



ANNUAL REPORT

2019-20

GUIDING THROUGH CHANGE



Authorised by the
OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

PO Box 24274
Melbourne, Victoria 3001
Australia

Tel: 1300 006 842
Email: enquiries@ovic.vic.gov.au
Website: ovic.vic.gov.au

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LETTER OF TRANSMITTAL

To: The Honourable President of the Legislative Council
and: The Honourable Speaker of the Legislative Assembly
and: The Honourable Jill Hennessy MP, Attorney General

I am pleased to transmit, in accordance with section 64(5) of the *Freedom of Information Act 1982* (Vic), the annual report of the Office of the Victorian Information Commissioner for the financial year ending 30 June 2020, for presentation to Parliament.

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



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.

GUIDING THROUGH CHANGE

In the third year since OVIC was established, the spread of COVID-19 fundamentally transformed the way individuals live and work all around the world.

Government decisions led to dramatic shifts in public behaviour, to help contain the spread of the virus. Victorians made great sacrifices to stay home and flatten the curve for the collective health of the community.

In a public health crisis, we are reminded of the importance of public trust in government. Government can earn and maintain this trust by being open and transparent about its decisions and the data and models that underpin them.

Conversely, when making decisions that involve the personal and health information of individuals, that information must be handled in a way that ensures the privacy rights of individuals are protected. However, these two goals are not mutually exclusive, even during a pandemic.

In 2019-20, OVIC engaged widely across the Victorian public sector (VPS) to guide agencies through the significant and unprecedented changes to their operations. This theme of adapting effectively to change is core to this report.

MAJOR CHANGE

To ensure the safety of staff and the public, OVIC enacted its Business Continuity Plan for the first time in March 2020 and staff began working remotely.

We published new resources on FOI, privacy, and information security. We also pivoted our face-to-face training program to be delivered via webinar.

When most of the VPS shifted to remote working, this created new privacy and information security risks. OVIC published new guidance on how to respect privacy and protect information while working remotely.

COVID-19 also posed major challenges for agencies administering the *Freedom of Information Act 1982 (FOI Act)*. OVIC hosted special meetings of the Public Access Agency Reference Group and published FAQs for agencies and the public.

In June 2020, OVIC deployed a file sharing platform in line with the COVID-19 *Omnibus (Emergency Measures) (Integrity Agencies) Regulations 2020* to allow agencies to provide FOI documents to OVIC easily and securely.

REGULATORY CHANGE

In August 2019, OVIC published an investigation report into the disclosure of myki travel information. The report included recommendations for stronger privacy protections for open data releases. The investigation raised valuable lessons for organisations on information sharing and the difficulties of de-identification.

In October 2019, the Victorian Protective Data Security Standards (VPDSS) 2.0 were tabled in Parliament. The VPDSS 2.0 support government to identify and manage its unique combination of risks. This informs good decision making and effective information sharing whilst protecting public sector information.

OVIC then published the Victorian Protective Data Security Framework (VPDSF) 2.0 in February 2020. The VPDSF 2.0 seeks to enhance the information security capability of VPS organisations by using meaningful risk management principles.

For the first time since the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**) was enacted in 2014, OVIC published updated Guidelines to the Information Privacy Principles (**IPPs**) in November 2019. The Guidelines to the IPPs were published primarily as a digital publication so they can be speedily updated to reflect changes in the privacy landscape.

I also issued the first Professional Standards under Part IB of the FOI Act. These were tabled in Parliament and commenced in December 2019. The Professional Standards outline guidance for the administration of the FOI Act in Victoria and principal officers of agencies must ensure their agencies comply with them.

SYSTEMIC CHANGE

In February 2020, OVIC published a report on *The State of Freedom of Information in Victoria: Five Years in Review 2014-2019*. The report reviewed data on the operation of the FOI Act in Victoria over a five-year period. We published the report to improve understanding of the operation of FOI in Victoria, and how information access rights can be better promoted and protected.

OVIC also published a discussion paper on proactive and informal release in the VPS to better understand the practices and experiences of agencies in order to encourage the proactive and informal release of information.

A key function of OVIC's role as a regulator is to provide education and guidance to agencies on their responsibilities under the FOI Act and the PDP Act. Our goal is to embed positive cultural change in the VPS in relation to information rights. In 2019-20, we delivered training to more than 2,000 people.

In October 2019, we also conducted a stakeholder engagement survey for the first time to measure the effectiveness of our engagement activities with agencies.

TECHNOLOGICAL CHANGE

The adoption of new and emerging technologies continues to shift the FOI, privacy, and information security landscape. In August 2019, OVIC published a book co-authored by leading experts on the technical, social, and legal aspects of artificial intelligence titled *Closer to the Machine*. We also published an issues paper exploring the privacy implications of the Internet of Things.

In May 2020, OVIC celebrated Privacy Awareness Week as a digital campaign for the first time. As public interest in privacy grew, we published new guidance for members of the public on privacy rights and data breaches. We also published the *Privacy Management Framework* and a series of animations on key privacy principles that have been viewed more than 4,000 times.

LOOKING AHEAD

Government agencies must not lose sight of their responsibilities as custodians of information, especially in times of crisis. Providing fair public access to information while ensuring its proper use and protection is crucial to earning and maintaining the trust that is so important to an effective response. As 2020 has reminded us, we are all better off when governments are open and accountable for their actions while respecting our information rights.

YEAR AT A GLANCE

2019

JULY

Established the Privacy Authorities Australia Complaints and Enforcement (**PAACE**) Group and hosted the first meeting.

Privacy and Data Protection Deputy Commissioner presented at Melbourne University's Digital Citizens Conference.

OVIC staff presented to Victorian public sector graduate recruits.

Consultations on Victorian Protective Data Security Standards 2.0 (**VPDSS 2.0**) held with stakeholders in Melbourne and regional areas.

AUGUST

Published investigation report about the disclosure of myki travel information.

Information Commissioner presented at Deakin University's Datafying Childhood Conference.

Published e-book titled *Closer to the Machine: Technical, Legal, Social aspects of AI*.

Held event to launch the e-book hosted by TV and radio personality Adam Spencer.

Agencies submitted annual attestations to OVIC.

SEPTEMBER

Participated in the Global Privacy Enforcement Network sweep examining data breach notification practices.

Celebrated Right to Know Day by hosting a public forum at the Wheeler Centre.

Information Commissioner presented at City of Kingston's Right to Know Day celebrations and Monash University's Symposium on Young People's Privacy.

FOI Professional Standards tabled in Parliament.

Hosted the Victorian Privacy Roundtable.

2020

JANUARY

Celebrated International Data Privacy Day.

Hosted a PAACE Group meeting.

Conducted research with six agencies about their implementation of the FOI Professional Standards.

FEBRUARY

Published the Victorian Protective Data Security Framework 2.0 (**VPDSF 2.0**).

Published a report on the *State of Freedom of Information in Victoria from 2014-2019*.

Hosted a Victorian Information Security Network forum on the Information Security Incident Notification Scheme.

Hosted the Privacy Roundtable.

Participated in Municipal Association of Victoria Information Governance workshop.

Conducted two site visits as part of VPDSF monitoring and assurance activities.

MARCH

Hosted a Victorian Privacy Network Meeting and Public Access Agency Reference Group.

Published discussion paper on proactive and informal release in the Victorian public sector.

Activated Business Continuity Plan due to COVID-19.

Published guidance on privacy and information security and COVID-19.

Presented on information security at Information Managers Special Interest Group for water authorities.

2019

OCTOBER

OVIC staff presented to the South West Governance Network in Ballarat.

Held an information session on the FOI Professional Standards.

Published report on Information Access Culture with Monash University.

Hosted a Victorian Privacy Network Meeting and privacy training at North East Water Wodonga.

Hosted PAACE Group and States and Territories meetings.

Commenced operating the Information Security Incident Notification Scheme.

NOVEMBER

Launched the VPDSS 2.0 at a forum attended by the Special Minister of State.

Published updated *Guidelines to the Information Privacy Principles*.

Held a training session on privacy with Morning Peninsula Shire Council.

Hosted a Public Access Agency Reference Group meeting.

Attended 52nd Asia Pacific Privacy Association meeting and agreed to host the 54th meeting in 2020.

DECEMBER

FOI Professional Standards commenced.

Information Commissioner presented at Victorian Mental Illness Awareness Council conference on the impact of science and technology on mental health, law, and privacy.

Privacy and Data Protection Deputy Commissioner presented at State Significant Risk Interdepartmental Committee on cyber threats.

Celebrated Human Rights Week by hosting a public forum on privacy as a human right.

2020

APRIL

Hosted special meetings of the Public Access Agency Reference Group, the Privacy Roundtable and the PAACE Group to discuss the impacts of COVID-19.

MAY

Celebrated Privacy Awareness Week 2020 virtually due to COVID-19.

Published guidance on privacy rights and data breaches for the public.

Published Privacy Management Framework.

Hosted a Public Access Agency Reference Group meeting.

COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020 commenced.

JUNE

Deployed secure file sharing platform in line with the *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020*.

Attended 53rd Asia Pacific Privacy Association meeting remotely.

1

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 (**OVIC**) 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* (Vic) (**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 the 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 (**VPS**);
- + to conduct audits to assess compliance with the IPPs; and
- + to undertake research, issue reports, guidelines, and other materials regarding 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 VPS;
- + to conduct monitoring and assurance activities to assess compliance with those standards; and
- + to undertake research, issue reports, guidelines, and other materials regarding protective data security.

1 WHO WE ARE

OUR STAFF

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

In March 2020, OVIC activated its Business Continuity Plan for the first time due to the spread of COVID-19. To ensure the health and safety of staff and members of the public, OVIC staff commenced working remotely. On and off boarding of staff continued throughout this period of remote working. OVIC staff were willing to adapt to a new environment of working remotely.

In 2019-20, OVIC put significant time, resources, and commitment into the professional development of staff. Individual development needs were identified through the annual performance development planning process and informed by the findings of the Victorian Public Sector Commission's annual People Matters Survey results.

This year, staff undertook a range of training activities and workshops including work relations and bullying prevention, wellbeing and workload management, recruitment and selection training, and the application of protective markings.

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.

OVIC staff are diverse in their backgrounds and come from both government and private enterprise, and legal and non-legal disciplines.

As at 30 June 2020 our staff, excluding statutory appointees, comprised:

- + 53 ongoing (with 2 on maternity leave); and
- + 3 fixed term.

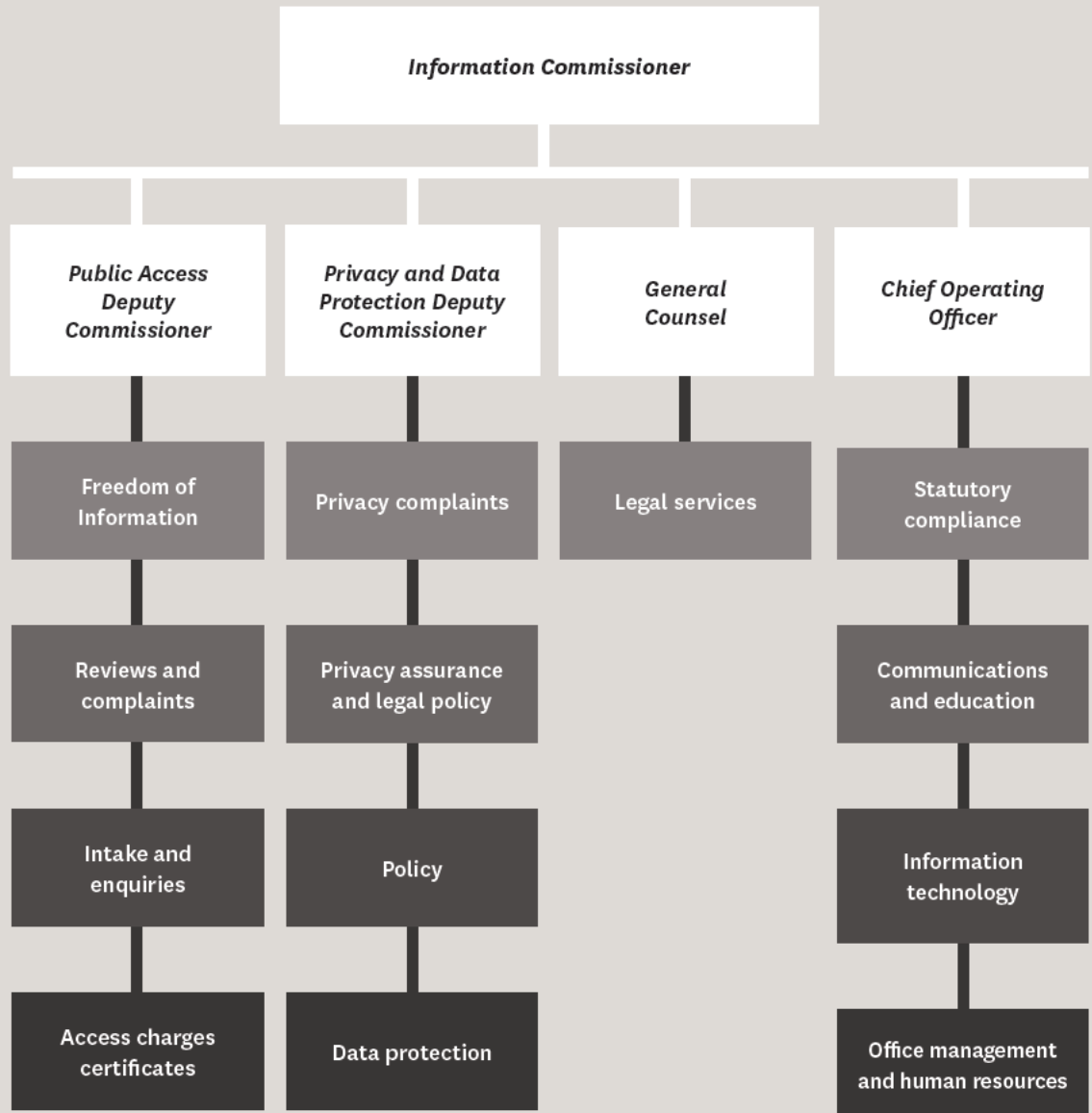
As at 30 June 2020, our staff profile comprised:

- + 36 female and 20 male staff;
- + 36 staff under 35 years of age;
- + 11 staff from 35 to 44 years of age; and
- + 9 staff from 45 to 64 years of age.

WORKFORCE PROFILE BREAKDOWN

Classification	Ongoing		Fixed term	
	Employees (Head count)	Employees (FTE)	Employees (Head count)	Employees (FTE)
VPS-2	3	3	-	-
VPS-3	6	5.5	3	3
VPS-4	23	21.2	-	-
VPS-5	12	11.8	-	-
VPS-6	7	6.4	-	-
Snr Technical Specialist	2	2	-	-
Total	53	49.9	3	3

ORGANISATIONAL CHART



1 WHO WE ARE

FINANCES

OVIC's annual financial statements have been consolidated into the Department of Premier and Cabinet's annual financial statements pursuant to determinations 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 2020</i>	<i>Financial period ended 30 June 2019</i>
Appropriation	\$9,033,008	\$8,997,699
Other revenues ¹	\$1,482,043	
Expenses from transactions		
Salaries	7,101,900	6,686,108
Supplies and services	1,866,511	2,252,743
Depreciation ²	205,709	58,902
Total expenses from transactions	\$9,174,119	\$8,997,753
Net result from transactions (funded)	\$1,340,932	-\$54
Other economic flows included in net result		
Other gains/(losses) from other economic flows	19,362	143,286
Total other economic flows included in net result	\$19,362	\$143,286
Comprehensive result	\$1,321,570	-\$143,340
Expenses from transactions		
(a) Employee expenses		
Salaries and wages	5,544,995	5,066,567
Annual leave and long service leave	626,424	791,795
State super fund and revised scheme	11,404	22,884
Defined contribution superannuation expense	534,829	488,190
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	384,248	316,673
Total employee expenses	\$7,101,900	\$6,686,108
(b) Supplies and services		
Professional services	575,914	850,536
Information technology	173,849	346,811
Operating lease rentals	-	605,269
Other	1,116,748	450,128
Total supplies and services	\$1,866,511	\$2,252,743
(c) Depreciation		
Depreciation - right of use buildings	169,936.60	
Depreciation - building leasehold improvements	23,241	40,388
Depreciation - motor vehicles under finance lease	6,960	7,371
Depreciation - computer and software	5,571	11,143
Total depreciation	\$ 205,709	\$58,902

BALANCE SHEET

	<i>Financial period ended 30 June 2020</i>	<i>Financial period ended 30 June 2019</i>
Receivables	1,649,748	941,730
Property, plant and equipment ¹	1,340,949	109,060
Intangible assets	-	-
Other non financial assets	122,465	253,230
Total assets	\$3,113,162	\$1,304,020
Provisions	1,783,261	1,558,466
Payables	301,538	235,055
Other	28,083	34,910
Total liabilities	\$2,112,881	\$1,828,431
Net assets	\$1,000,281	(\$524,411)
Contributed capital	291,202	258,858
Accumulated surplus/(deficit)	(612,491)	(639,930)
Net result	\$1,321,570	-\$143,340

¹ Other revenue in 2020 relates to the recognition of the lease hold improvement done on office premises. The funding for this was provided by the Department of Premier and Cabinet and reported as other income and also as Property, Plant and equipment of the Office.

² The increase in the depreciation charge relates to the depreciation cost of the new lease hold improvement discussed in note 1 above.

REMUNERATION

Total remuneration received by the Accountable Officer in connection with the management of OVIC during the reporting period was in the range: \$360,000 - \$370,000.

CONSULTANCIES OVER \$10,000

In 2019-20, there were seven consultancies undertaken where the total fees payable to the individual consultancies were more than \$10,000. The total expenditure incurred during 2019-20 in relation to these consultancies was \$153,571 (including GST).

CONSULTANCIES UNDER \$10,000

In 2019-20, there were 18 consultancies undertaken where the total fees payable to the individual consultancies were less than \$10,000. The total expenditure incurred during 2019-20 in relation to these consultancies was \$80,460 (including GST).

MAJOR CONTRACTS

No contracts valued at more than \$10 million were entered into in 2019-20.

