<i>Agency</i>	<i>Fees collected</i>	<i>Fees waived</i>	<i>Charges collected</i>	<i>Charges waived</i>	<i>Transferred fees waived</i>
Totals	\$816,273.24	\$308,918.86	\$922,902.00	\$182,680.85	\$0.00
Albury Wodonga Health	\$8 554 40	\$1 213 80	\$7 225 66	\$357 00	\$0 00
Alexandra District Health	\$867 00	\$0 00	\$0 00	\$0 00	\$0 00
Alfred Health	\$66 441 10	\$6 415 80	\$231 743 10	\$7 689 30	\$0 00
Alpine Health	\$202 30	\$28 90	\$391 64	\$0 00	\$0 00
Alpine Shire Council	\$57 80	\$0 00	\$0 00	\$21 70	\$0 00
Ambulance Victoria	\$42 020 60	\$17 108 80	\$0 00	\$0 00	\$0 00
Architects Registration Board of Victoria	\$28 90	\$0 00	\$205 47	\$0 00	\$0 00
Attorney-General	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Austin Health	\$27 946 30	\$11 184 30	\$28 170 30	\$9 316 90	\$0 00
Australian Grand Prix Corporation	\$115 60	\$0 00	\$0 00	\$0 00	\$0 00
Bairnsdale Regional Health Service	\$1 531 70	\$1 502 80	\$917 00	\$537 80	\$0 00
Ballarat Health Services	\$9 817 80	\$9 314 00	\$8 387 00	\$7 448 20	\$0 00
Banyule City Council	\$433 50	\$115 60	\$401 30	\$119 00	\$0 00
Barwon Health	\$20 981 40	\$9 016 80	\$45 997 40	\$9 918 00	\$0 00
Barwon Region Water Corporation	\$289 00	\$173 40	\$0 00	\$0 00	\$0 00
Bass Coast Health	\$1 502 80	\$1 849 60	\$1 955 70	\$645 00	\$0 00
Bass Coast Shire Council	\$317 90	\$0 00	\$593 10	\$0 00	\$0 00
Baw Baw Shire Council	\$722 50	\$28 90	\$491 70	\$325 50	\$0 00
Bayside City Council	\$838 10	\$57 80	\$1 751 70	\$78 90	\$0 00
Beaufort and Skipton Health Service	\$28 90	\$0 00	\$28 90	\$0 00	\$0 00
Beechworth Health Service	\$0 00	\$144 50	\$0 00	\$0 00	\$0 00
Benalla Health	\$289 00	\$520 20	\$382 30	\$0 00	\$0 00
Benalla Rural City Council	\$115 60	\$0 00	\$304 72	\$0 00	\$0 00
Bendigo Health Care Group	\$11 935 70	\$1 502 80	\$23 019 00	\$521 00	\$0 00
Bendigo Kangan Institute	\$57 80	\$28 90	\$10 00	\$0 00	\$0 00
Berwick and Harkaway Cemeteries Trust	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00

FEES AND CHARGES (CONTINUED)

<i>Agency</i>	<i>Fees collected</i>	<i>Fees waived</i>	<i>Charges collected</i>	<i>Charges waived</i>	<i>Transferred fees waived</i>
Boort District Health	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Borough of Queenscliffe	\$86 70	\$0 00	\$368 39	\$0 00	\$0 00
Box Hill Institute	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Brimbank City Council	\$867 00	\$317 90	\$0 00	\$1 00	\$0 00
Buloke Shire Council	\$86 70	\$0 00	\$6 10	\$0 00	\$0 00
Calvary Health Care Bethlehem	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Campaspe Shire Council	\$289 00	\$0 00	\$229 70	\$9 20	\$0 00
Cardinia Shire Council	\$895 90	\$0 00	\$45 00	\$200 00	\$0 00
Casterton Memorial Hospital	\$57 80	\$0 00	\$52 88	\$0 00	\$0 00
Castlemaine Health	\$375 70	\$202 30	\$442 10	\$130 20	\$0 00
Central Gippsland Health Service	\$1 040 40	\$1 791 80	\$687 95	\$1 980 00	\$0 00
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$0 00	\$28 90	\$0 00	\$28 90	\$0 00
Central Goldfields Shire Council	\$144 50	\$0 00	\$24 20	\$0 00	\$0 00
Central Highlands Region Water Corporation	\$57 80	\$28 90	\$0 00	\$0 00	\$0 00
Chisholm Institute	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
City of Ballarat	\$953 70	\$231 20	\$1 193 90	\$267 60	\$0 00
City of Boroondara	\$1 387 20	\$57 80	\$2 004 38	\$0 00	\$0 00
City of Casey	\$1 560 60	\$28 90	\$1 230 40	\$170 70	\$0 00
City of Darebin	\$924 80	\$375 70	\$644 50	\$81 30	\$0 00
