[Insert agency letterhead]

[Date]

Ref: [agency reference]

[Applicant name]

**By email: [insert email]**

Dear [Name]

**Your freedom of information request is valid and being processed**

I refer to your request under the *Freedom of Information Act 1982* (Vic) (**FOI Act**) which we received on [insert date].

You requested access to:

*[Insert the terms of the request]*

**Valid request**

[Use the following sentence if the application fee was received, otherwise delete] We received the application fee on [insert date] and a receipt is enclosed.

[Use the following sentence if waiving application fee, otherwise delete]. We considered your request for a fee waiver and agree to waive the application fee.

Your request is valid, and we are processing it. We have 30 days from the date we receive your request to provide you with a decision. As such, the due date for us to make a decision on your request is [insert date].

**Extension of time**

We may need to extend the due date if we need to consult with third parties. Consultation is required if the document[s] you requested contain[s] information relating to third parties. If we extend the time, we will notify you and advise you of why it has been extended and by how long.

We may also request your agreement for an extension of time, if we are unable to provide you with a decision on time.

Under section 21(4) of the FOI Act, an agency must notify the applicant in writing if the period for deciding a request is extended or further extended. Under *Professional Standard 3.2*, an agency must also advise an applicant:

* under which subsection of section 21(2) of the FOI Act the time has been extended;
* why the time has been extended; and
* the number of days by which the agency is extending the due date.

If you have any questions about this letter, please contact us on [insert phone] or by email at [insert email] and quote [agency reference].

Yours sincerely

[Name of officer]

[Position title]