1 WHO WE ARE

BUDGET PAPER THREE OUTPUT PERFORMANCE 2019-20

OVIC's performance measures were previously included in the Department of Premier and Cabinet's public sector integrity output. Machinery of Government changes moved OVIC to the Department of Justice and Community Safety (DJCS) in the last quarter of 2019-20. OVIC's performance measures will be included in the DJCS public sector integrity output in 2019-20.

Performance measures	Unit of measure	2019-20 actual	2019-20 target	Performance variation	Result ¹
Quantity					
Education and training activities delivered by OVIC	number	183	100	+83.0%	✓
<i>The 2019-20 full year actual is higher than the 2019-20 target due to the high number of educational resources published to support agencies to comply with the FOI Professional Standards and an increase in educational digital mail outs as OVIC could no longer hold face-to-face training events following closure of the office in March as a consequence of COVID-19.</i>					
Law enforcement, data security and privacy reviews completed	number	4	5	-20.0%	■
<i>The 2019-20 full year actual is lower than the 2019-20 target due to changed work arrangements following COVID-19 and inability to complete scheduled in-person site inspections of Victoria Police facilities.</i>					
Reviews and complaints completed by OVIC	number	1268	850	+49.2%	✓
<i>The 2019-20 full year actual is higher than the 2019-20 target as a result of improved processes resulting in effective and efficient management of incoming reviews and complaints and completing reviews and complaints which have been part of a built up backlog.</i>					
Quality					
Client satisfaction with data security and privacy training provided	per cent	95.0%	90.0%	+5.6%	✓
OVIC applicants that appeal to VCAT	per cent	4%	< 25%	-84.0%	✓
<i>This is a positive result. The actual reflects high quality decision making aligned to the substance and essence of the FOI Act in conjunction with constructive applicant engagement.</i>					

Performance measures	Unit of measure	2019-20 actual	2019-20 target	Performance variation	Result ¹
Timeliness					
Responses within 15 days to written enquiries relating to the legislated responsibilities of the OVIC	per cent	97.0%	90.0%	+7.8%	✓
<i>The 2019-20 full year actual is higher than the 2019-20 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	48.0%	60%	-20.0%	■
<i>The 2019-20 full year actual is lower than the 2019-20 target as a result of modified work practices due to COVID-19, including not being able to progress certain review applications because of an inability to conduct document inspections, obtain documents and/or the timely provision of submissions or responses from agencies.</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.

1 WHO WE ARE

GOVERNANCE

OVIC established a Corporate Governance Committee (**CGC**) to advise the Information Commissioner on business practices, legislative and corporate governance issues.

The CGC oversees OVIC's risk framework and register including OVIC's Security Risk Profile Assessment, a program of internal audits including assurance reviews and the development and review of OVIC's policies and processes. These include conflict of interest, gifts, benefits and hospitality, fraud, confidentiality obligations, document management, financial management and workplace standards.

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, in 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

OVIC aims to provide employees with a healthy and safe workplace. No time was lost this year due to workplace injuries. This year, our occupational health and safety representatives conducted a workplace hazard inspection and completed an office safety checklist and identified no unacceptable risks.

When OVIC moved to a remote working environment, staff were asked to complete a home workplace assessment to ensure that their home work environments were suitable and did not pose any occupational health and safety risks.

WORKPLACE RELATIONS

No industrial relations issues were registered, or grievances received in this reporting period.

PUBLIC SECTOR CONDUCT

OVIC 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

OVIC's risk management processes meet the requirements of the Victorian Government's Risk Management Framework (**VGRMF**). To prepare for new VGRMF requirements in 2020-21, OVIC identified which risk areas need to be strengthened.

This year, the OVIC Executive and the CGC participated in a workshop run by the Victorian Managed Insurance Authority (**VMIA**). The workshop was designed to improve understanding of risk appetite and tolerance and develop a framework for OVIC's use. OVIC also participates in VMIA's annual risk maturity self-assessment process and uses the outcomes to identify areas for future improvement. OVIC's insurance is arranged with VMIA and reviewed annually.

OVIC's Business Continuity plan is reviewed regularly and was implemented in March 2020 in response to the COVID-19 pandemic.

PUBLIC INTEREST DISCLOSURES

The *Public Interest Disclosures Act 2012* (Vic) ensures that people who report improper conduct and corruption in the Victorian public sector will be protected. Protections include keeping confidential the identity of the person reporting improper conduct and protecting them from reprisals including bullying, harassment, or legal action.

Any report of improper conduct or corruption in relation to the Information Commissioner, Deputy Commissioners or any OVIC 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. Two declarable items were registered in 2019-20. A copy of OVIC's gifts, benefits and hospitality register is available on our website: www.ovic.vic.gov.au.

SOCIAL PROCUREMENT

OVIC developed its first social procurement strategy in 2019-20 and adopted the following Social Procurement Framework (**SPF**) objectives:

- + opportunities for Victorian Aboriginal people;
- + opportunities for Victorians with disability;
- + women's equality and safety;
- + supporting safe and fair workplaces; and
- + sustainable Victorian social enterprises and Aboriginal business sectors.

The objectives and the value of potential suppliers' commitment to them are included in OVIC's documentation relating to requests for a quote to supply. OVIC staff seeking to obtain quotes or source supplies are advised of the high priority of OVIC's SPF objectives and how to identify appropriate social benefit suppliers on the Vendor Panel. Staff are also advised on the possibility of working with OVIC's legal team to seek commitments from suppliers to support OVIC's SPF objectives.

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.

FREEDOM OF INFORMATION REQUESTS

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 with information that relates to a review, a complaint, or an investigation under the FOI Act is not subject to release under the FOI Act.

An FOI request must be made in writing, clearly describe the information or document sought, and be accompanied by the prescribed application fee. A request for access can be made to OVIC via email to enquiries@ovic.vic.gov.au or by post to PO Box 24274 Melbourne VIC 3001.

1 WHO WE ARE

COMPLAINTS ABOUT OVIC

If a member of the public has a complaint about an OVIC staff member or service OVIC has provided, OVIC encourages them to contact the relevant business unit to address any concerns in the first instance. The responsible team manager will investigate and respond to these types of complaints.

If the complaint cannot be resolved by the OVIC business unit, 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 how OVIC's exercises its coercive powers and complies 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 Victorian 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 was created to replace the Accountability and Oversight Committee when that body and the committee overseeing IBAC were amalgamated.

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

COMPLAINTS TO THE VICTORIAN OMBUDSMAN

The Victorian Ombudsman can investigate any administrative action taken by OVIC under the PDP Act. 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 AND REGULATIONS

CHANGES TO LEGISLATION

PUBLIC INTEREST DISCLOSURES

On 1 January 2020, the *Protected Disclosure Act 2012* became the *Public Interest Disclosure Act 2012*.

The terms 'protected disclosure' and 'protected disclosure complaint' were replaced with:

- + **Public Interest Disclosure** – disclosure by a natural person of information that shows / tends to show or information that the person reasonably believes shows / tends to show improper conduct or detrimental action (previously a protected disclosure); and
- + **Public Interest Complaint** – a public interest disclosure that has been determined by IBAC, the Victorian Inspectorate or IOC to be a Public Interest Complaint (previously a protected disclosure complaint).

OVIC cannot directly receive public interest disclosures. However, under the new Act, IBAC can refer certain public interest complaints to the Information Commissioner to investigate. After investigating, the Information Commissioner must inform the discloser of the results and any other information that the Information Commissioner believes necessary. The Information Commissioner may also make recommendations at the end of an investigation.

REPEAL OF SECTION 38A OF THE FOI ACT

The *Local Government Act 1989* included mechanisms for closed council meetings. After the *Local Government Act 2020* removed closed council meetings, the corresponding exemption for information in closed council meetings in section 38A of the FOI Act was repealed on 1 May 2020.

Following the introduction of the 2020 legislation, the definition of Council in the PDP Act was also updated.

SEX WORKERS REGISTER

The *Sex Work Act 1994* was amended to clarify that a register referred to in section 24 of that Act is an exempt document to which section 38 of the FOI Act applies. This measure is an incentive to encourage sex workers to register.

TEMPORARY REGULATIONS

COVID-19 OMNIBUS (EMERGENCY MEASURES) (INTEGRITY ENTITIES) REGULATIONS 2020

The *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020 (Regulations)* were made in accordance with the *COVID-19 Omnibus (Emergency Measures) Act 2020*, on 19 May 2020.

Part 2 of the Regulations temporarily modify certain provisions in the FOI Act, including:

- + Permitting the secure electronic production of documents claimed to be exempt under section 28, 29A, 31 or 31A (regulation 6). Previously OVIC staff had to physically inspect these documents at the agency's premises;
- + Providing additional ways to serve notices to produce or attend in accordance with the Information Commissioner's coercive powers (regulation 5); and
- + Providing for attendance by audio visual link or audio link with respect to the Information Commissioner's coercive powers (regulations 7 and 8).



1 WHO WE ARE

REGULATORY ACTION AND INVESTIGATIONS

2019-20 was the first full year of operation for OVIC's Investigations and Assurance team. The team is responsible for carrying out regulatory action under OVIC's *Regulatory Action Policy 2019-2021*. This year the team worked across OVIC's functional areas: public access, privacy, and data protection.

PRELIMINARY INQUIRIES

Concerns about possible breaches of the FOI Act and PDP Act come to OVIC's attention through complaints, reports from the public, media articles, or referrals from other regulators and stakeholders. When considering these concerns, OVIC often seeks information from the organisation the concern is about, to decide if an investigation, examination, or audit is warranted. If an investigation, examination, or audit is not warranted, we may address the concern in another way, by issuing guidance.

Examples of preliminary inquiries OVIC completed this year include:

- + The use of data analytics to monitor employee behaviour to identify corruption risks. OVIC was contacted by an organisation that was concerned that the use of analytics may breach the Information Privacy Principles (IPPs). We sought information from all Victorian government organisations about their use of data analytics to monitor employee behaviour, and how privacy was considered when the analytics systems were established. Based on the information received, OVIC updated its guidance on the use of data analytics in an information sheet on Workplace privacy and provided advice to the agencies concerned; and
- + The use of remote examination software by a university. The organisation that raised the concern alleged that an examination platform used by the university was insecure and non-compliant with the IPPs. When asked about the system's security and compliance with the IPPs, the university provided details of the risk assessments it had conducted.

OVIC was satisfied that privacy issues had been considered by the university in establishing the platform, and that further regulatory action was not required. However, we provided guidance to all Victorian universities on conducting examinations remotely in accordance with the IPPs.

INVESTIGATION INTO PUBLICATION OF PUBLIC TRANSPORT DATA

In August 2019, OVIC completed an investigation into the disclosure of a dataset containing details of public transport trips recorded on the myki ticketing system over a three-year period. The dataset was released for use in a datathon under the assumption that the data had been de-identified. However, after its release, university researchers identified the travel movements of individuals within the dataset.

The investigation considered whether the release of the dataset contravened IPP 2 (Use and Disclosure) and IPP 4 (Data Security). As part of this investigation, OVIC worked with data experts at CSIRO's Data61 to conduct an analysis of the risk of re-identifying individuals from the dataset. The analysis conducted by Data61 found that personal information could be obtained from the dataset.

OVIC's investigation found that the organisation had breached the PDP Act by releasing the dataset. OVIC's investigation also found that the organisation had failed to address the possibility that individuals in the dataset could be re-identified by combining information in the dataset with information from other sources, such as social media.

The Privacy and Data Protection Deputy Commissioner issued a compliance notice requiring the organisation to improve its data release procedures and deliver training to key personnel. The Information Commissioner published a report of investigation to provide guidance to all data custodians about safe data release.

EXAMINATION OF AGENCY PRACTICES AGAINST THE FOI PROFESSIONAL STANDARDS

The Information Commissioner issued the Professional Standards in accordance with Part IB of the FOI Act, which commenced on 2 December 2019.

In June 2020, OVIC completed a review of Victorian government organisations' practices to comply with the Professional Standards. The review was conducted as part of the Public Access Deputy Commissioner's function under section 61(2)(b) of the FOI Act to provide advice, education, and guidance to organisations in relation to compliance with the Professional Standards.

The Public Access Deputy Commissioner invited six organisations to take part in the review. In December 2019 and January 2020, OVIC met with the participating organisations to discuss:

- + how FOI teams prepared for the introduction of the Professional Standards;
- + challenges in complying with the Professional Standards; and
- + any innovative and effective approaches agencies had developed in administering the FOI Act.

The Investigations and Assurance team reviewed participating organisations' FOI process documents, such as templates and procedural manuals.

Based on the review, OVIC found that the six organisations were demonstrating compliance with most of the Professional Standards. The review also found that the organisations had undertaken extensive preparation for the commencement of the Professional Standards. This included:

- + updating template correspondence and procedure manuals;
- + holding information sessions to educate staff; and
- + publishing information for the wider organisation about the Professional Standards on internal webpages.

The review identified challenges including the informal release of information, conducting consultations with third parties about the disclosure of personal information, and accepting electronic

payment of application fees and access charges. Another challenge identified was that staffing levels sometimes impacted on organisations' ability to comply. Organisations reported that they would benefit from more detailed or sector specific guidance from OVIC.

The insights OVIC gained will be used to inform the development of a self-assessment tool, and guidance to assist organisations to fulfil their obligations under the Professional Standards.

SITE INSPECTIONS OF VICTORIA POLICE FACILITIES AND UNITS

Site inspections of Victoria Police facilities form an integral part of OVIC's monitoring and assurance functions under the PDP Act. The objective of the site inspection program is to allow OVIC to observe how information security is applied in the context of operational policing, and to improve law enforcement information security practices within Victoria Police.

This year, OVIC planned to conduct four site inspections at Victoria Police facilities. OVIC conducted one site inspection of a metropolitan police facility based in an inner north-eastern suburb of Melbourne in November 2019. However, due to the spread of COVID-19, we were unable to conduct two planned in-person visits to police facilities.

This year, OVIC's focus was on the management of hard copy documents. Although Victoria Police is undergoing an extensive modernisation of systems and technology for frontline and support units, policing still involves the reliance on hard copy documentation in many areas. While only one facility could be inspected, it was encouraging to see a commitment to identify, review, and act on hard copy documentation according to the appropriate retention, archiving, and destruction obligations.

An ongoing commitment by Victoria Police to implement and undertake better practice information management and information security will ensure the privacy rights of the Victorian community are upheld.

1 WHO WE ARE

PUBLIC SECTOR AND COMMUNITY ENGAGEMENT

One of OVIC's key functions is to provide effective and trusted advice, education, and guidance to VPS agencies and the public. OVIC delivers free face-to-face training programs, webinars, e-Learning modules, and guidance materials to assist VPS staff build capability across FOI, privacy and data protection.

OVIC also issues guidance for members of the public to help them understand their information rights. This year, OVIC received approximately 7,800 phone enquiries from members of the community. We also received approximately 14,000 email enquiries and applications.

ENHANCING ENGAGEMENT WITH AGENCIES

In 2019, OVIC developed a *Stakeholder Engagement Strategy* to guide our engagement activities and ensure they align with our *2019-21 Strategic Plan*. To measure the effectiveness of our engagement activities, we deployed a short online survey to VPS agencies in October 2019 for the first time. We received a total of 324 responses from 212 surveyed stakeholders.

STAKEHOLDER ENGAGEMENT SURVEY KEY INSIGHTS



OVIC is seen as a trusted advisor and source of expertise on FOI, privacy, and data protection;



OVIC is seen as a source of high-quality information and education activities;



Stakeholders have a reasonable understanding of the FOI Act and PDP Act and OVIC's responsibilities to improve and promote acceptance of the legislation;



OVIC is seen to encourage increasing public access to information;



Agencies are proactive about protecting personal privacy. There has been strong progress in developing a privacy culture across the VPS; and



Agencies have a maturing security culture and reported positive relationships with OVIC's Information Security Unit.

PRESENTATIONS, EVENTS AND FORUMS

This year, OVIC's events and forums attracted approximately 1,500 attendees in total. We live streamed each event to allow stakeholders including those from regional areas to attend virtually. We received over 2,500 live stream views for these sessions.

Some of OVIC's engagement activities this year included:

- + A sold-out panel discussion to launch our e-book *Closer to the Machine: Technical, social and legal aspects of AI*;
- + A launch event for the VPDSS 2.0 featuring an address from the Honourable Gavin Jennings MLC, former Special Minister of State;
- + Forums for stakeholder groups including the Victorian Privacy Network and the Victorian Information Security Network;
- + An information session on the Professional Standards;
- + A public forum on community expectations and FOI to celebrate Right to Know Day 2019;
- + A public forum on privacy as a human right during Human Rights Week 2019; and
- + Bespoke training sessions with regional stakeholders from Ballarat and Wodonga.

BUILDING FOI, PRIVACY, AND DATA PROTECTION CAPABILITY

OVIC provides free training and e-Learning modules to build privacy, FOI and data protection capabilities across the VPS. Since OVIC was established in 2017, the breadth and scale of education and training activities has more than doubled from 73 in 2017-18, to 183 in 2019-20.

This year we offered the following training and education activities:

- + a new e-Learning module on *Managing the privacy impacts of a data breach*;
- + face-to-face agency training;
- + existing e-Learning modules on privacy and FOI; and
- + a suite of guidance published on our website.

1 WHO WE ARE

FACE-TO-FACE TRAINING

In 2019-20, OVIC held just under 100 events and face-to-face training sessions. These were attended by almost 4,000 practitioners from Victorian government organisations and members of the community.

OVIC's face-to-face training is facilitated by experts and content is tailored to the needs of agencies. We are continuously improving our training by providing up-to-date practical examples and welcoming feedback. We also encourage interactivity and open discussions during the sessions to build lasting stakeholder connections. The skills, knowledge and tools developed by attending our training can be directly applied within the workplace.

E-LEARNING MODULES

OVIC's face-to-face training program is complemented by e-Learning modules. In 2019-20, we revised the *Introduction to FOI* module in response to the commencement of the Professional Standards. In October 2019, we launched a new e-Learning module on *Managing the privacy impacts of a data breach*.