City of Greater Bendigo	\$491 30	\$202 30	\$307 51	\$400 00	\$0 00
City of Greater Dandenong	\$375 70	\$57 80	\$507 85	\$5 40	\$0 00
City of Greater Geelong	\$1 502 80	\$202 30	\$76 10	\$0 00	\$0 00
City of Melbourne	\$1 646 80	\$867 50	\$4 885 39	\$37 50	\$0 00
City of Monash	\$924 80	\$0 00	\$1 323 35	\$0 00	\$0 00
City of Port Phillip	\$838 10	\$173 40	\$1 985 30	\$0 00	\$0 00
City of Stonnington	\$1 559 10	\$348 30	\$919 99	\$0 00	\$0 00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
City of Whitehorse	\$664 70	\$0 00	\$245 70	\$43 00	\$0 00
City West Water Corporation	\$1 011 50	\$57 80	\$1 595 30	\$0 00	\$0 00
Cobram District Health	\$1 329 40	\$1 329 40	\$809 20	\$520 20	\$0 00
Cohuna District Hospital	\$116 70	\$432 40	\$36 80	\$0 00	\$0 00
Colac Area Health	\$1 358 30	\$433 50	\$180 00	\$566 40	\$0 00
Colac Otway Shire	\$346 80	\$0 00	\$204 74	\$0 00	\$0 00
Coliban Region Water Corporation	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Commercial Passenger Vehicles Victoria	\$259 60	\$0 50	\$0 00	\$0 00	\$0 00
Commission for Children and Young People	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Corangamite Shire	\$115 10	\$0 50	\$43 95	\$0 00	\$0 00
Corinella Foreshore Reserve Committee of Management	\$28 90	\$0 00	\$4 80	\$0 00	\$0 00
Corryong Health (previously Upper Murray Health and Community Services)	\$0 00	\$57 80	\$0 00	\$57 80	\$0 00
Country Fire Authority	\$2 716 60	\$578 00	\$2 634 97	\$69 21	\$0 00
Court Services Victoria	\$954 20	\$1 328 90	\$904 15	\$0 00	\$0 00
Dairy Food Safety Victoria	\$57 80	\$0 00	\$0 00	\$2 60	\$0 00
Deakin University	\$231 20	\$86 70	\$0 00	\$0 00	\$0 00
Dental Health Services Victoria	\$361 20	\$3 887 10	\$0 00	\$0 00	\$0 00
Department of Economic Development, Jobs, Transport and Resources	\$2 363 80	\$497 30	\$36 95	\$0 00	\$0 00
Department of Education and Training	\$7 196 10	\$4 219 40	\$745 10	\$8 150 90	\$0 00
Department of Environment, Land, Water and Planning	\$4 739 60	\$635 80	\$3 770 13	\$791 27	\$0 00
Department of Health and Human Services	\$4 277 20	\$46 124 40	\$2 431 03	\$3 654 92	\$0 00
Department of Jobs, Precincts and Regions	\$1 011 50	\$173 40	\$111 80	\$664 60	\$0 00
Department of Justice and Community Safety (previously Department of Justice and Regulation)	\$5 801 90	\$30 409 80	\$1 388 89	\$5 239 35	\$0 00
Department of Premier and Cabinet	\$1 387 20	\$520 20	\$88 40	\$787 46	\$0 00
Department of Transport	\$3 092 30	\$346 80	\$147 85	\$0 00	\$0 00
Department of Treasury and Finance	\$1 734 00	\$202 30	\$0 00	\$260 80	\$0 00
Development Victoria	\$202 30	\$0 00	\$0 00	\$0 00	\$0 00
Director, Transport Safety (t/a Transport Safety Victoria)	\$1 560 60	\$115 60	\$0 00	\$0 00	\$0 00
Disability Services Commissioner	\$0 00	\$202 30	\$0 00	\$0 00	\$0 00

FEES AND CHARGES (CONTINUED)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Disciplinary Appeals Boards	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Djerriwarrh Health Services	\$1 734 00	\$1 936 30	\$1 429 20	\$0 00	\$0 00
East Gippsland Catchment Management Authority	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
East Gippsland Shire Council	\$722 50	\$28 90	\$75 00	\$0 00	\$0 00
East Grampians Health Service	\$664 70	\$838 10	\$798 50	\$921 00	\$0 00
East Wimmera Health Service	\$346 80	\$260 10	\$72 70	\$0 00	\$0 00
Eastern Health	\$30 566 00	\$8 622 40	\$29 863 00	\$23 915 80	\$0 00