MAKING OUR WEBSITE MORE ACCESSIBLE

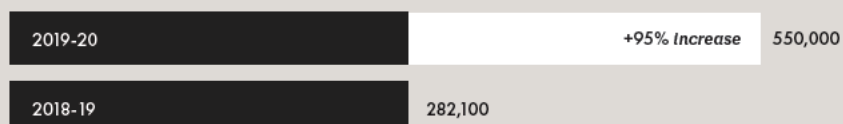
This year, OVIC undertook research on how to improve the user experience of our website and make it more accessible for users. Interviews were held with FOI, privacy, and information security stakeholders across the VPS to understand user needs and how we could improve our website to better meet those needs. Over the next year we will focus on implementing recommendations from the user research report.

GROWING OUR DIGITAL PRESENCE

Due to the spread of COVID-19, OVIC cancelled all face-to-face training sessions in March 2020 and began shifting our training program to be delivered via webinars. *Administering the FOI Act* and *Introduction to Information Privacy and the Privacy and Data Protection Act* are now delivered via webinar. Webinars will enable OVIC to continue providing free support and guidance to VPS employees while working remotely.

OVIC uses Twitter to publish guidance, resources and engage with VPS stakeholders and members of the public. This year we received almost 550,000 impressions on Twitter compared to 282,100 impressions in 2018-19.

TWITTER IMPRESSIONS



OVIC also started using LinkedIn as an additional digital channel to engage with our stakeholders. LinkedIn has been an effective channel for recruitment, to share guidance, build relationships with stakeholders and to position OVIC as a thought leader. Since establishing OVIC's profile in December 2019, our LinkedIn audience has grown to over 700 followers.

EVALUATING OUR EDUCATION OFFERINGS

In 2019-20, OVIC's face-to-face training sessions were in high demand, and sessions often booked out months in advance. We used information from evaluation surveys to refine and improve course content where possible.

Most participants that attended face-to-face training ranked the facilitator, materials, and venue between 4.5 and 5 out of 5. Additionally, 95% of participants who completed our privacy e-Learning modules also ranked their experience as satisfactory or above.

It was awesome. I very much liked the narration and the layout was very easy to navigate

INTRODUCTION TO PRIVACY IN THE
VICTORIAN PUBLIC SECTOR

I found the course to be comprehensive and covered all scenarios required when processing a request

PROCESSING A REQUEST

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* (Vic). These functions include promoting an understanding and acceptance of the Information Privacy Principles, examining the practices of organisations with respect to personal information they hold, issuing guidance and receiving complaints about potential interferences with privacy.

**VICTORIANS ARE EXERCISING THEIR
PRIVACY RIGHTS MORE OFTEN**

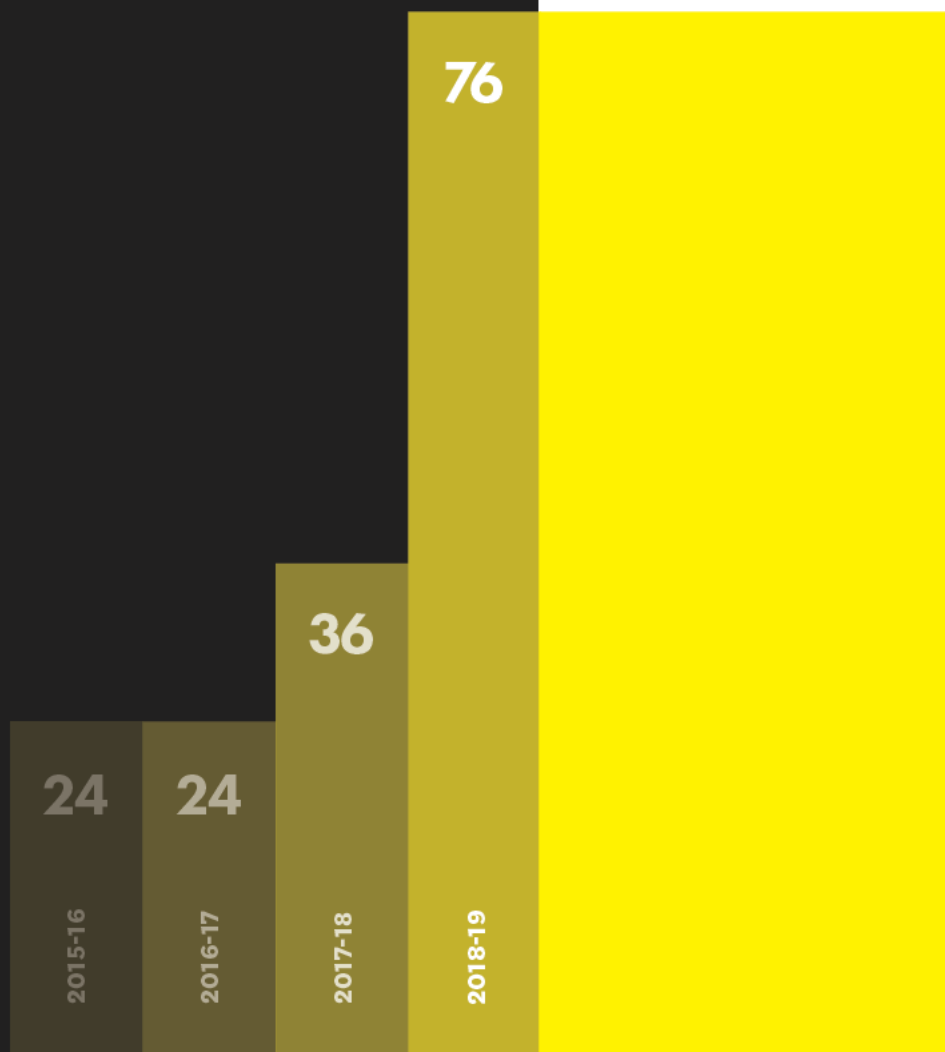
Despite an increased volume of complaints, the timeliness of OVIC's complaint handling service and the number of complaints we resolved has improved.

57%

**INCREASE IN COMPLAINTS
FINALISED COMPARED
TO 2018-19**

119

**COMPLAINTS
FINALISED
2019-20**



2

PRIVACY

Privacy is a fundamental human right enshrined in the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**) and the *Victorian Charter of Human Rights and Responsibilities*. OVIC actively promotes the right to privacy across the Victorian public sector (**VPS**) and the community.

OVIC's 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 through privacy complaints, data breach notifications and privacy enquiries. The Privacy Guidance team supports and encourages good privacy practice and helps individuals to understand their rights and access support when things go wrong.

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

COMPLAINTS

The PDP Act establishes a cause of action for individuals if their information privacy has been breached. Privacy complaints are made to OVIC but are ultimately determined by the Victorian Civil and Administrative Tribunal (**VCAT**). OVIC's role is to resolve privacy complaints through conciliation.

The number of privacy complaints received by OVIC has increased. Despite this, our performance against key measures has improved or been maintained. We refined our complaint process over the last two years, by empowering staff to provide preliminary views to complaint participants on the merits of their complaint. This has promoted quicker and more frequent resolution of disputes.

THIS YEAR AT A GLANCE

In 2019-20, we received 106 complaints, a 24% increase compared to last year;

2019-20	+24% Increase	106
2018-19		86

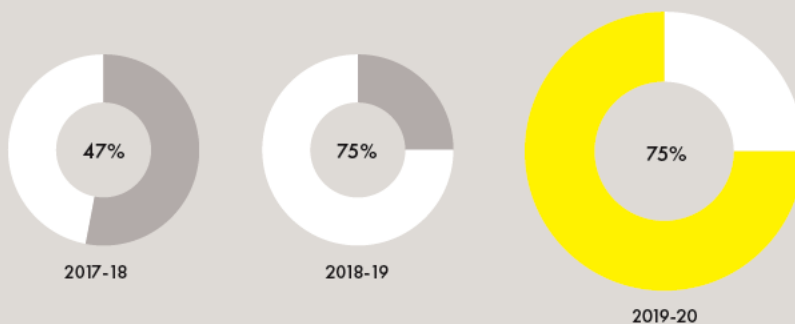
We finalised 119 complaints, a 57% increase compared to last year;

2019-20	+57% Increase	119
2018-19		76

The average time to finalise complaints was 144 days, a 28% improvement compared to last year; and

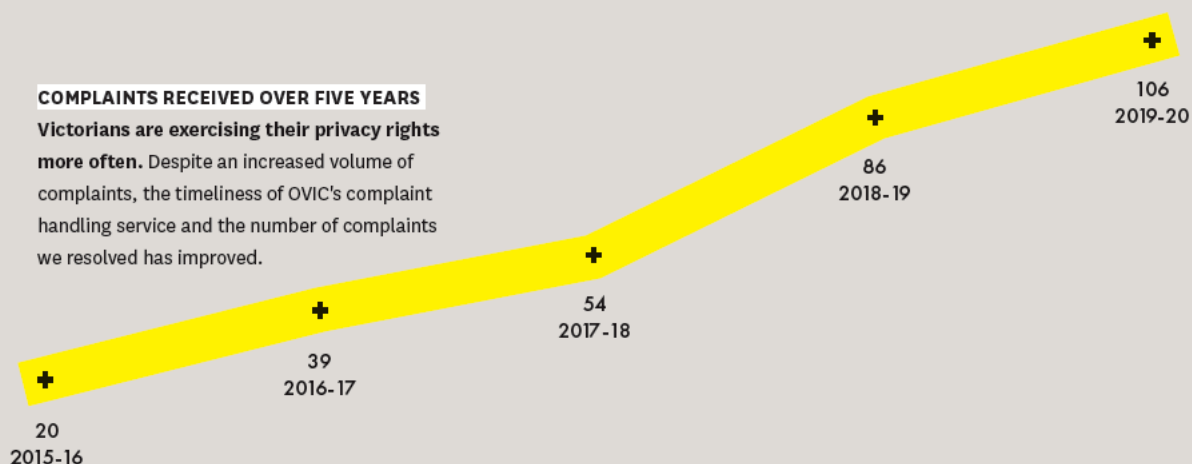
2019-20	+28% Improvement	144 days
2018-19		185 days

We finalised 75% of complaints without the need to refer the complaint to VCAT, which was the same as last year.



COMPLAINTS RECEIVED OVER FIVE YEARS

Victorians are exercising their privacy rights **more often**. Despite an increased volume of complaints, the timeliness of OVIC's complaint handling service and the number of complaints we resolved has improved.

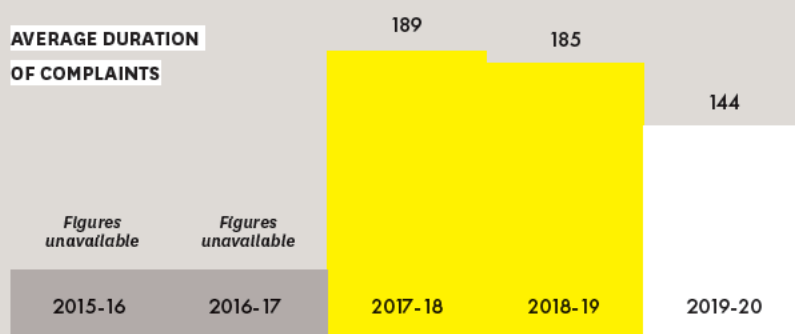


2 PRIVACY

COMPLAINTS

OVIC achieved these results in 2019-20 by changing our approach to the complaint process. Complaint handling staff now provide preliminary views to complainants and organisations on whether there has been a breach of privacy.

Where we provide clear views early in the complaint process, complainants are more likely to abandon complaints that have no prospect of success. Respondents are more likely to offer to resolve complaints (through compensation, process change, or an apology) that appear to involve a breach of the PDP Act. This has reduced the need for complaints to be referred to VCAT which can be time consuming and expensive for both complainants and respondents.



CASE STUDY

EMPLOYEE COMPLAINT ABOUT SELF-SERVICE APPLICATION

An employee complained to OVIC about their employer's introduction of a self-service application which had been added to all work devices. They alleged that the application did not secure delicate personal information about employees because:

- + there was no automatic sign-out feature;
- + the password reset process could be completed without reasonable verification; and
- + banking details and tax file numbers (TFN) were not obscured within the application.

CONCILIATION

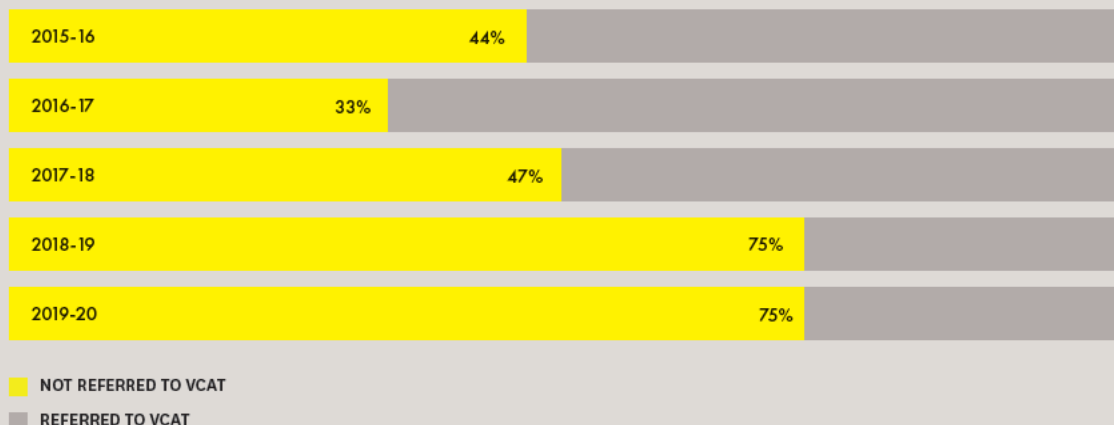
We worked with the complainant to formulate their complaint and provided this to the organisation.

The organisation provided a written response and OVIC arranged and facilitated a face-to-face conciliation meeting between the two parties. At the meeting, the complainant reviewed the written response and asked the organisation questions about its practices. The organisation discussed security developments and initiatives in relation to the application.

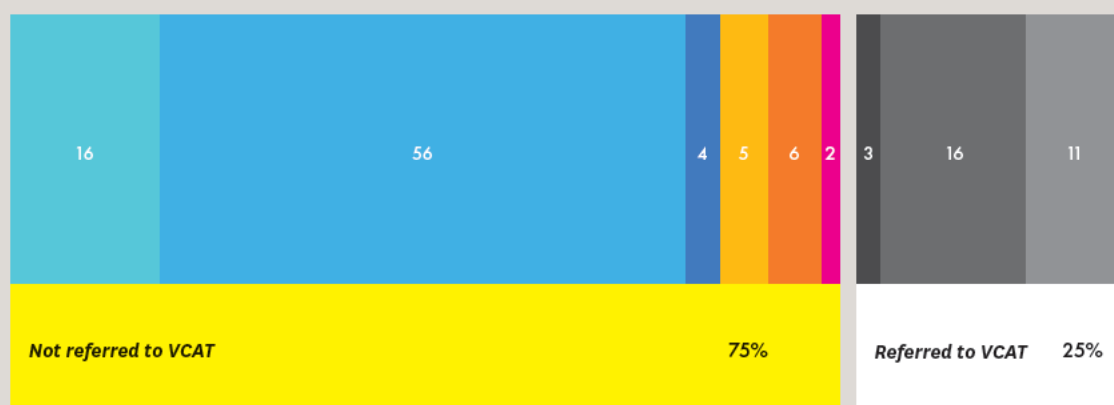
OUTCOME

The matter was successfully conciliated. The organisation changed the process for resetting passwords on the system and allowed employees to obscure their TFN and banking details. The organisation also committed to circulate information to employees and provide a clear avenue for concerns to be raised.

PROPORTION OF COMPLAINTS FINALISED WITHOUT REFERRAL TO VCAT



OUTCOMES FOR PRIVACY COMPLAINTS CLOSED THIS YEAR



Outcome	Number	Percent
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Not referred to VCAT	89	75%
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Formally conciliated	16	13%
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Withdrawn by complainant	56	47%
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OVIC declined to entertain complainant	4	3%
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OVIC decided conciliation was inappropriate	5	4%
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Conciliation failed	6	5%
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Referred to another office	2	2%
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Referred to VCAT	30	25%
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OVIC declined to entertain complaint	3	3%
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OVIC decided conciliation was inappropriate	16	13%
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Conciliation failed	11	9%
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2 PRIVACY

ENQUIRIES

OVIC receives enquiries from agencies about their privacy obligations and from members of the community about their privacy rights.

Questions from members of the public most commonly relate to the use of personal information by organisations that OVIC regulates. We provide guidance about the Information Privacy Principles (IPPs) and steps individuals can take to protect their privacy. Where appropriate, we refer enquiries to the privacy officer of the organisation, engage with the organisation on the enquirer's behalf or assist the enquirer to make a formal complaint.

Questions from agency staff most commonly involve questions about acting in accordance with the IPPs. Enquiries are often received from privacy officers or information managers but can also come from any Victorian public sector employee with questions about information privacy. In all cases, we encourage agency staff to apply good privacy practice.

CASE STUDY

EMPLOYEE COMPLAINT ABOUT DISCLOSURE OF WORKCOVER PENSION

The complainant was employed by a Victorian government organisation. During their employment they suffered an injury and began receiving a WorkCover pension.

When this occurred, the organisation updated the complainant's position title to 'WorkCover pension' on its internal and external facing directories. The complainant alleged that this constituted a breach of their right to privacy and caused pain, suffering and damage to their reputation.

CONCILIATION

We worked with the complainant to formulate the complaint and attempted to resolve it through an indirect conciliation. The organisation was initially reluctant to engage in the conciliation process based on its view that there had been no interference with privacy.

However, OVIC provided a preliminary view that the organisation had breached IPPs 2.1 and 4.1 and encouraged the organisation to resolve the complaint. The organisation changed its position and offered the complainant compensation for their pain and suffering.

The complainant was willing to accept this offer on the condition that the settlement agreement would not exclude them from taking action against the organisation under a separate agreement. The organisation was not willing to agree to this, and the complainant decided not to accept the offer.

OUTCOME

The complainant asked for the complaint to be referred to VCAT.

DATA BREACH NOTIFICATIONS

This year, OVIC commenced operating the information security incident notification scheme. The scheme is outlined in Standard 9 of the Victorian Protective Data Security Standards. It requires information security incidents past a certain threshold to be reported to OVIC. OVIC uses information from notifications to analyse and report on incident trends.