Echuca Regional Health	\$2 340 90	\$953 70	\$2 934 30	\$848 30	\$0 00
Edenhope and District Memorial Hospital	\$144 50	\$28 90	\$106 20	\$9 00	\$0 00
Emergency Services Superannuation Board (t/a ESSSuper)	\$202 30	\$0 00	\$0 00	\$0 00	\$0 00
Emergency Services Telecommunications Authority	\$1 358 30	\$57 80	\$0 00	\$0 00	\$0 00
Energy Safe Victoria	\$1 329 40	\$144 50	\$137 80	\$1 473 80	\$0 00
Environment Protection Authority	\$1 791 80	\$317 90	\$796 22	\$294 16	\$0 00
Essential Services Commission	\$144 50	\$0 00	\$0 00	\$0 00	\$0 00
Falls Creek Alpine Resort Management Board	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Federation University Australia	\$57 80	\$28 90	\$0 00	\$0 00	\$0 00
Film Victoria	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Frankston City Council	\$606 90	\$144 50	\$622 75	\$223 85	\$0 00
Game Management Authority	\$86 70	\$0 00	\$0 00	\$193 58	\$0 00
Gannawarra Shire Council	\$57 30	\$0 50	\$175 73	\$0 00	\$0 00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$115 60	\$0 00	\$0 00	\$788 39	\$0 00
Gippsland Ports Committee of Management Incorporated	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Gippsland Southern Health Service	\$433 50	\$0 00	\$409 80	\$0 00	\$0 00
Glen Eira City Council	\$722 50	\$375 70	\$399 34	\$0 00	\$0 00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Glenelg Shire Council	\$144 50	\$0 00	\$282 00	\$0 00	\$0 00
Golden Plains Shire Council	\$57 30	\$0 50	\$0 00	\$0 00	\$0 00
Gordon Institute of TAFE	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Goulburn Broken Catchment Management Authority	\$86 70	\$0 00	\$1 110 45	\$0 00	\$0 00
Goulburn Valley Health	\$9 132 40	\$0 00	\$21 698 60	\$0 00	\$0 00
Goulburn Valley Region Water Corporation	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Goulburn-Murray Rural Water Corporation	\$433 50	\$0 00	\$402 02	\$2 80	\$0 00
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Greater Shepparton City Council	\$635 80	\$28 90	\$963 98	\$78 72	\$0 00
Greyhound Racing Victoria	\$86 70	\$57 80	\$0 00	\$0 00	\$0 00
Health Complaints Commissioner	\$57 80	\$260 10	\$0 00	\$0 00	\$0 00
Health Purchasing Victoria	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Heathcote Health	\$144 50	\$0 00	\$193 20	\$0 00	\$0 00
Hepburn Health Service	\$231 20	\$57 80	\$109 20	\$1 20	\$0 00
Hepburn Shire Council	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Hesse Rural Health Service	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Hobsons Bay City Council	\$404 10	\$0 50	\$253 76	\$65 00	\$0 00
Horsham Rural City Council	\$86 70	\$57 80	\$57 25	\$170 25	\$0 00
Hume City Council	\$1 211 30	\$291 50	\$1 826 72	\$183 36	\$0 00
Independent Broad-based Anti-corruption Commission	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Indigo Shire Council	\$86 70	\$28 90	\$183 00	\$75 95	\$0 00
Kerang District Health	\$375 70	\$0 00	\$264 90	\$0 00	\$0 00
Kingston City Council	\$664 70	\$57 80	\$254 50	\$113 90	\$0 00
Knox City Council	\$404 60	\$57 80	\$617 91	\$21 70	\$0 00
Kooweerup Regional Health Service	\$144 50	\$0 00	\$0 00	\$0 00	\$0 00
Kyabram and District Health Services	\$491 30	\$144 50	\$0 00	\$0 00	\$0 00
Kyneton District Health Service	\$404 60	\$202 30	\$267 30	\$0 00	\$0 00
La Trobe University	\$144 50	\$173 40	\$0 00	\$0 00	\$0 00
Latrobe City Council	\$346 80	\$115 60	\$411 90	\$337 85	\$0 00
Latrobe Regional Hospital	\$4 338 90	\$5 776 10	\$8 434 10	\$108 90	\$0 00