In addition, OVIC has continued to operate its voluntary data breach notification scheme. We do this so that we can continue providing support to agencies in handling the privacy aspects of data breaches, where necessary.

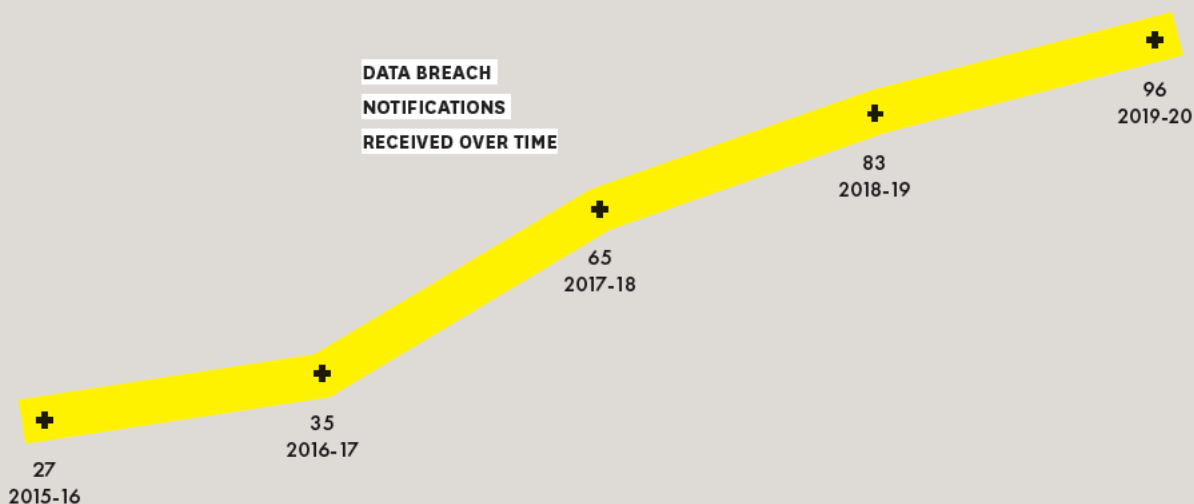
OVIC encourages agencies to voluntarily report data breaches to us so that we can help them manage any privacy issues. Where we receive notification of a data breach, we review the information provided and encourage the organisation to:

- + ensure the data breach is contained – by securing the information or retrieving it where possible;
- + minimise the impact on affected individuals – which may include notifying affected individuals of the breach; and
- + reduce the risk of recurrence – by examining the causes of the breach, and taking steps to prevent similar breaches occurring in future.

This year we received 96 voluntary data breach notifications, 16% more than we received in 2018-19.

DATA BREACH NOTIFICATIONS RECEIVED

2019-20	+16% Increase	96
2018-19		83



2 PRIVACY

PUBLICATIONS

E-BOOK ON ARTIFICIAL INTELLIGENCE: CLOSER TO THE MACHINE

The public sector is increasingly turning to artificial intelligence (AI) technologies to carry out its functions, develop and inform policy, and deliver services to its citizens. In August 2019, OVIC published an e-book on AI titled *Closer to the Machine: Technical, social and legal aspects of AI*. OVIC collaborated with eight experts to produce the e-book.

OVIC held a launch event in August 2019, hosted by media personality and author Adam Spencer. The event consisted of presentations and panel discussions with the authors and other AI experts. ABC Big Ideas and AI Australia recorded the discussions and turned them into podcast episodes. The event was live streamed and received more than 460 views.

OVIC developed *Closer to the Machine* to increase understanding of AI technologies across the VPS and to encourage consideration of the potential effects that AI will have on policy, public administration and on society. We will continue to provide guidance on how to consider privacy obligations when using new AI technologies.



GUIDELINES TO THE INFORMATION PRIVACY PRINCIPLES

In November 2019, OVIC published updated *Guidelines to the Information Privacy Principles (Guidelines)*, issued under section 8C(1)(g) of the *PDP Act*. The former Office of the Victorian Privacy Commissioner last published an update to the Guidelines in 2011.

We updated the Guidelines in consultation with users, by establishing a guidelines user reference group and by publishing draft chapters for public comment. The updated IPP Guidelines reflect changes in the privacy and information landscape since they were last updated in 2011, contain new case studies, and are written in plain English. The digital format will allow OVIC to update the Guidelines more easily in the future, to ensure the resource is current for Victorian privacy practitioners and the community.

PRIVACY MANAGEMENT FRAMEWORK

In May 2020, OVIC published the Privacy Management Framework (**Framework**). The Framework provides guidance on the practices that VPS organisations should adopt to embed a culture of privacy across the organisation and to comply with obligations under the *PDP Act*. The Framework brings together resources, guides and templates produced by OVIC into one place, to promote best practice in privacy.

The Framework encourages holistic information and privacy management. It also outlines practical steps and processes to effectively monitor and improve information handling practices over time. OVIC consulted with members of the Victorian Privacy Network and Privacy Roundtable when developing the Framework to ensure the guidance met user needs.

CASE STUDY

DATA BREACH ABOUT SCHOOL SPORTS PARTICIPATION

Many schools in Victoria use a computer program, published by a US-based developer, to record and report results from sporting events. Due to a common user configuration error in the software, several schools unintentionally published a report that included personal information about participants in sporting events, including their dates of birth. These reports could be accessed via search engines. OVIC was notified of this issue by a Victorian government organisation.

We worked with the notifying organisation to ensure that information about Victorian students was taken offline and liaised with privacy regulators across Australia to ensure the issue was addressed in other states and territories that were affected. We also wrote to the software developer to advise them of the issue, and to encourage them to amend their documentation and system configuration to prevent similar incidents in the future.

2 PRIVACY

GUIDANCE FOR THE COMMUNITY

This year, OVIC published guidance material for individuals in the community about their privacy rights.

During Privacy Awareness Week, we published *Data breaches and you*. It explains what data breaches are, how to reduce the risk of suffering harm from a data breach and suggests steps to take in the event of a data breach.

We also published guidance for members of the public on privacy rights in Victoria. *Your Privacy Rights* explains what privacy law means for individuals and provides examples of everyday interactions with government. The guidance helps members of the public understand how to protect and exercise their privacy rights when dealing with government organisations.

YOUR PRIVACY RIGHTS



You have the right to know when and why your personal information is being collected;



If your personal information has been collected for one reason, it cannot be used for a different reason unless the law allows it;



You have the right to remain anonymous when dealing with an organisation, where possible;



Your personal information must be protected by the organisation that holds it, and permanently de-identified or destroyed when it is no longer needed;



You can request to view an organisation's written policy about how it generally manages personal information;



Your personal information should be kept accurate, complete, and up to date when it can be; and



You have the right to make a complaint when you have concerns about how an organisation handles your personal information.

GUIDANCE FOR ORGANISATIONS

This year, OVIC published a range of guidance material including resources to guide organisations through significant workplace changes due to the spread of COVID-19.

Guidance we published in 2019-20 included:

- + Joint guidance with the Health Complaints Commissioner on privacy and COVID-19 to help VPS organisations understand their information handling obligations under the IPPs and Health Privacy Principles, when responding to the pandemic. This resource discusses key considerations when collecting, using, and disclosing personal and health information;
- + A resource with tips on how to respect privacy and protect public sector information while working from home;
- + Guidance on workplace privacy, outlining how VPS employees can promote a culture of privacy in their organisations and how employers should respect the privacy of their employees during the different stages of employment;
- + A resource aimed at helping privacy officers and program managers encourage their organisations to complete Privacy Impact Assessments (PIAs). The resource focuses on getting executive buy-in for PIAs by discussing the benefits of completing a PIA and providing practical tips to help executives support the PIA process;
- + A resource on biometrics and privacy. It explains what biometrics are, their benefits and uses in the public sector, and their implications on information privacy; and
- + A research paper on the Internet of Things (IoT) and privacy. The paper is aimed at helping the VPS understand the privacy challenges related to IoT technologies. The paper recognises the benefits of IoT while reflecting on the new kinds of personal information collected by IoT and the difficulties associated with protecting that kind of information. The paper is not intended to discourage use of IoT, but to raise awareness of the privacy challenges that must be considered when using new technologies.

SUBMISSIONS

This year, OVIC made 24 submissions to consultations and inquiries, 10 more than last year.

At a glance, in 2019-20 OVIC made submissions to:

- + The Victorian Legislative Council Legal and Social Issues Committee's Inquiry into a Legislated Spent Convictions Scheme, on the interaction between privacy obligations and any relevant legislative reform;
- + The National Transport Commission (NTC) in response to their In-service safety for automated vehicles – Consultation Regulation Impact Statement. OVIC has been actively engaged in the NTC's ongoing consultations on issues relating to automated vehicles (AV), such as government access to AV generated data, and the review of the Heavy Vehicle National Law;
- + The Department of Premier and Cabinet in Western Australia, in response to their Privacy and Responsible Information Sharing for the Western Australia Public Sector discussion paper. OVIC's response outlines the approach to privacy law and regulation in Victoria; and
- + The Commonwealth Parliamentary Joint Committee on Intelligence and Security's Review of the Mandatory Data Retention Scheme. OVIC made a supplementary submission to the Committee in March 2020, outlining concerns for potential legislative scope creep and urging the Committee to consider the necessity and proportionality of the current metadata retention regime.

Whether OVIC is invited to comment on new initiatives or proposals, or proactively identifies relevant reforms, submissions allow OVIC to remain involved in relevant policy and legislative developments. OVIC's submissions seek to ensure the community's expectations for their privacy are considered in the implementation of new reforms.

CONSULTATIONS ON NEW INITIATIVES

OVERVIEW OF KEY CONSULTATIONS

New technologies

This year, there was an increase in the number of organisations seeking OVIC's views on the privacy implications of a range of initiatives.

This year, some of these initiatives included:

- + the use of drone technology in community policing, and locating and assisting vulnerable individuals during extreme weather events;
- + smart city technologies and how they can be adopted into everyday life and improve day-to-day experiences;
- + the creation of a new Child Link platform containing information about children and the services they are engaged in to support their safety and wellbeing;
- + the trial of new traffic camera technology to detect drivers using mobile phones while driving; and
- + the GenV initiative of the Murdoch Children's Research Institute, designed to advance health and wellbeing and answer research questions relating to preterm birth, mental illness, obesity, learning and more.

COVID-19

Government responses to COVID-19 have had significant privacy implications for individuals. In March 2020, OVIC and privacy regulators around Australia formed a National COVID-19 privacy team to respond to government proposals with national implications.

OVIC also consulted with the Department of Health and Human Services (DHHS) on their contact tracing initiatives and their intended use of data collected from the Federal Government's COVIDSafe app.

2021 Census

In 2021, the Australian Bureau of Statistics (**ABS**) will undertake the 18th national Census. In October 2019, the ABS consulted OVIC on the structure and content of the Census and its questions.

Identity programs

This year, OVIC was consulted on a range of programs impacting on identity and access management including:

- + Service Victoria's updated Identity Verification Standards to support the rollout of ongoing electronic identity credentials on the Service Victoria platform;
- + the operation of the National Driver Licence Facial Recognition Solution;
- + the yet to be introduced revised Commonwealth Identity-matching Services Bill; and
- + the review of National Arrangements for the Protection and Management of Identity Information.

PRIVACY IMPACT ASSESSMENTS

OVIC reviews PIAs upon request, offering feedback and guidance to organisations on how they can improve their privacy practices. This year, OVIC reviewed nine PIAs. Many of the PIAs related to the use of new technologies.

OVIC also routinely conducts internal PIAs, to identify privacy risks from internal initiatives and to manage those risks appropriately. This year, OVIC's internal PIAs examined the use of Microsoft Teams and webinar platform ON24, to facilitate webinar training for VPS agencies and flexible working arrangements. We also assessed our use of MessageMedia, a tool designed to send notifications to staff mobile phones to communicate important information and facilitate business continuity.

LEGISLATIVE REVIEWS

This year, DHHS engaged OVIC on the development of the *Health Legislation Amendment and Repeal Act 2019 (the Act)*. The Act amends the *Health Services Act 1988* to introduce a new Part aimed at facilitating information sharing for quality and safety of health services. The new provisions permit health service entities and others to share confidential information (including personal information) for certain purposes and create exceptions to these entities having to comply with certain IPPs.

OVIC reviewed a draft version of the legislation and provided feedback on the new provisions related to individuals' privacy. Some of the changes we suggested were incorporated into the final version that went before Parliament. OVIC also reviewed and commented on resources developed by DHHS to communicate the legislative changes to health service entities.

STAKEHOLDER ENGAGEMENT

PRIVACY ROUNDTABLE

The Privacy Roundtable is comprised of privacy practitioners from Victorian government departments and agencies. The Privacy Roundtable meets every six months and allows OVIC to consult with agencies about OVIC's work, privacy challenges, and the operation and administration of the PDP Act. Two regular sessions and one special session of the Privacy Roundtable were held this year. The special session, held in April 2020 by teleconference, was used to discuss the privacy implications of COVID-19. The minutes of the Privacy Roundtable are published on OVIC's website.

VICTORIAN PRIVACY NETWORK

Since its establishment in 2018, the Victorian Privacy Network (VPN) has grown in membership. The network offers privacy professionals across Victoria an opportunity to connect with and learn from each other's experiences. OVIC held two meetings in October 2019 and March 2020 that were attended by approximately 200 members. We live streamed each event to allow regional stakeholders to hear from guest speakers. The live streams have received more than 522 views to date.

Topics covered in our October 2019 and March 2020 meetings included recordkeeping and privacy, data governance, multi-agency information sharing, the privacy implications arising from the Australian Competition and Consumer Commission's Digital Platforms Inquiry and more. A range of organisations presented at the VPN meetings, including the Public Record Office Victoria, the Victorian Government Solicitor's Office, and the Victorian Centre for Data Insights.

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. The PAA group meets twice a year where Commissioners discuss updates from their jurisdictions relating to complaints, enforcement, and policy developments.

Privacy Authorities Australia Policy Group

In 2018, OVIC led the establishment of the PAA Policy Group, a sub-group of the PAA consisting of senior policy officers from each of Australia's privacy regulators. Since then we have met quarterly with this group to share our work with other jurisdictions and learn from their experiences in privacy policy matters.

Privacy Authorities Australia Cooperation and Enforcement Group

The PAA Complaints and Enforcement (**PAACE**) Group is a forum comprising complaints and enforcement managers at each of Australia's privacy authorities. OVIC chaired and coordinated four meetings of PAACE this year. PAACE provides a forum for its members to share ideas and experiences and work together to enhance Australia's information privacy complaint handling and enforcement capabilities. This year, PAACE established an online document and contact sharing platform to facilitate improved cooperation between privacy authorities and started developing protocols for complaint referrals and for staff secondments.

Asia Pacific Privacy Authorities

OVIC continues to engage with our counterparts across the Asia Pacific region by attending meetings of the Asia Pacific Privacy Authorities (**APPA**). The APPA forum was established in 1992 and provides an opportunity to engage with international stakeholders, and to express a Victorian perspective on privacy to shape international thinking on privacy issues.

In December 2019, OVIC attended the APPA forum hosted by the Philippines National Privacy Commission. In June 2020, OVIC participated in a virtual meeting of APPA delegates hosted by the Singapore Personal Data Protection Commission. In December 2020, OVIC will host the 54th APPA forum.

Global Privacy Assembly

OVIC also maintains an active relationship with the Global Privacy Assembly (**GPA**). The GPA provides leadership on privacy issues facing the global community. There are more than 130 privacy authorities who are members of the GPA. In October 2019, the Information Commissioner attended the 41st conference of the GPA (formerly the International Conference of Data Protection and Privacy Commissioners) in Tirana, Albania.

OVIC is also a member of the GPA's Policy Strategy Working Group and participates in its workstream on privacy and human rights.

Global Privacy Enforcement Network

The Global Privacy Enforcement Network (**GPEN**) promotes international cross-border cooperation among privacy authorities. OVIC attends monthly teleconferences with GPEN members to hear from guest speakers on current privacy issues. In 2019, we also participated in the annual GPEN sweep, where members examined how organisations handle and respond to data breaches, including how and whether data breaches are reported to privacy regulators. We invited 35 VPS organisations subject to the PDP Act to participate in the sweep and published our findings in early 2020 with GPEN's comparative international findings.

Of the surveyed organisations, 83% reported that they monitor their performance as part of their privacy obligations under the PDP Act. These results are considerably higher than the global average. However, 33% of Victorian government organisations did not have a policy or procedure about reporting data breaches to the individuals affected and to OVIC. This compares to 16% globally. We recommended that Victorian organisations review their data breach response plans.

PUBLIC FORUM: PRIVACY AS A HUMAN RIGHT

In December 2019, OVIC hosted a public forum on Privacy as a human right to coincide with International Human Rights Day. Professor Megan Richardson from the University of Melbourne and Lizzie O'Shea, Founder and Chair of Digital Rights Watch, joined the Information Commissioner for an in-conversation style event at the Wheeler Centre, focusing on the impact of technology on the human right to privacy. The forum was live streamed and has received over 420 views.

2 PRIVACY

YOUTH ADVISORY GROUP

Young people are at the forefront of technological and social change and have a unique perspective on privacy. OVIC's Youth Advisory Group (**YAG**) provides a platform for young people to engage with privacy and assist OVIC to develop materials targeted towards young people. Following a recruitment drive in July 2019, YAG now comprises of 11 young people aged between 15 and 20 years.

This year, YAG participated in events and contributed to the development of two videos for Privacy Awareness Week 2020: Emma's Dilemma and Taylor's Tale. YAG members developed a storyline and provided input on the design of the characters and videos, which highlight the importance of respecting friends' privacy choices, and of protecting online accounts.

YAG also engaged with international stakeholders, with one member presenting to the Global Privacy Enforcement Network about youth perspectives on privacy issues. YAG also met with representatives from the Association of Danish Pupils, at a meeting where members from both groups discussed the differences and similarities of privacy issues and perspectives between young people in Victoria and Denmark.