Level Crossing Removal Authority	\$144 50	\$0 00	\$115 00	\$115 00	\$0 00

FEES AND CHARGES (CONTINUED)

<i>Agency</i>	<i>Fees collected</i>	<i>Fees waived</i>	<i>Charges collected</i>	<i>Charges waived</i>	<i>Transferred fees waived</i>
Local Government Inspectorate	\$28 40	\$28 90	\$0 00	\$0 00	\$0 00
Loddon Shire Council	\$28 90	\$28 90	\$164 85	\$0 00	\$0 00
Lorne Community Hospital	\$202 30	\$144 50	\$0 00	\$0 00	\$0 00
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	\$28 90	\$0 00	\$45 35	\$0 00	\$0 00
Macedon Ranges Shire Council	\$867 00	\$28 90	\$140 29	\$146 70	\$0 00
Maddingley Cemetery Trust	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Major Transport Infrastructure Authority	\$231 20	\$57 80	\$0 00	\$0 00	\$0 00
Mallee Track Health and Community Service	\$86 70	\$0 00	\$108 00	\$0 00	\$0 00
Manningham City Council	\$520 20	\$28 90	\$304 00	\$195 30	\$0 00
Mansfield District Hospital	\$346 80	\$202 30	\$0 00	\$0 00	\$0 00
Mansfield Shire Council	\$86 70	\$0 00	\$0 00	\$10 00	\$0 00
Maribyrnong City Council	\$578 00	\$28 90	\$0 00	\$0 00	\$0 00
Maroondah City Council	\$173 40	\$86 70	\$36 20	\$19 00	\$0 00
Maryborough District Health Service	\$866 50	\$462 90	\$1 375 85	\$847 95	\$0 00
Melbourne and Olympic Parks Trust	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Melbourne Convention and Exhibition Trust	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Melbourne Health	\$60 112 00	\$7 629 60	\$85 840 49	\$4 673 00	\$0 00
Melbourne Water	\$433 50	\$28 90	\$651 00	\$151 10	\$0 00
Melton City Council	\$635 80	\$28 90	\$552 80	\$0 00	\$0 00
Mental Health Complaints Commissioner	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Mental Health Tribunal	\$0 00	\$404 60	\$0 00	\$0 00	\$0 00
Mercy Hospitals Victoria Ltd	\$14 507 80	\$1 098 20	\$9 567 10	\$2 113 00	\$0 00
Metropolitan Fire and Emergency Services Board	\$11 704 50	\$1 127 10	\$131 87	\$39 00	\$0 00
Mildura Rural City Council	\$606 90	\$115 60	\$0 00	\$0 00	\$0 00
Minister for Energy, Environment and Climate Change	\$260 10	\$0 00	\$0 00	\$37 30	\$0 00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Minister for Health	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Minister for Planning	\$57 80	\$0 00	\$0 00	\$22 10	\$0 00
Minister for Public Transport	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Minister for Racing	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Minister for Roads	\$57 80	\$28 90	\$0 00	\$0 00	\$0 00
Minister for Transport Infrastructure	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Minister for Water	\$28 90	\$0 00	\$0 00	\$21 70	\$0 00
Mitchell Shire Council	\$260 10	\$28 90	\$212 78	\$4 40	\$0 00
Moira Shire Council	\$114 60	\$116 60	\$549 90	\$0 00	\$0 00
Monash Health	\$40 951 30	\$11 849 00	\$61 396 94	\$6 859 90	\$0 00
Monash University	\$693 60	\$231 20	\$1 314 47	\$819 62	\$0 00
Moonee Valley City Council	\$1 098 20	\$924 80	\$1 147 55	\$442 85	\$0 00
Moorabool Shire Council	\$231 20	\$57 80	\$421 59	\$106 20	\$0 00
Moreland City Council	\$1 184 90	\$115 60	\$1 134 72	\$0 00	\$0 00
Mornington Peninsula Shire	\$1 647 30	\$289 00	\$79 20	\$1 608 12	\$0 00
Mount Alexander Shire Council	\$86 70	\$57 80	\$0 00	\$0 00	\$0 00
Mount Buller and Mount Stirling Alpine Resort Management Board	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Mount Hotham Alpine Resort Management Board	\$28 90	\$0 00	\$28 90	\$0 00	\$0 00