PRIVACY AWARENESS WEEK

Privacy Awareness Week (PAW) is celebrated annually in May across the Asia Pacific region, to raise awareness of the importance of protecting privacy rights. This year, OVIC hosted PAW from 4 – 10 May, with the theme Privacy – Protect yours, respect others’.

Due to the spread of COVID-19, we celebrated PAW online this year. We developed a suite of digital resources for organisations to download and share to show their commitment to protecting information privacy.

The Information Commissioner gave a live streamed keynote address on Periscope to launch PAW. The address has been viewed more than 370 times. We also published a presentation from guest speaker and global privacy expert Sheila FitzPatrick on big data, the privacy challenges that organisations face and privacy considerations during the COVID-19 pandemic.

In the lead up to, and during PAW, we published a series of short animations on social media explaining key privacy principles. These videos have been viewed more than 4,200 times.

We also published new guidance for members of the public on privacy rights in Victoria and what to do in the event of a data breach. *Your Privacy Rights* was OVIC’s highest viewed webpage in May 2020 and received more than 2,500 views that month.

OVIC’s website received 4981 website views during PAW 2020 compared to 446 views during PAW 2019 (an increase of 1017%). The PAW webpage received 941 views during PAW 2020 compared to 216 views during PAW 2019 (an increase of 336%). OVIC also received almost 35,000 impressions and more than 1,000 engagements on Twitter, LinkedIn, and Vimeo during PAW.

We received support from organisations across Victorian government for PAW 2020 including the Department of Premier and Cabinet (DPC), the Victorian Ombudsman and Independent Broad-based Anti-corruption Commission who shared PAW content on their social media channels. DPC’s Chief Information Security Officer recorded a video to promote PAW which has been viewed over 6,000 times on social media.



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* (Vic).

2.0

In October 2019, the **Victorian Protective Data Security Standards (VPDSS) 2.0** were tabled in Parliament and brought into full effect. The VPDSS 2.0 support government to identify and manage its unique risks. This informs good decision making and effective information sharing whilst protecting public sector information.

In February 2020, OVIC published the **Victorian Protective Data Security Framework (VPDSF) 2.0**. The VPDSF 2.0 outlines the monitoring and assurance activities of OVIC and regulated organisations against the VPDSS 2.0.

DATA PROTECTION

The Victorian public sector (**VPS**) operates in an increasingly interconnected and complex world, facing new risks and managing competing priorities.

Information is a key resource that underpins good decision making. OVIC's Information Security Unit (**ISU**) actively promotes responsible information security practices across the VPS.

OVIC's ISU is led by the Assistant Commissioner – Information Security, with support from two Principal Advisors, two senior Business Engagement Officers and an Information Security Officer. The ISU develops information security guidance and products, delivers monitoring and assurance outcomes, and engages widely with stakeholders across the VPS and industry.

VICTORIAN PROTECTIVE DATA SECURITY FRAMEWORK

The Victorian Protective Data Security Framework (**the Framework or VPDSF**) and the Victorian Protective Data Security Standards (**the Standards or VPDS**) were released and first issued in 2016. Since then, the threat landscape has changed and continues to evolve.

OVIC commissioned an external review of the Framework and Standards in 2017, to assess their effectiveness and identify areas for improvement.

In response to the review, OVIC revised the Framework, the Standards and supporting resources. The VPDSF 2.0 was launched in February 2020. The VPDSF 2.0 clarifies roles and responsibilities, refines assurance expectations, and clearly articulates information security outcomes resulting from adherence to the Standards.

The updated content in the VPDSF 2.0 outlines monitoring and assurance activities based on:

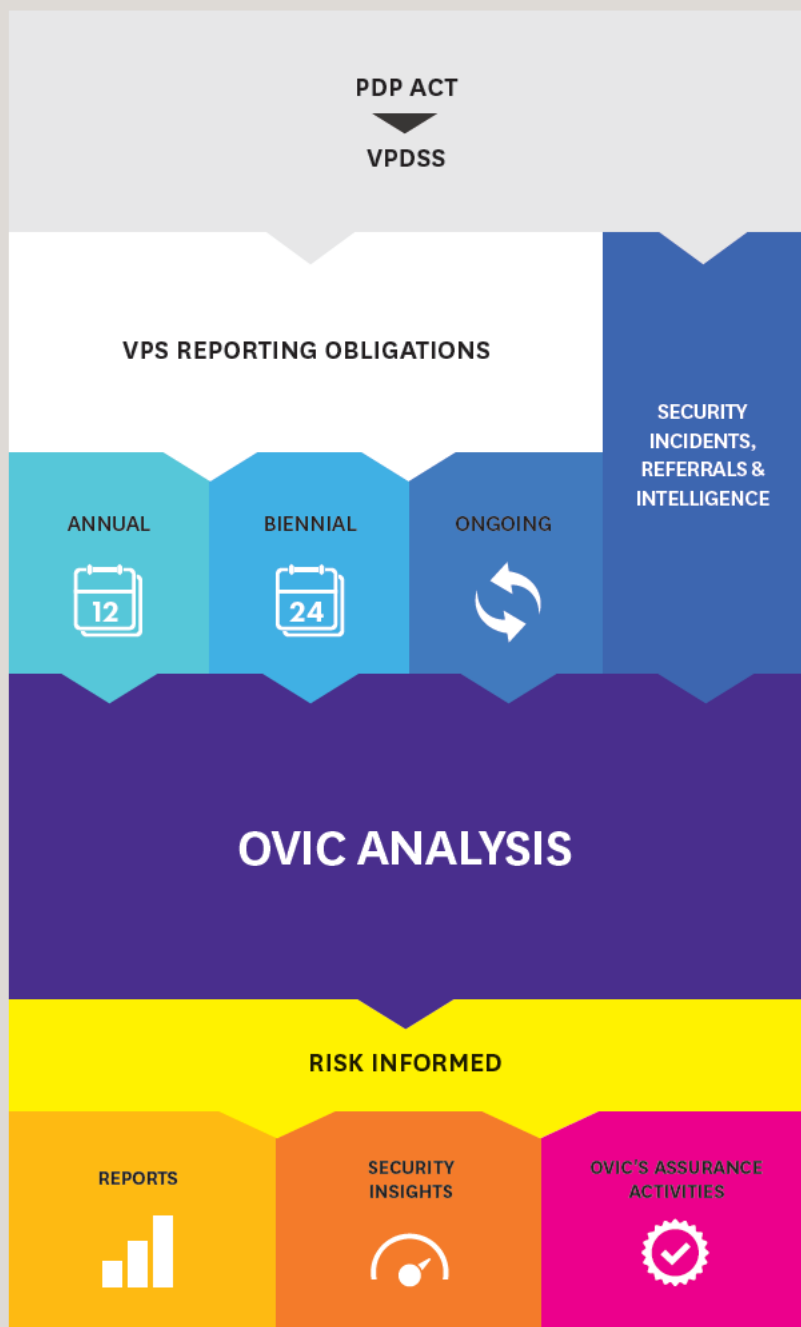
- + the compliance requirements of VPS organisations; and
- + OVIC's responsibilities, powers, and functions.

The Framework provides a model to monitor and measure implementation of the Standards and compliance with the requirements under Part 4 of the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**). It seeks to enhance information security capability and maturity of VPS organisations, by using existing risk management principles and guidelines.

The Framework is based on a regulatory model that concentrates on high-level assurance principles, outcomes, and supports risk-informed monitoring activities. It reflects the unique operating requirements of the VPS and delivers scalable, efficient, effective, and economic security outcomes.

The Framework draws on intelligence feeds and insights from information security incidents, research projects, enquiries, and referrals. OVIC uses these insights to report back to government.

MONITORING AND ASSURANCE ACTIVITIES OF THE FRAMEWORK



3 DATA PROTECTION

VICTORIAN PROTECTIVE DATA SECURITY STANDARDS

In June 2016, the first VPDSS were issued. The VPDSS established high level mandatory requirements to protect public sector information across all security areas.

These security areas include:

- + governance;
- + information;
- + personnel;
- + Information Communications Technology (ICT) and;
- + physical security.

The Standards apply to Victorian government organisations subject to Parts 4 and 5 of the PDP Act.

Designed to be consistent with national and international standards, the Standards outline the Victorian government's approach to protecting public sector information. They focus on enabling efficient, effective, and economic investment in security measures through a risk-managed approach. The Standards also help Victorian government organisations:

- + manage public sector information throughout its lifecycle (from creation to disposal);
- + manage public sector information across all security areas;
- + manage security risks to the confidentiality, integrity and availability of public sector information;
- + manage security risks introduced by external parties with access to public sector information;
- + confidently share public sector information with other organisations; and
- + minimise the likelihood and impact of security incidents.

Following the independent review of the Framework and Standards in 2017, OVIC refined and streamlined the requirements of the Standards and supporting material.

A draft outline of proposed reforms was presented to VPS and industry stakeholders in an extensive consultation process. OVIC received 493 pieces of feedback during the consultation period from 47 individual submissions.

On 11 October 2019, The Honourable Gavin Jennings MLC, former Special Minister of State, approved the updated Standards (**VPDSS 2.0**) in accordance with sections 86 and 87 of the PDP Act. Information Commissioner Sven Bluemmel subsequently revoked the old Standards and issued VPDSS 2.0 on 28 October 2019.

The VPDSS 2.0 outline 12 requirements to cater for the diverse range of Victorian government organisations.

How organisations implement these requirements depends on:

- + their internal and external context;
- + the security value of the information; and
- + associated risks.

To help organisations transition to and implement the revised Standards, OVIC published supporting reference material for each Standard, in the form of VPDSS Elements. The VPDSS Elements help organisations target their information security efforts to manage their identified risks.

INFORMATION SECURITY GUIDANCE

This year, OVIC published and updated a range of information security guidance including practitioner guides, information sheets, and more.

Some of the guidance we published this year included:

- + A Practitioner Guide on Protective Markings (V2.0);
- + A User Guide on Labelling and Handling Protectively Marked Information (V2.0);
- + A VPDSS Implementation Guide (including the VPDSS Elements and Primary Resources) (V2.0);
- + A Practitioner Guide on Information Security Risk Management (V2.0);
- + A Practitioner Guide on Identifying and Managing Information Assets (V2.0);
- + A Sample Information Asset Register (IAR) Template (V2.0);
- + A Practitioner Guide on Assessing the Security Value of Public Sector Information (V2.0)
- + The VPDSF Business Impact Level (BIL) table (V2.1);
- + An Overview of the VPDSF and the Five-Step Action Plan (V1.2);
- + An information sheet on Multi-Organisation Reporting;
- + An information sheet on Partnering Entities;
- + An information sheet on Significant Change and Protective Data Security Obligations;
- + FAQs on Victorian Protective Data Security obligations during coronavirus (COVID-19);
- + An information sheet on Information Security Leads;
- + VPDSS V2.0 Consultation Q&A;
- + VPDSS 2.0 to V1.0 Mapping;
- + VPDSS Glossary (V2.0);
- + An information sheet outlining the top Questions for the Audit and Risk Committee Members;
- + An information sheet outlining Local Government Obligations under Part 4 of the PDP Act;
- + A Practitioner Guide to Developing an Information Security Incident Management Framework (V2.0); and
- + An information sheet on OVIC's Information Security Incident Notification Scheme.



3 DATA PROTECTION

ASSURANCE

2019 ATTESTATIONS

VPS organisations submitted their first Protective Data Security Plans (**PDSP**) and attestations to OVIC in August 2018. These PDSPs provided important insights into information security practices across the VPS.

While organisations are required to submit a PDSP to OVIC every two years (or sooner in the event of significant change), the head of an organisation is expected to attest annually to OVIC. The attestation by the agency head confirms that their organisation is continuing its efforts outlined on their latest PDSP.

In August 2019, organisations submitted attestations to OVIC. More than 80% of organisations submitted on time. Insights from the 2019 attestations have shaped the support OVIC has provided to organisations as they approach the next reporting period.

SITE VISITS

Following the 2019 attestation period, OVIC conducted two site visits at:

- + Geelong City Council; and
- + Victorian Law Reform Commission.

These site visits provided OVIC with insights into the information security activities of each organisation and their efforts leading up to the 2020 reporting period.

During these visits, OVIC made the following recommendations:

- + consider all security areas, including information security, personnel security, information communications technology security and physical security;
- + adopt a risk-based approach when implementing the VPDSS and supporting controls linking back to strategic and operational risks; and
- + seek assurance from all appointed third parties, ensuring they are aware of and adhere to their security obligations where they have access to public sector information.

OVIC also recommended organisations adopt the Five-Step Action Plan. The Five-Step Action Plan outlines practical activities to manage information security risks and meet the requirements of the Framework and Standards.

The deadline for the next reporting period is 31 August 2020. OVIC will analyse PDSP submissions and undertake further monitoring and assurance activities.

INFORMATION SECURITY INCIDENT NOTIFICATION SCHEME

OVIC commenced operating the Information Security Incident Notification Scheme (**the scheme**) in October 2019. The scheme helps to centrally coordinate information security incident notifications within Victorian government. It also enables OVIC to analyse trends, develop a comprehensive security risk profile, and gain an understanding of the threat landscape for Victorian government organisations.

Under the scheme, organisations must notify OVIC of incidents that compromise the confidentiality, integrity, or availability of public sector information that meet or exceed a specific threshold:

If an incident results in a 'limited' business impact (Business Impact Level 2) or higher on government operations, organisations, or individuals, OVIC must be notified under this scheme. This requirement is drawn from Standard 9 (Information Security Reporting)- Element 9.010.

The scheme applies to Victorian government organisations subject to Part 4 of the PDP Act and covers information security incidents of all forms.

This includes, but is not limited to:

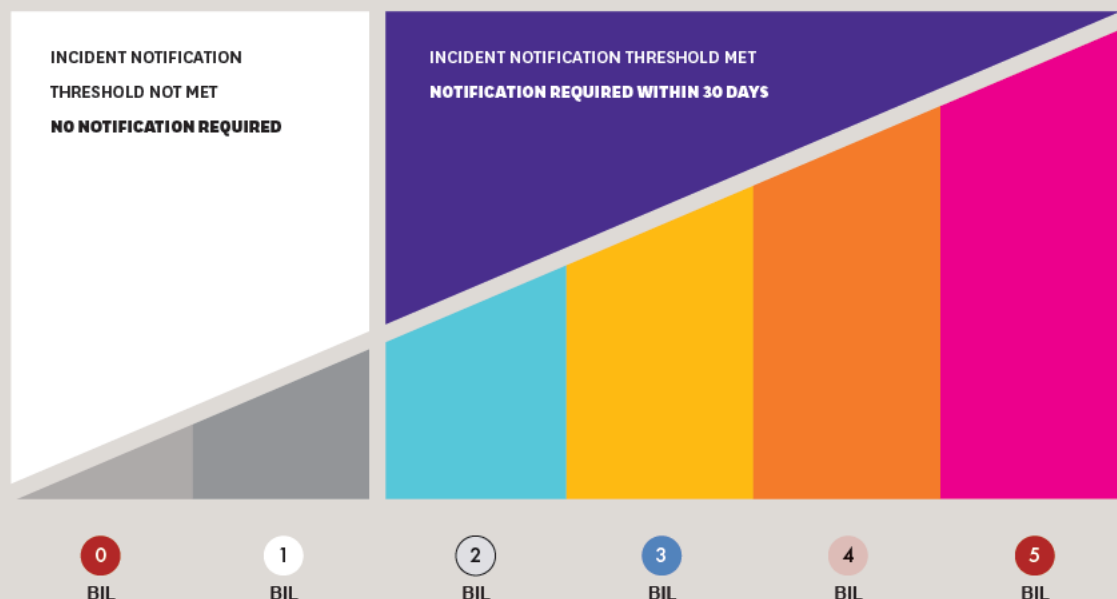
- + compromises of soft copy (digital or electronic) information;
- + compromises of hard copy material (including printed documents, photographs and recorded information in either audio or video); and
- + unauthorised or inappropriate verbal disclosures.

OVIC collaborated with the Department of Premier and Cabinet (**DPC**) to ensure the scheme is aligned with DPC's Cyber Incident Response Service (**CIRS**).

Organisations that notify OVIC of an information security incident can request assistance from CIRS if an incident involves the compromise of digital systems and infrastructure. Additionally, if an incident involves breaches of personal information, OVIC's Privacy Guidance team can provide support. If an incident has a criminal element, OVIC advises organisations to follow their own internal policy and notify law enforcement agencies where required.

Analysing incidents will provide insights to VPS organisations, by informing their own risk assessments and shaping programs of work. OVIC will also use these insights to develop and refine information security products and guidance material.

INFORMATION SECURITY INCIDENT NOTIFICATION SCHEME



3 DATA PROTECTION

STAKEHOLDER ENGAGEMENT

VICTORIAN INFORMATION SECURITY NETWORK

The Victorian Information Security Network (**VISN**) was established in 2016 to support the release of the Framework and Standards.

The VISN provides OVIC with an opportunity to gain feedback on our guidance material, programs and activities, to ensure they meet the needs of stakeholders.

This year, OVIC has hosted three major VISN forums including:

- + November 2019 – Launch of the VPDSS 2.0;
- + November 2019 – Key changes to the VPDSS 2.0 and next steps; and
- + February 2020 – Release of the VPDSF 2.0 and the new PDSP.

SPECIAL INTEREST GROUPS

In 2020, OVIC established Special Interest Groups (**SIGs**). SIGs provide VISN members with an additional opportunity to discuss common information security issues or challenges, and share resources.

SIG events may involve training from subject matter experts, presentations from guest speakers, case studies, or briefings on new VPDSF and VPDSS guidance or products.

INFORMATION SECURITY LEADS

Information Security Leads help coordinate and guide the implementation of the Standards on behalf of organisations.

OVIC recommends organisations adopt a collective effort to managing information security risks, with involvement from all areas of the business. This effort may be led by the Information Security Lead and include representatives from across the business on a cross-functional working group. Each representative can offer important insights from their respective areas and help with communicating to a range of stakeholders.

This year, OVIC published a resource highlighting the important role that Information Security Leads play for OVIC and the organisation.

ENGAGING INDUSTRY

OVIC actively engages with industry stakeholders. This year, OVIC held four engagements with industry stakeholders, both in person and virtually due to COVID-19. Industry stakeholders provide OVIC with a unique insight into the experiences of VPS organisations and assist in refining and developing guidance material.