Moyne Health Services	\$28 90	\$0 00	\$26 10	\$0 00	\$0 00
Moyne Shire Council	\$115 60	\$0 00	\$38 70	\$158 00	\$0 00
Municipal Association of Victoria	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Murrindindi Shire Council	\$346 80	\$375 70	\$213 40	\$42 00	\$0 00
Nathalia District Hospital	\$28 90	\$57 80	\$0 00	\$0 00	\$0 00
Nillumbik Shire Council	\$545 60	\$61 30	\$723 60	\$0 00	\$0 00
North Central Catchment Management Authority	\$0 00	\$28 90	\$0 00	\$32 50	\$0 00
North East Catchment Management Authority	\$28 90	\$0 00	\$341 90	\$0 00	\$0 00
Northeast Health Wangaratta	\$3 207 90	\$1 040 40	\$8 121 55	\$0 00	\$0 00
Northern Grampians Shire Council	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Northern Health	\$28 148 60	\$5 577 70	\$52 164 50	\$7 371 00	\$0 00
Numurkah District Health Service	\$144 50	\$809 20	\$112 80	\$0 00	\$0 00
Office of Public Prosecutions	\$606 90	\$549 10	\$172 90	\$143 10	\$0 00

FEES AND CHARGES (CONTINUED)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Office of the Victorian Information Commissioner	\$144 50	\$231 20	\$0 00	\$0 00	\$0 00
Omeo District Health	\$144 50	\$0 00	\$156 80	\$0 00	\$0 00
Orbost Regional Health	\$953 70	\$433 50	\$683 94	\$0 00	\$0 00
Otway Health	\$115 60	\$0 00	\$0 00	\$0 00	\$0 00
Parks Victoria	\$520 20	\$578 00	\$1 510 45	\$434 50	\$0 00
Peninsula Health	\$16 617 50	\$6 936 00	\$28 196 20	\$11 886 60	\$0 00
Peter MacCallum Cancer Centre	\$2 427 60	\$722 50	\$4 753 80	\$119 50	\$0 00
Port Phillip and Westernport Catchment Management Authority	\$57 80	\$28 90	\$0 00	\$42 66	\$0 00
Portland District Health	\$838 10	\$549 10	\$360 80	\$20 40	\$0 00
Premier of Victoria	\$115 60	\$28 90	\$0 00	\$30 00	\$0 00
previous Minister for Finance (until November 2018)	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Previous Minister for Local Government	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Previous Minister for Police	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Previous Minister for Public Transport	\$115 60	\$0 00	\$0 00	\$0 00	\$0 00
Previous Minister for Tourism and Major Events	\$28 90	\$0 00	\$0 00	\$117 45	\$0 00
PrimeSafe	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Public Transport Development Authority (t/a Public Transport Victoria)	\$606 90	\$462 40	\$0 00	\$507 20	\$0 00
Pyrenees Shire Council	\$57 80	\$28 90	\$497 10	\$0 00	\$0 00
Queen Elizabeth Centre	\$57 80	\$28 90	\$0 00	\$0 00	\$0 00
Racing Integrity Commissioner	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Racing Victoria Limited	\$144 00	\$87 20	\$0 00	\$0 00	\$0 00
Rail Projects Victoria	\$28 90	\$57 80	\$0 00	\$0 00	\$0 00
RMIT University	\$231 20	\$28 90	\$0 00	\$159 75	\$0 00
Robinvale District Health Services	\$57 80	\$375 70	\$84 60	\$0 00	\$0 00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Rochester and Elmore District Health Service	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Royal Botanic Gardens Board	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Rural City of Wangaratta	\$202 30	\$0 00	\$0 00	\$0 00	\$0 00
Rural Northwest Health	\$57 80	\$57 80	\$8 40	\$11 00	\$0 00
Safer Care Victoria	\$57 80	\$0 00	\$0 00	\$0 00	\$0 00
Seymour Health	\$578 00	\$28 90	\$766 27	\$20 00	\$0 00
South East Water	\$433 50	\$0 00	\$496 16	\$125 78	\$0 00
South Gippsland Hospital	\$28 90	\$0 00	\$445 89	\$0 00	\$0 00
South Gippsland Shire Council	\$231 20	\$0 00	\$0 00	\$0 00	\$0 00