STATES AND TERRITORY SECURITY REPRESENTATIVES MEETING

OVIC is an active participant in an informal group of State and Territory security representatives which was established in 2013. This group hosts meetings on a bi-annual basis. These meetings provide an opportunity for security representatives from across Australia and New Zealand to discuss matters of mutual significance, share ideas, initiatives, and concerns.

A meeting was held in 2019 and the second meeting in March 2020 was cancelled due to COVID-19.

VICTORIA POLICE

OVIC hosts monthly meetings with key stakeholders from the Victoria Police Information, Systems, and Security Command (**ISSC**). These meetings provide an opportunity for Victoria Police and OVIC to discuss emerging trends or issues in law enforcement data security.

As part of its oversight of Victoria Police, OVIC receives briefings on projects that involve managing and securing law enforcement data. These include CCTV biometric and facial recognition, remote and piloted aircraft and systems, and protective data security incidents or breaches.

OVIC also conducts site inspections of Victoria Police facilities as part of a monitoring and assurance program. OVIC is developing a Memorandum of Understanding with Victoria Police to maintain ongoing access to Victoria Police information and systems.

OVIC and Victoria Police also participate in an implementation working group with ISSC representatives to discuss outstanding recommendations made by the former Office of the Commissioner for Law Enforcement Data Security and the former Office of the Commissioner for Privacy and Data Protection. This year, 11 recommendations were closed. This means the number of outstanding recommendations was reduced by 25%.

Victoria Police reports independently on its information security program by submitting its PDSP and attestation to OVIC. Additionally, Victoria Police submits information security incidents to OVIC on a weekly basis. Where incidents meet the threshold for OVIC's information security incident notification scheme, they are captured and recorded under that scheme.

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FREEDOM OF INFORMATION

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Freedom of information (**FOI**) is integral to an open, transparent, and accountable government. This year, a record 40,951 FOI requests were made to Victorian government agencies and Ministers. Most of these requests were made 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.

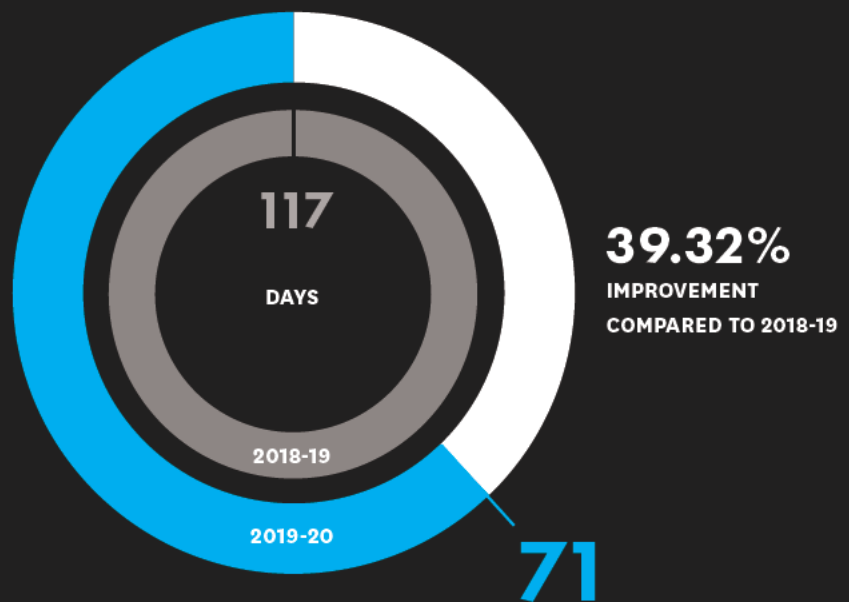
IMPROVED TIMELINESS

In 2019-20, OVIC made major improvements in the timeliness of finalising complaints and reviews.

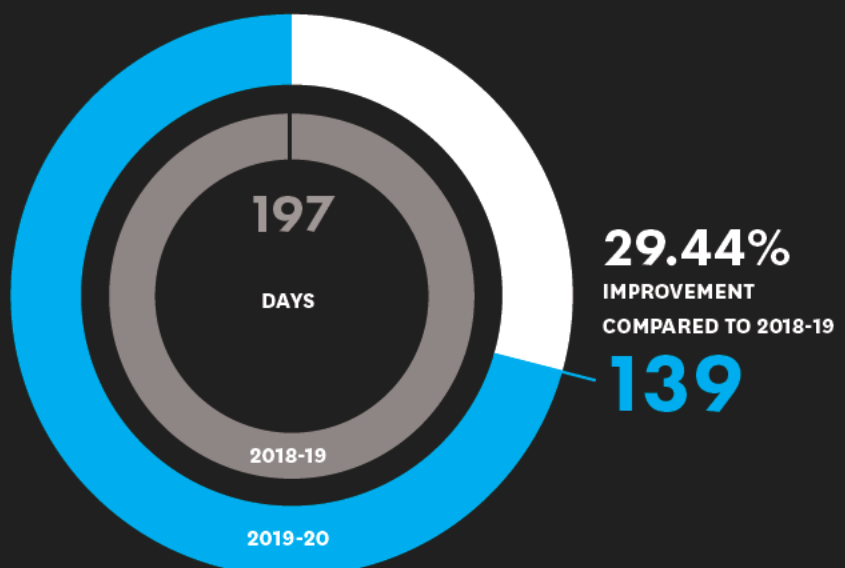
The average time taken to finalise a complaint reduced to 71 days compared to 117 days last year, which represents a 39.32% improvement.

Similarly, the average time taken to finalise a review reduced to 139 days compared to 197 days last year, which is a 29.44% improvement.

AVERAGE TIMEFRAME TO COMPLETE A COMPLAINT



AVERAGE TIMEFRAME TO FINALISE A REVIEW



4

FREEDOM OF INFORMATION

The 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 the FOI Professional Standards; and
- + providing advice, education and guidance to agencies and the public.

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

The Public Access branch comprises 23 staff who work across three teams:

- + Registry and Case Support;
- + Informal Resolution and Complaints; and
- + Reviews

The Commissioners are also supported in their policy, compliance and educative functions by the Policy, Investigations and Assurance, and Communication and Education teams.

REGISTRY AND CASE SUPPORT TEAM AT A GLANCE

OVIC's Registry and Case Support team is the first and last point of contact for reviews and complaints. The team is managed by the Manager, Registry and Case Support.

The team handles all incoming enquiries and correspondence from agencies and members of the public. The team also receives and registers new review applications and complaints, and finalises completed reviews and complaints.

Each year the Registry and Case Support team conducts the annual report survey. This survey collects data on the administration and operation of the FOI Act by each agency and Minister, including the number of requests received and exemptions applied.

This year, the Registry and Case Support team deployed the survey to more than 2000 Victorian government agencies and Ministers.

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.

A Commissioner 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. The team is responsible for conducting detailed reviews of documents. OVIC's review process involves liaising with applicants and agencies on submissions outlining exemptions or the reasons an FOI request was refused. Where a formal review decision is required, the team drafts recommendations for consideration by a Commissioner. To improve understanding of the FOI Act and its object, the team also develops and promotes guidance for agencies and the public.

4 FREEDOM OF INFORMATION

REVIEW APPLICATIONS RECEIVED

This year, OVIC received 646 review applications. This is an increase of 39 compared to last year. Of these, 644 were for review of decisions made by a total of 119 agencies, and two were for decisions made on behalf of a Minister. As at 30 June 2020, 187 reviews remained open.

APPLICANTS

This year, 82.04% (530) of review applicants were members of the public. 9.75% of applicants were Members of Parliament (63), followed by media 4.18% (27) and organisations 4.02% (26).

REVIEW APPLICATION OUTCOMES

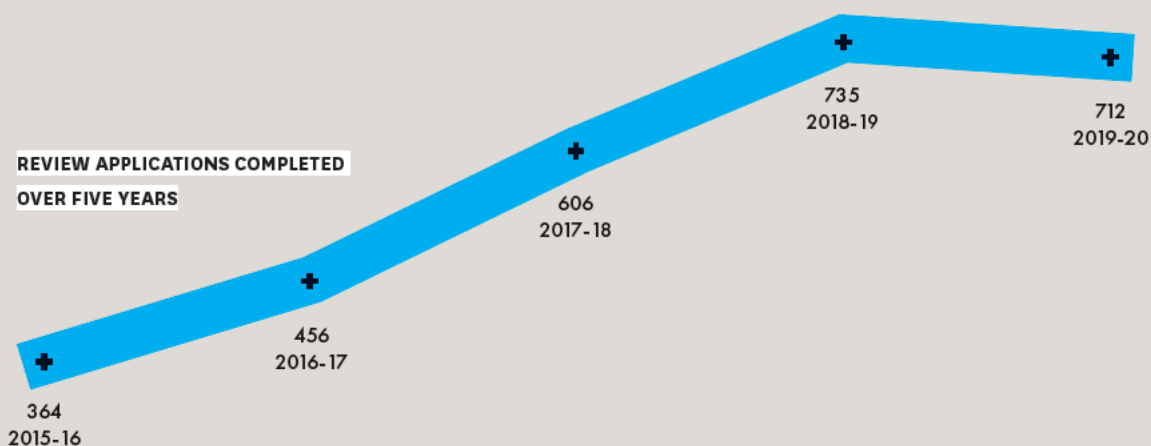
OVIC finalised 712 review applications this year, compared to 735 applications last year. This is a decrease of 3.13%.

As at 30 June 2020, 173 review applications remain to be finalised. Of these, seven were received in a previous financial year.

DOCUMENTS SOUGHT

A broad range of documents were sought by review applicants including:

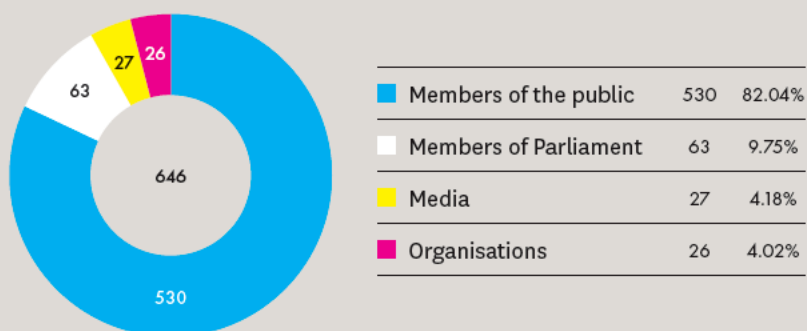
- + police records;
- + medical records;
- + Child Protection records;
- + employment-related records;
- + prison records;
- + school records;
- + investigation records;
- + government decision making records;
- + local government records;
- + property and planning records;
- + workplace accident records;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



REVIEW APPLICATIONS RECEIVED






2019-20	+6.43% Increase	646
2018-19		607

BREAKDOWN OF APPLICANTS



REVIEW APPLICATION OUTCOMES



A formal decision made by a Commissioner		420	58.99%
An informal resolution facilitated with OVIC's assistance		161	22.61%
A decision to dismiss a review application		77	10.81%
A decision not to accept a review application as it falls outside OVIC's jurisdiction under the FOI Act		39	5.48%
The applicant electing to seek review by VCAT as a decision was not made by a Commissioner within time		15	2.10%

4 FREEDOM OF INFORMATION

AGENCY AND MINISTER DECISIONS SUBJECT TO A REVIEW APPLICATION RECEIVED IN 2019-20

Alfred Health	1	Department of Education and Training	32
Ambulance Victoria	3	Department of Environment, Land, Water and Planning	20
Architects Registration Board of Victoria	1	Department of Health and Human Services	63
Austin Health	10	Department of Jobs, Precincts and Regions	10
Australian Grand Prix Corporation	3	Department of Justice and Community Safety	42
Bairnsdale Regional Health Service	2	Department of Premier and Cabinet	7
Ballarat Health Services	3	Department of Transport	22
Banyule City Council	2	Department of Treasury and Finance	5
Barwon Health	2	Development Victoria	4
Bass Coast Shire Council	1	Disability Services Commissioner	1
Bayside City Council	4	East Gippsland Shire Council	2
Bendigo Health Care Group	4	Eastern Health	15
Bendigo Kangan Institute	1	Emergency Services Superannuation Board (t/a ESSSuper)	1
Box Hill Institute	1	Emergency Services Telecommunications Authority	1
Buloke Shire Council	1	Energy Safe Victoria	1
Campaspe Shire Council	1	Environment Protection Authority	6
Central Highlands Region Water Corporation	1	Family Safety Victoria	1
Chisholm Institute	1	Frankston City Council	1
City of Ballarat	2	Game Management Authority	3
City of Boroondara	3	Glen Eira City Council	8
City of Darebin	2	Goulburn Valley Health	1
City of Greater Bendigo	2	Goulburn Valley Region Water Corporation	1
City of Greater Dandenong	1	Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	1
City of Greater Geelong	5	Greater Shepparton City Council	2
City of Melbourne	1	Health Complaints Commissioner	1
City of Port Phillip	3	Hume City Council	2
Commission for Children and Young People	3	Infrastructure Victoria	1
Country Fire Authority	2	Judicial Commission of Victoria	1
Court Services Victoria	6	Kingston City Council	2
Deakin University	2		
Dental Health Services Victoria	2		

Macedon Ranges Shire Council	2	St Vincent's Health	4
Major Transport Infrastructure Authority	11	State Revenue Office	3
Mallee Track Health and Community Service	1	Suburban Rail Loop Authority	1
Manningham City Council	2	Surf Coast Shire Council	2
Maribyrnong City Council	1	Swinburne University of Technology	1
Melbourne Health	4	The Royal Children's Hospital	10
Melbourne Polytechnic	1	The Royal Women's Hospital	2
Melbourne Water	1	Transport Accident Commission	2
Mercy Hospitals Victoria Ltd	4	Transport Safety Victoria	2
Metropolitan Fire and Emergency Services Board	3	University of Melbourne	2
Minister for Energy, Environment and Climate Change	1	V/Line Corporation	1
Monash Health	3	VicForests	1
Monash University	6	VicRoads	7
Moonee Valley City Council	3	Victoria Legal Aid	1
Mornington Peninsula Shire	1	Victoria Police	152
Mount Alexander Shire Council	1	Victorian Building Authority	7
Moyne Shire Council	2	Victorian Commission for Gambling and Liquor Regulation	3
Murrindindi Shire Council	1	Victorian Government Solicitor	1
National Gallery of Victoria	2	Victorian Institute of Forensic Mental Health (t/a Forensicare)	2
Northern Health	6	Victorian Institute of Teaching	3
Office of Public Prosecutions	2	Victorian Planning Authority	1
Office of the Chief Parliamentary Counsel Victoria	2	Victorian WorkCover Authority	19
Office of the Road Safety Camera Commissioner	1	Wellington Shire Council	1
Parks Victoria	2	Western Region Water Corporation	1
Peninsula Health	2	Whittlesea City Council	1
Portland District Health	2	Wyndham City Council	3
Premier of Victoria	3	Yarra City Council	1
Racing Victoria Limited	1	Yarra Ranges Shire Council	2
Rail Projects Victoria	1	Zoological Parks and Gardens Board	1
RSPCA (Victoria)	3		
South West Healthcare	1		
		Total	646¹

¹ This figure excludes two further applications received by OVIC which failed to clearly identify the respondent.

4 FREEDOM OF INFORMATION

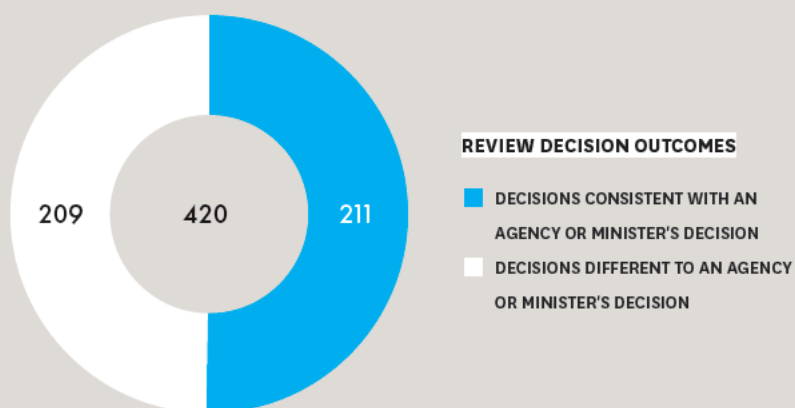
REVIEW DECISIONS

Exceptions and exemptions in the FOI Act should only be relied on by agencies and Ministers in order to protect essential public interests and the private and business affairs of individuals.

Of the 420 review decisions made by the Commissioners this year, 209 decisions differed to decisions originally made by an agency or Minister (49.76%). This reflects OVIC's commitment to upholding the object of the FOI Act, and to ensure fair public access to government-held information.

Decisions made by a Commissioner that varied an agency or Minister's decision, may involve:

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



Common issues in review applications this year included:

- + **Diversion of an agency's resources** – agencies refused to process requests, on the ground that to do so would substantially and unreasonably divert the agency's resources from its other operations (section 25A(1)).

In a number of these review applications, the Commissioners used their power under the FOI Act to seek further information to assess the estimates of time and resources relied upon by the agency and inspected a sample of documents to ensure the section 25A(1) was satisfied.

- + **Personal affairs information and privacy** – whether disclosure of an agency officer's personal affairs information, including their name and position title, would be unreasonable in the circumstances (section 33(1)).

Unless exceptional circumstances apply, the Commissioners generally determined the disclosure of an agency officer's personal affairs information in an agency document would be reasonable in the context of the officer carrying out their professional duties and responsibilities as a public servant.

- + **Secrecy provisions** – Victorian legislation sometimes contains a 'secrecy provision' that prohibits the disclosure of confidential or protected information. The exemption in section 38 of the FOI Act provides that, where a document is subject to a secrecy provision in Victorian legislation, the document or information will be exempt.

In conducting a review of a secrecy provision, the Commissioners carefully consider the operation of the secrecy provision to ensure it applies specifically to the information in the document sought and prohibits the persons referred to in the enactment from disclosing the specified information.

Where disclosure of a document under the Victorian FOI Act would be inconsistent with a secrecy provision in Commonwealth legislation, the Commonwealth law will generally override any right of access to the document under the Victorian FOI Act.