South West Healthcare	\$4 941 90	\$2 398 70	\$4 951 80	\$0 00	\$0 00
South West Institute of TAFE	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Southern Alpine Resort Management Board	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Southern Grampians Shire Council	\$86 70	\$0 00	\$299 49	\$0 00	\$0 00
Special Minister of State	\$0 00	\$0 00	\$0 00	\$43 80	\$0 00
St Vincent's Health	\$20 836 90	\$6 473 60	\$5 195 65	\$3 440 00	\$0 00
State Electricity Commission of Victoria	\$144 50	\$0 00	\$0 00	\$0 00	\$0 00
State Library of Victoria	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
State Revenue Office	\$2 947 80	\$57 80	\$0 00	\$812 40	\$0 00
Stawell Regional Health	\$375 70	\$144 50	\$0 00	\$0 00	\$0 00
Strathbogie Shire Council	\$144 50	\$28 90	\$0 00	\$0 00	\$0 00
Surf Coast Shire Council	\$462 40	\$86 70	\$384 57	\$18 00	\$0 00
Sustainability Victoria	\$115 60	\$0 00	\$0 00	\$0 00	\$0 00
Swan Hill District Health	\$1 849 60	\$115 60	\$2 234 00	\$12 40	\$0 00
Swan Hill Rural City Council	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Swinburne University of Technology	\$28 90	\$115 60	\$0 00	\$0 00	\$0 00
TAFE Gippsland	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Tallangatta Health Service	\$57 80	\$28 90	\$23 90	\$0 00	\$0 00
Terang and Mortlake Health Service	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
The Kilmore and District Hospital	\$1 098 20	\$202 30	\$243 52	\$15 00	\$0 00
The Royal Children's Hospital	\$9 739 30	\$9 219 10	\$22 487 40	\$458 40	\$0 00
The Royal Society for the Prevention of Cruelty to Animals	\$231 20	\$260 10	\$285 75	\$0 00	\$0 00
The Royal Victorian Eye and Ear Hospital	\$4 479 50	\$317 90	\$3 960 60	\$94 60	\$0 00
The Royal Women's Hospital	\$6 184 60	\$1 531 70	\$15 687 60	\$487 55	\$0 00

FEES AND CHARGES (CONTINUED)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Timboon and District Healthcare Service	\$57 80	\$86 70	\$0 00	\$0 00	\$0 00
Towong Shire Council	\$57 80	\$0 00	\$0 00	\$0 00	\$0 00
Transport Accident Commission	\$43 378 90	\$924 80	\$33 884 30	\$537 40	\$0 00
Treasurer of Victoria	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Tweddle Child + Family Health Service	\$0 00	\$115 60	\$0 00	\$0 00	\$0 00
University of Melbourne	\$1 069 30	\$606 90	\$184 12	\$21 70	\$0 00
V/Line Corporation	\$549 10	\$289 00	\$36 40	\$0 00	\$0 00
Veterinary Practitioners Registration Board of Victoria	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
VicForests	\$86 70	\$28 90	\$30 00	\$100 00	\$0 00
VicRoads	\$25 709 34	\$7 843 56	\$0 00	\$24 110 89	\$0 00
Victoria Legal Aid	\$57 80	\$260 10	\$673 00	\$0 00	\$0 00
Victoria Police	\$83 867 80	\$31 558 80	\$24 387 00	\$5 996 00	\$0 00
Victoria State Emergency Service	\$606 90	\$57 80	\$50 60	\$0 00	\$0 00
Victoria University	\$520 20	\$57 80	\$458 10	\$0 00	\$0 00
Victorian Aboriginal Heritage Council	\$0 00	\$57 80	\$0 00	\$0 00	\$0 00
Victorian Arts Centre Trust	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Assisted Reproductive Treatment Authority	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Victorian Auditor-General's Office	\$0 00	\$86 70	\$0 00	\$0 00	\$0 00
Victorian Building Authority	\$4 941 90	\$3 843 70	\$976 50	\$1 779 40	\$0 00
Victorian Commission for Gambling and Liquor Regulation	\$664 70	\$0 00	\$188 10	\$0 00	\$0 00
Victorian Curriculum and Assessment Authority	\$28 90	\$0 00	\$23 10	\$0 00	\$0 00
Victorian Electoral Commission	\$0 00	\$0 00	\$289 31	\$0 00	\$0 00
Victorian Environmental Assessment Council	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Victorian Fisheries Authority	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Victorian Government Architect	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Health Promotion Foundation (t/a VicHealth)	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Victorian Institute of Forensic Medicine	\$57 80	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Institute of Forensic Mental Health	\$0 00	\$2 398 70	\$0 00	\$0 00	\$0 00
Victorian Institute of Teaching	\$28 90	\$317 90	\$0 00	\$0 00	\$0 00
Victorian Legal Services Board	\$289 00	\$0 00	\$0 00	\$0 00	\$0 00
Victorian Managed Insurance Authority	\$86 70	\$57 80	\$0 00	\$0 00	\$0 00
Victorian Ombudsman	\$28 90	\$346 80	\$0 00	\$0 00	\$0 00
Victorian Planning Authority	\$57 80	\$0 00	\$92 14	\$0 00	\$0 00
Victorian Ports Corporation (Melbourne)	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Public Sector Commission	\$144 50	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Rail Track (t/a VicTrack)	\$144 50	\$28 90	\$0 00	\$0 00	\$0 00
Victorian Registration and Qualifications Authority	\$28 90	\$0 00	\$81 75	\$58 30	\$0 00
Victorian Responsible Gambling Foundation	\$0 00	\$28 90	\$0 00	\$21 50	\$0 00
Victorian Small Business Commission	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Victorian WorkCover Authority (t/a WorkSafe)	\$40 546 70	\$1 473 90	\$17 515 20	\$8 143 20	\$0 00
Walkerville Foreshore Reserve Committee of Management	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Warrnambool City Council	\$404 60	\$28 90	\$394 93	\$0 00	\$0 00
Wellington Shire Council	\$375 70	\$0 00	\$768 10	\$66 60	\$0 00
West Gate Tunnel Authority	\$0 00	\$28 90	\$0 00	\$0 00	\$0 00
West Gippsland Catchment Management Authority	\$28 90	\$28 90	\$0 00	\$0 00	\$0 00
West Gippsland Healthcare Group	\$1 994 10	\$289 00	\$6 153 85	\$0 00	\$0 00
West Wimmera Health Service	\$289 00	\$57 80	\$797 20	\$0 00	\$0 00
West Wimmera Shire Council	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Western District Health Service	\$404 60	\$2 803 30	\$877 47	\$2 851 83	\$0 00
Western Health	\$32 888 20	\$8 005 30	\$46 000 00	\$0 00	\$0 00
Western Region Water Corporation	\$86 70	\$57 80	\$114 83	\$0 00	\$0 00
Westernport Region Water Corporation	\$28 90	\$0 00	\$150 00	\$0 00	\$0 00
Whittlesea City Council	\$751 40	\$57 80	\$1 140 15	\$158 88	\$0 00
William Angliss Institute of TAFE	\$86 70	\$0 00	\$0 00	\$0 00	\$0 00
Wimmera Health Care Group	\$780 30	\$2 254 20	\$969 50	\$2 988 80	\$0 00

FEES AND CHARGES (CONTINUED)

<i>Agency</i>	<i>Fees collected</i>	<i>Fees waived</i>	<i>Charges collected</i>	<i>Charges waived</i>	<i>Transferred fees waived</i>
Wodonga City Council	\$289 00	\$0 00	\$146 96	\$0 00	\$0 00
Wyndham City Council	\$1 098 20	\$144 50	\$1 949 70	\$61 50	\$0 00
Yarra City Council	\$2 023 00	\$491 30	\$0 00	\$0 00	\$0 00
Yarra Ranges Shire Council	\$722 50	\$57 80	\$717 43	\$22 90	\$0 00
Yarra Valley Water Corporation	\$982 60	\$0 00	\$3 461 20	\$0 00	\$0 00
Yarram and District Health Service	\$115 60	\$0 00	\$0 00	\$0 00	\$0 00
Yarrawonga Health	\$28 90	\$0 00	\$0 00	\$0 00	\$0 00
Yooralla	\$0 00	\$86 70	\$0 00	\$0 00	\$0 00
Totals	\$816,186.54	\$308,918.86	\$922,902.00	\$182,680.85	\$0.00

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