- + **Exposure of a commercial entity to disadvantage** – whether disclosure of a document acquired by an agency from a 'business undertaking', which contains its business, commercial or financial information, would expose the business undertaking unreasonably to disadvantage (section 34(1)(b)).

In most cases, the Commissioners were not satisfied the disclosure of the business, commercial or financial information would expose the undertaking unreasonably to disadvantage given the public interest in transparency and accountability as to the spending by the public sector of public funds on goods and services.

4 FREEDOM OF INFORMATION

RESOLUTION OF REVIEW APPLICATIONS

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

This year, we informally resolved 161 review applications.

Our informal resolution process involves presenting a party to a review application with a variety of resolution options for their consideration, including:

- + providing a preliminary view to a party on the merits of a review application supported by a previous decision made by a Commissioner and OVIC guidance material or Practice Notes;
- + providing the parties with an opportunity to clarify a request or the basis for making a decision;
- + providing the parties with an opportunity to respond to a preliminary view and provide any further information;
- + providing an applicant with information about other options to obtain access to the information they seek;
- + inviting an agency or Minister to disclose a document or make a fresh decision to disclose more documents or information to an applicant; and
- + reviewing the document and establishing the information an applicant seeks is not in the document, or when it is likely a Commissioner will make the same decision as the agency, we encourage an applicant to reconsider their application and provide them with the opportunity to discontinue their application.

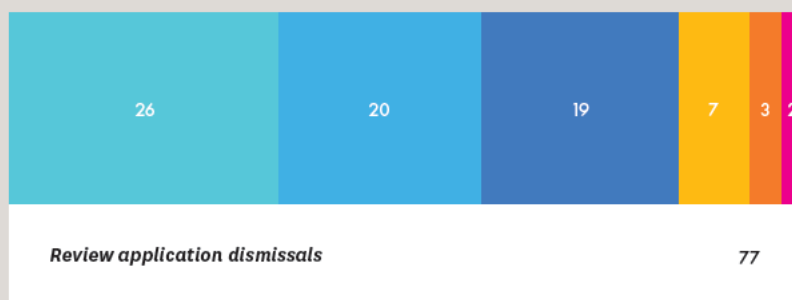
Positive outcomes of informal resolution include:

- + the efficient resolution of a review application;
- + narrowing the scope of a review application and reducing the time required to finalise the review;
- + an agency making a fresh decision or releasing more documents outside the FOI Act; and
- + an applicant gaining a better understanding of the matter or receiving advice about other ways to obtain the information they seek.

DISMISSAL OF REVIEW APPLICATIONS

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

This year, the Commissioners dismissed 77 review applications on the following grounds:



	Applicant agreed with an agency's fresh decision	26	33.77%
	Review was not appropriate under the circumstances	20	25.97%
	Applicant did not respond and was taken to agree with a fresh decision made by an agency	19	24.68%
	Applicant failed to cooperate with a review	7	9.09%
	Applicant could not be contacted following reasonable attempts to do so	3	3.90%
	Review would be more appropriately dealt with by VCAT	2	2.60%

CASE STUDY

We received a review application where an agency refused access to CCTV footage and a witness statement. Before making a formal decision, we engaged with the applicant and the agency to provide each party with an opportunity to discuss key issues and to explore options to informally resolve the matter.

The agency stated the release of the CCTV footage would unreasonably disclose the personal affairs information of unrelated third parties. The agency also advised it did not have the resources to individually edit out the images of each third party.

The applicant was willing to receive a single screenshot where no third parties were in the frame of the screen. The agency was able to locate and provide the screenshot and the applicant was satisfied with this outcome.

We provided the applicant with a link to OVIC's published decisions highlighting the Commissioner's views on the release of witness statements. The applicant accepted that the documents were exempt and withdrew the review application.

4 FREEDOM OF INFORMATION

REVIEW DECISIONS MADE

Agency or Minister	Same outcome	Different outcome	Total
Alfred Health	1	0	1
Alpine Shire Council	0	1	1
Architects Registration Board of Victoria	0	1	1
Austin Health	6	0	6
Australian Grand Prix Corporation	1	1	2
Bairnsdale Regional Health Service	0	1	1
Ballarat Health Services	1	0	1
Banyule City Council	1	0	1
Barwon Health	4	0	4
Bayside City Council	0	3	3
Bendigo Health Care Group	0	2	2
Campaspe Shire Council	0	2	2
City of Ballarat	1	2	3
City of Darebin	1	0	1
City of Greater Geelong	1	2	3
City of Monash	0	1	1
City of Port Phillip	0	1	1
City of Stonnington	0	1	1
Commission for Children and Young People	2	0	2
Country Fire Authority	1	2	3
Court Services Victoria	3	2	5
Deakin University	1	0	1
Dental Health Services Victoria	0	2	2
Department of Education and Training	10	12	22
Department of Environment, Land, Water and Planning	5	7	12
Department of Health and Human Services	28	11	39

Agency or Minister	Same outcome	Different outcome	Total
Department of Jobs, Precincts and Regions	2	7	9
Department of Justice and Community Safety	17	13	30
Department of Premier and Cabinet	2	2	4
Department of Transport	3	6	9
Department of Treasury and Finance	0	4	4
Development Victoria	4	0	4
Eastern Health	4	6	10
Emergency Services Superannuation Board (t/a ESSSuper)	1	0	1
Emergency Services Telecommunications Authority	2	0	2
Energy Safe Victoria	1	0	1
Environment Protection Authority	1	2	3
Essential Services Commission	0	1	1
Family Safety Victoria	0	1	1
Frankston City Council	1	0	1
Game Management Authority	1	0	1
Glen Eira City Council	1	0	1
Goulburn Valley Health	0	1	1
Goulburn Valley Region Water Corporation	0	1	1
Greater Shepparton City Council	1	1	2
Health Complaints Commissioner	0	1	1
Hume City Council	0	1	1
Infrastructure Victoria	0	1	1
Judicial Commission of Victoria	1	0	1
Kingston City Council	1	0	1

<i>Agency or Minister</i>	<i>Same outcome Different outcome Total</i>		
Major Transport Infrastructure Authority	1	5	6
Mallee Track Health and Community Service	1	0	1
Manningham City Council	0	1	1
Maribyrnong City Council	0	1	1
Melbourne Health	2	3	5
Melbourne Water	0	1	1
Mercy Hospitals Victoria Ltd	4	0	4
Merit Protection Boards	1	0	1
Metropolitan Fire and Emergency Services Board	0	1	1
Monash Health	0	3	3
Monash University	4	7	11
Moonee Valley City Council	1	2	3
Moreland City Council	0	1	1
Mornington Peninsula Shire	0	1	1
Mount Alexander Shire Council	1	0	1
Moyne Shire Council	0	1	1
Murrindindi Shire Council	2	0	2
Museums Victoria	0	1	1
National Gallery of Victoria	0	1	1
Northern Health	0	2	2
Office of Public Prosecutions	1	0	1
Parks Victoria	0	1	1
Peninsula Health	1	0	1
Racing Victoria Limited	0	1	1
St Vincent's Health	1	2	3
State Revenue Office	1	2	3
Suburban Rail Loop Authority	1	0	1

<i>Agency or Minister</i>	<i>Same outcome Different outcome Total</i>		
Surf Coast Shire Council	0	2	2
The Royal Children's Hospital	4	2	6
The Royal Women's Hospital	1	1	2
Transport Accident Commission	1	0	1
Transport Safety Victoria	1	0	1
V/Line Corporation	0	3	3
VicForests	0	1	1
VicRoads	2	5	7
Victoria Police	58	38	96
Victorian Building Authority	2	2	4
Victorian Commission for Gambling and Liquor Regulation	1	0	1
Victorian Curriculum and Assessment Authority	1	0	1
Victorian Equal Opportunity & Human Rights Commission	1	0	1
Victorian Government Solicitor	0	1	1
Victorian Institute of Teaching	1	1	2
Victorian Legal Services Commissioner	1	0	1
Victorian Planning Authority	0	1	1
Victorian WorkCover Authority	4	10	14
Wellington Shire Council	0	1	1
Yarra City Council	0	2	2
Zoological Parks and Gardens Board	1	0	1
Total	211	209	420

4 FREEDOM OF INFORMATION

DISMISSAL OF REVIEWS

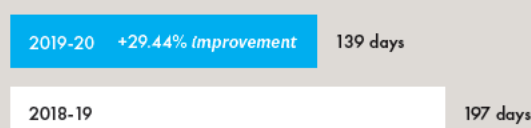
<i>Agency (of case)</i>	<i>Total</i>	<i>Agency (of case)</i>	<i>Total</i>
Austin Health	4	Victoria Police	17
Barwon Health	1	Victorian Building Authority	2
City of Ballarat	1	Victorian Institute of Forensic Mental Health (t/a Forensicare)	1
City of Casey	1	Victorian Ports Corporation (Melbourne)	1
City of Greater Geelong	1	Victorian Rail Track (t/a VicTrack)	1
Country Fire Authority	2	Victorian WorkCover Authority	3
Department of Education and Training	6	Western Health	1
Department of Environment, Land, Water and Planning	1	Whittlesea City Council	1
Department of Health and Human Services	5	Wyndham City Council	1
Department of Justice and Community Safety	4	Yarra City Council	1
Department of Treasury and Finance	1	Total	77
Eastern Health	2		
Glen Eira City Council	2		
Health Complaints Commissioner	1		
Macedon Ranges Shire Council	1		
Major Transport Infrastructure Authority	1		
Manningham City Council	1		
Metropolitan Fire and Emergency Services Board	1		
Murrindindi Shire Council	1		
Northern Health	1		
Office of Public Prosecutions	2		
RSPCA (Victoria)	1		
State Revenue Office	1		
Surf Coast Shire Council	1		
The Royal Children's Hospital	1		
Veterinary Practitioners Registration Board of Victoria	1		
VicRoads	2		
Victoria Legal Aid	1		

TIMELINESS OF FINALISING REVIEWS

This year, of the 712 reviews finalised, 43.26% were finalised within the 30 day statutory timeframe, or as agreed by the applicant. This is an improvement of 100% compared to last year.

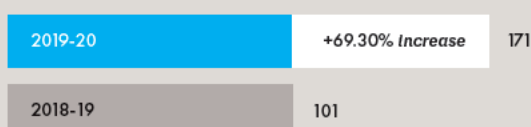
The average timeframe to finalise a review application decreased to 139 days this year compared to 197 days last year, which is a 29.44% improvement.

AVERAGE TIMEFRAME TO COMPLETE A REVIEW



Of the 420 review decisions made this year, 40.71% were finalised within the 30 day statutory timeframe, or as agreed by the applicant. This is an improvement of 69% compared to last year.

FORMAL REVIEW DECISIONS COMPLETED WITHIN STATUTORY OR AGREED TIMEFRAME



The following factors affect timeliness in the finalisation of review applications:

- + prioritising the completion of aged review applications;
- + applicants not responding to requests for extensions in time;
- + applicants refusing to agree to 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, including the provision of documents subject to review in a timely manner;

- + delays in the provision of submissions by agencies and/or applicants, and where multiple submissions are provided;
- + the time required to conduct a thorough review of an agency's decision and make a fresh decision where we determine to release further documents;
- + the requirement for our staff to attend agencies to inspect documents subject to review where the FOI Act does not allow for provision of these documents;
- + the impact of COVID-19 preventing in-person inspections prior to the introduction of the *COVID-19 Omnibus Regulations 2020*; and
- + the impact of COVID-19 preventing our staff attending agency offices to inspect documents prior to the introduction of the *COVID-19 Omnibus Regulations 2020*, which enables us to securely receive documents subject to inspection requirements electronically.

If a review decision is not made by a Commissioner within the statutory timeframe or as agreed by an applicant, the applicant may exercise their right to seek review by VCAT of the agency or Minister's original decision. Where an applicant chooses to exercise this right, we close their review application.

Next year, we are committed to making 60% of formal review decisions within 30 days of a review application or other extended time period, agreed by the applicant. The focus on reducing our remaining aged reviews this year, the introduction of Professional Standards and the implementation of electronic review and complaint files will help us achieve this goal.

4 FREEDOM OF INFORMATION

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 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.

Last year, OVIC was notified of 66 applications made to VCAT seeking review of a decision made by the Commissioners. There were 42 applications commenced by the applicant.

This year, we were notified of 57 applications made to VCAT seeking review of a decision made by the Commissioners. There were 36 applications commenced by the applicant or third parties. This is a 13.64% reduction compared to last year.

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, an applicant can make a complaint about:

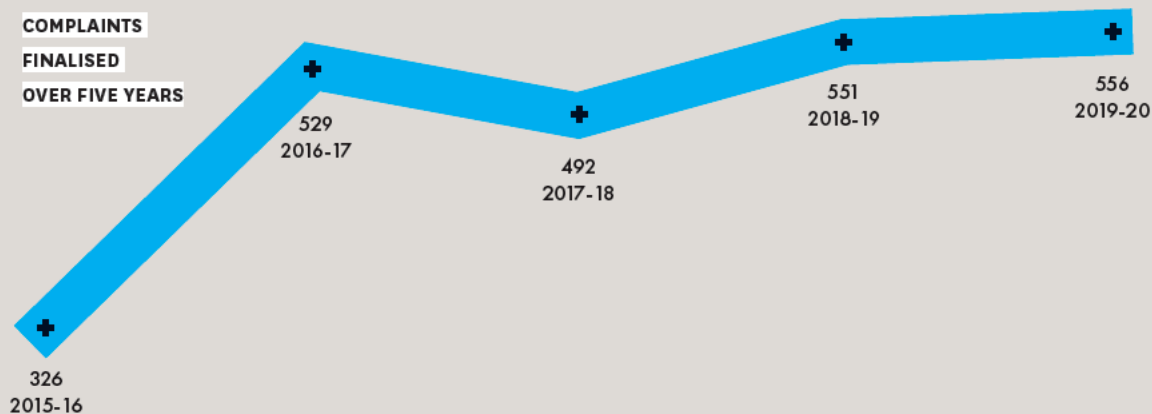
- + a delay in handling an FOI request;
- + a decision that a requested document does not exist or cannot be located; or
- + an action taken or failed to be taken by a principal officer in the performance or purported performance of their functions and obligations under Part IB or Part II (Publication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

In the case of a Minister, an applicant can make a complaint 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;
- + a decision to release a document containing personal or business affairs information; or
- + the failure of a Minister to comply with Ministerial Professional Standards.

To be valid, a complaint must:

- + be made in writing, unless an applicant is unable to do so, in which case the complaint can be made orally;
- + set out the nature of the complaint;
- + identify the relevant agency or Minister; and
- + be made within 60 calendar days of the action or conduct occurred.

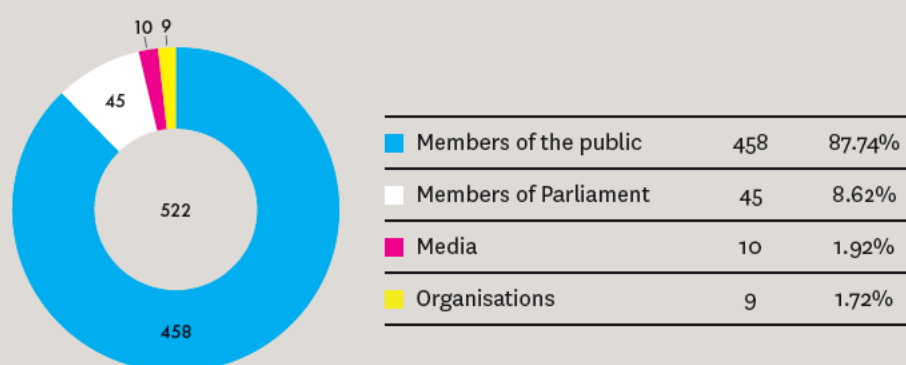


COMPLAINTS RECEIVED

This year, OVIC received 522 complaints, which is a 3.16% increase compared to last year. As at 30 June 2020, 62 complaints remained open.



Complainants fall into four broad categories:



Common complaints include:

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

CASE STUDY

We received a complaint from an applicant who received an FOI decision but was not satisfied that the agency had conducted a thorough and diligent search. The applicant claimed that not all relevant documents were identified.

We worked with the applicant to seek further information regarding the documents the applicant believed should have been located. We then contacted the agency to seek more information on the document search conducted.

The agency advised:

- + the areas searched during the handling of the FOI request, including the search terms used where electronic searches were conducted;
- + four additional documents were located during the searches, but not included in the agency's decision as they had already been released to the applicant; and
- + areas described by the applicant were not searched, as they were outside the scope of the FOI request.

We provided the agency's submission to the complainant including information on the release of the four additional documents located by the agency. The applicant accepted the outcome and agreed to close the complaint.

INFORMAL RESOLUTION AND COMPLAINTS TEAM AT A GLANCE

The Informal Resolution and Complaints team attempts to resolve issues informally or by agreement with the parties. The team is managed by the Manager, Early Resolution and Complaints and is overseen by the Assistant Commissioner – Public Access Resolution.

OVIC's informal resolution process involves:

- + 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 inquiries about the complaint and seek a response;
- + considering information provided by a complainant, and the agency or Minister, to assess ways to informally resolve the complaint;
- + issuing preliminary views and / or resolution options for consideration by the complainant, and the agency or Minister;
- + following up with a complainant and agency to obtain further information and propose options to resolve the complaint; and
- + identifying and monitoring agency compliance with Professional Standards.

If informal resolution is unsuccessful, we may conciliate a complaint, with the agreement of both parties. If conciliation is unsuccessful, or inappropriate in the circumstances, we may dismiss a complaint or make recommendations to the relevant agency, principal officer or Minister. Recommendations can include suggestions for improvements to the agency's policies, procedures and systems.

4 FREEDOM OF INFORMATION

AGENCY AND MINISTER SUBJECT TO A COMPLAINT RECEIVED IN 2019-20

Accident Compensation Conciliation Service	1	Department of Education and Training	12
Albury Wodonga Health	1	Department of Environment, Land, Water and Planning	16
Alfred Health	7	Department of Health and Human Services	22
Attorney-General	4	Department of Jobs, Precincts and Regions	9
Bairnsdale Regional Health Service	23	Department of Justice and Community Safety	40
Barwon Health	1	Department of Premier and Cabinet	6
Barwon Region Water Corporation	2	Department of Transport	40
Bass Coast Shire Council	1	Department of Treasury and Finance	3
Bayside City Council	1	East Wimmera Health Service	4
Bendigo Health Care Group	1	Eastern Health	1
Bendigo Kangan Institute	1	Environment Protection Authority	8
Buloke Shire Council	3	Frankston City Council	2
Cenitex	1	Game Management Authority	2
Central Goldfields Shire Council	1	Goulburn Valley Health	1
City of Ballarat	2	Goulburn Valley Region Water Corporation	1
City of Boroondara	1	Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	1
City of Casey	1	Greater Shepparton City Council	3
City of Darebin	1	Hepburn Shire Council	3
City of Greater Dandenong	1	Heritage Council of Victoria	1
City of Melbourne	1	Holmesglen Institute	1
City of Port Phillip	1	Horsham Rural City Council	1
City of Stonnington	1	Hume City Council	4
City West Water Corporation	1	La Trobe University	1
Coliban Region Water Corporation	2	Level Crossing Removal Project	2
Corangamite Shire	1	Macedon Ranges Shire Council	1
Country Fire Authority	6	Major Transport Infrastructure Authority	12
Court Services Victoria	8	Maribyrnong City Council	1
Dental Health Services Victoria	1		
Department of Economic Development, Jobs, Transport and Resources	2		

Melbourne Health	4
Melbourne Water	4
Mercy Hospitals Victoria Ltd	3
Metropolitan Fire and Emergency Services Board	1
Minister for Energy, Environment and Climate Change	3
Minister for Transport Infrastructure	2
Minister for Workplace Safety	1
Monash Health	4
Moyne Shire Council	4
Muckatah Recreation Reserve Committee of Management	1
Murrindindi Shire Council	1
National Gallery of Victoria	1
Northeast Health Wangaratta	1
Northern Health	7
Office of Public Prosecutions	1
Parks Victoria	5
Peninsula Health	7
Premier of Victoria	3
Racing Victoria Limited	2
RMIT University	1
RSPCA (Victoria)	16
Rural City of Wangaratta	1
South East Water	1
St Vincent's Health	2
State Revenue Office	5
Surf Coast Shire Council	1
Swinburne University of Technology	2
University of Melbourne	4

VicForests	1
VicRoads	9
Victoria Legal Aid	1
Victoria Police	96
Victoria University	2
Victorian Building Authority	5
Victorian Institute of Teaching	4
Victorian Ombudsman	1
Victorian WorkCover Authority	15
Walkerville Foreshore Reserve Committee of Management	1
Western Health	5
Western Region Water Corporation	1
Whittlesea City Council	2
Yarra City Council	1
Yarra Ranges Shire Council	4
Yarra Valley Water Corporation	1
Zoological Parks and Gardens Board	2
Not subject to FOI Act	7
Total	522

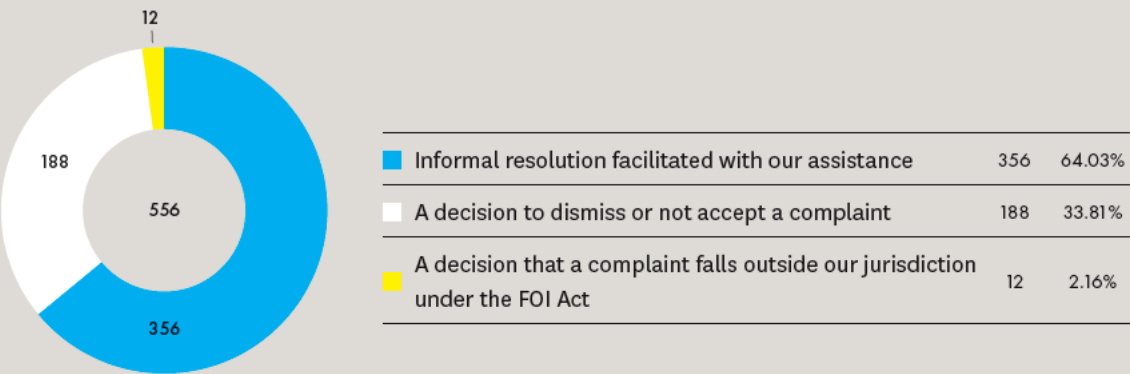
4 FREEDOM OF INFORMATION

COMPLAINT OUTCOMES

This year, OVIC finalised 556 complaints compared to 551 last year. This is the largest number of complaints finalised in the past five years. No complaints were carried over from the previous financial year.



This year complaints were finalised by:



We 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.

COMPLAINT TIMELINESS

This year, the average time taken to finalise a complaint was 71 days. This is a 39.32% improvement from last year, where the average time was 117 days.

2019-20	+39.32% Increase	71 days
2018-19		117 days

The length of time taken to finalise or resolve a complaint is affected by:

- + 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, the Information Commissioner may make a recommendation to an agency or Minister under Part VIA of the FOI Act that the Commissioner considers appropriate. No formal recommendations were made this year.

ACCESS CHARGE CERTIFICATES

Agencies may request an applicant to pay an access charge when processing an FOI request. Access charges relate to costs associated with copying documents, providing access in alternate forms, supervising access to documents, searching for documents and generating documents from electronic data.

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

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

This year, we received 10 requests for access charge certificates and finalised 11, with one request carried over from the previous financial year.

Of the 11 requests finalised this year:

- + 1 certificate was issued;
- + 9 requests were withdrawn; and
- + 1 request was not accepted.

4 FREEDOM OF INFORMATION

COMPLAINTS FINALISED

LIST OF AGENCY AND MINISTER COMPLAINT OUTCOMES 2019-20

<i>Agency</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>
Accident Compensation Conciliation Service	0	1	0
Albury Wodonga Health	0	2	1
Alfred Health	0	1	6
Attorney-General	1	1	2
Austin Health	0	1	0
Bairnsdale Regional Health Service	0	1	15
Barwon Health	0	0	1
Barwon Region Water Corporation	0	2	0
Bayside City Council	1	0	0
Bendigo Health Care Group	0	0	1
Bendigo Kangan Institute	0	1	0
Buloke Shire Council	0	1	2
Cenitex	0	0	1
Central Goldfields Shire Council	0	0	1
City of Ballarat	0	2	1
City of Boroondara	0	0	1
City of Casey	0	0	1
City of Darebin	0	0	1
City of Greater Bendigo	0	0	1
City of Greater Dandenong	0	0	1
City of Melbourne	0	0	1
City of Port Phillip	0	0	1
City of Stonnington	0	1	0
City West Water Corporation	0	1	0
Coliban Region Water Corporation	0	0	2
Corangamite Shire	0	0	1
Country Fire Authority	0	1	4

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally
Court Services Victoria	0	8	0
Dental Health Services Victoria	0	1	0
Department of Economic Development, Jobs, Transport and Resources	0	1	1
Department of Education and Training	0	8	7
Department of Environment, Land, Water and Planning	1	9	8
Department of Health and Human Services	0	12	12
Department of Jobs, Precincts and Regions	1	1	7
Department of Justice and Community Safety	0	15	31
Department of Premier and Cabinet	0	0	7
Department of Transport	0	9	23
Department of Treasury and Finance	0	1	2
East Wimmera Health Service	0	0	4
Environment Protection Authority	0	1	7
Frankston City Council	0	1	1
Game Management Authority	0	1	1
Goulburn Valley Health	0	1	0
Goulburn Valley Region Water Corporation	0	0	1
Goulburn-Murray Rural Water Corporation t/a Goulburn-Murray Water	0	1	0
Greater Shepparton City Council	0	0	3
Hepburn Shire Council	0	1	1
Heritage Council of Victoria	0	0	1
Hindmarsh Shire Council	0	0	1
Holmesglen Institute	0	0	1
Horsham Rural City Council	0	0	1
Hume City Council	0	0	4
La Trobe University	0	0	1
Latrobe City Council	0	1	0
Level Crossing Removal Project	0	0	3
Macedon Ranges Shire Council	0	1	1

4 FREEDOM OF INFORMATION

LIST OF AGENCY AND MINISTER COMPLAINT OUTCOMES 2019-20 (CONTINUED)

<i>Agency</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>
Major Road Projects Victoria	0	1	0
Major Transport Infrastructure Authority	0	1	14
Maribyrnong City Council	0	0	1
Melbourne Health	0	1	3
Melbourne Water	0	0	4
Mercy Hospitals Victoria Ltd	0	2	2
Merit Protection Boards	0	0	1
Metropolitan Fire and Emergency Services Board	0	0	1
Minister for Energy, Environment and Climate Change	0	2	1
Minister for Transport Infrastructure	0	0	2
Minister for Workplace Safety	0	1	0
Monash Health	0	3	2
Mornington Peninsula Shire	0	1	0
Moyne Shire Council	0	1	2
Murrindindi Shire Council	1	1	1
National Gallery of Victoria	0	0	1
Northeast Health Wangaratta	0	2	0
Northern Health	0	5	2
Office of Public Prosecutions	0	1	0
Office of the Chief Parliamentary Counsel Victoria	0	1	0
Parks Victoria	0	4	3
Peninsula Health	0	3	4
Premier of Victoria	0	2	0
Racing Victoria Limited	0	0	1
RMIT University	0	0	1
RSPCA (Victoria)	0	3	13
Rural City of Wangaratta	0	0	1
South East Water	1	0	0

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally
Special Minister of State	0	1	0
St Vincent's Health	0	0	2
State Revenue Office	0	5	1
Surf Coast Shire Council	0	0	1
Swinburne University of Technology	0	0	2
Transport Accident Commission	0	0	1
Transport Ticketing Authority	0	1	2
University of Melbourne	0	0	2
V/Line Corporation	0	2	0
VicForests	0	1	0
VicRoads	0	4	12
Victoria Legal Aid	0	0	1
Victoria Police	1	27	72
Victoria University	0	2	0
Victorian Building Authority	0	2	2
Victorian Institute of Teaching	1	3	1
Victorian Ombudsman	0	0	1
Victorian WorkCover Authority	1	9	7
Walkerville Foreshore Reserve Committee of Management	0	1	1
Warrnambool City Council	0	0	1
Western Health	0	2	4
Western Region Water Corporation	0	1	0
Whittlesea City Council	0	1	1
Yarra City Council	0	1	1
Yarra Ranges Shire Council	0	0	2
Yarra Valley Water Corporation	0	1	0
Zoological Parks and Gardens Board	0	0	1
Not subject to FOI Act	3	0	4
Total	12	188	356

4 FREEDOM OF INFORMATION

KEY PROJECTS

PROFESSIONAL STANDARDS

Under Part IB of the FOI Act, the Information Commissioner has the power to develop Professional Standards relating to the conduct of agencies and the administration of the FOI Act.

Throughout 2019, OVIC developed Professional Standards in consultation with key stakeholders.

In total, 33 Professional Standards based on 10 themes were developed. On 9 September 2019, the Information Commissioner issued the Professional Standards which commenced on 2 December 2019.

The purpose of the Professional Standards is to ensure the FOI Act is administered by agencies consistently with:

- + **the object of the FOI Act** – to extend as far as possible the right of the community to access information in the possession of an agency subject to the Act; and
- + **Parliament's intention** – that the provisions of the FOI Act are interpreted to further its object and any discretions conferred by the FOI Act are exercised as far as possible to facilitate and promote the prompt disclosure of information at the lowest reasonable cost.

The Professional Standards aim to improve communication between agencies and applicants, ensure applications are processed in a timely manner, provide clarity to certain provisions, and ensure the FOI Act is given a modern interpretation, both in practice and process.

NEW SECURE FILE SHARING PLATFORM

The *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020 (Regulations)* were made on 19 May 2020 under the *COVID-19 Omnibus (Emergency Measures) Act 2020*.

Part 2 of the Regulations relate to the modification and application of certain provisions in the FOI Act to facilitate certain administrative processes due to COVID-19.

In response to the Regulations, OVIC launched a new file share platform to receive confidential documents securely and electronically from agencies.

OVIC must destroy the documents as soon as practicable after inspection and advise agencies in writing when the inspection is complete, and the documents have been destroyed.

The Regulations made three key temporary changes under the FOI Act including:

- + providing copies of documents subject to an OVIC review claimed to be exempt under section 28, 29A, 31 or 31A by secure electronic means instead of inspection at the agency's premises (regulation 6);
- + providing for additional ways for the Information Commissioner to serve notices to produce or attend on persons and body corporates including by registered post or electronically (regulation 5); and
- + permitting attendance regarding a notice to attend under section 61U of the FOI Act by audio visual link or audio link (this also applies to a person's legal representative) (regulations 7 and 8).

PUBLICATION OF NOTICES OF DECISION

In July 2019, OVIC commenced publishing formal notices of decision made by the Commissioners for review applications received on or after 1 January 2019.

By publishing FOI decisions, we aim to promote understanding and acceptance of the FOI Act by agencies, applicants, and the public.

We often refer applicants and agencies to our published decisions to provide guidance on the Commissioners' approach to the application of exemptions.

As at 30 June 2020, over 280 decisions have been published. Decisions are de-identified and do not include any information that will identify an individual. Agency and organisation names are published.

Notices of decision are published on the OVIC and AustLII websites after a decision is provided to the applicant and agency.

As at 30 June 2020, the Victorian Information Commissioners AUSTLII page had been accessed over 22,000 times.

CASE MANAGEMENT SYSTEM UPGRADE

This year, we upgraded our case management system to further improve our administrative processes and performance and outcomes reporting. We updated workflows to reflect improved business practices, provide additional functionality for case managers and allow accurate recording of data on the introduction of the Professional Standards.

KEY POLICY INITIATIVES

PILOT STUDY ON CULTURAL ATTITUDES TO INFORMATION ACCESS IN VICTORIA

In 2019, OVIC commissioned Monash University to conduct a pilot study on whether the culture of administering access to government information in Victoria could be captured. The study also explored ways to improve the FOI system in Victoria. The study was conducted from May to August 2019, and the report, authored by Associate Professor Johan Lidberg, was published in September 2019.

The study comprised of six Victorian government agencies, ranging from local councils to large government departments. It involved an initial online survey of FOI practitioners, followed by focus groups and interviews with 27 FOI officers.

Findings from the study highlighted the importance of senior management and executive support and involvement in forming and maintaining a positive information access culture. Another key finding was that agencies need more support to facilitate and promote the proactive release of information.

Based on the report's recommendations, the pilot study demonstrated that the culture of administering FOI in Victoria can be captured. Since the study concluded, OVIC has commenced a project exploring the support agencies need to release information proactively and informally.

STATE OF FREEDOM OF INFORMATION IN VICTORIA REPORT

In February 2020, OVIC published a report on the *State of Freedom of Information in Victoria: Five Years in Review 2014 – 2019*.

The report reviewed five years of FOI data and provided an overview of the administration of the FOI Act by agencies and the effectiveness of FOI in Victoria during this period.

The report found that while FOI in Victoria is functioning relatively well, there is room for improvement.

Key areas for improvement include:

- + proactive and informal release of information;
- + providing full access in FOI decisions;
- + executives and senior management prioritising openness and transparency;
- + upskilling staff by utilising OVIC training and guidance; and
- + incorporating transparency into the design of new systems and programs.

By publishing the report, OVIC aimed to facilitate a discussion around transparency, open government and what FOI in Victoria should look like in the future.

4 FREEDOM OF INFORMATION

PROACTIVE AND INFORMAL RELEASE IN THE VICTORIAN PUBLIC SECTOR

Releasing information proactively and informally allows the public to access government information more easily and with less formality and expense than under the FOI Act. In March 2020, OVIC published a discussion paper on the proactive and informal release of information in the Victorian public sector.

We invited submissions from agencies and other interested stakeholders to understand how agencies approach proactive and informal release. We wanted to identify barriers and challenges and understand the support agencies need to improve how they proactively and informally release information.

We received 15 submissions from agencies subject to the FOI Act, private and not-for-profit organisations, and members of the public.

The submissions highlighted common barriers and challenges. Challenges identified were the nature of the requested information including sensitive information, legislative prohibitions including secrecy provisions, capacity, authority of staff to release the information, and support within agencies.

This consultation provides an important foundation for future work OVIC will undertake over the next year.

GUIDANCE

This year, OVIC focused on developing and improving our suite of guidance to support agencies with the commencement of the Professional Standards.

Guidance published this year included:

- + **18 Procedural Practice Notes:** The Procedural Practice Notes detail specific processes or procedures that agencies are required to undertake when administering the FOI Act. Each Practice Note provides best practice guidance and explains technical elements in simple language;
- + **17 Exemption Practice Notes:** The Exemption Practice Notes separate all frequently applied exemptions into individual Practice Notes that outline the exemption, summarise steps to take when applying it, and discusses each element in detail;

- + **20 agency templates:** The templates guide agencies when communicating with applicants, third parties, other agencies, and internal business units. The templates are flexible and can be customised to suit the needs and circumstances of individual agencies; and
- + **FAQs on FOI and COVID-19:** Due to the spread of COVID-19, many agencies started working remotely. Working remotely can be a challenge when administering the FOI Act. OVIC published frequently asked questions for agencies covering document searches, delays in processing requests, where to seek assistance, and OVIC reviews and complaints. We also published FAQs for members of the public.

SUBMISSIONS

This year, OVIC made two submissions to public access consultations.

At a glance:

- + a submission to the Office of the Australian Information Commissioner's discussion paper on the *Disclosure of Public Servants' Names and Contact Details*, noting the different approaches to releasing personal affairs information of agency staff by Victorian agencies, VCAT and OVIC; and
- + a submission to the Office of the Australian Information Commissioner's discussion paper on *Information Publication Schemes – The proactive publication of 'other' information*. OVIC's submission discussed information publication schemes in Victoria, OVIC's view on what 'other' information could be published, and the discretion to publish that 'other' information.

STAKEHOLDER ENGAGEMENT

PUBLIC ACCESS AGENCY REFERENCE GROUP

OVIC hosts quarterly Public Access Agency Reference Group meetings to engage with Victorian government agencies on the operation and administration of the FOI Act. The Reference Group informs OVIC's development of initiatives and guidance to support agencies in administering the FOI Act. Minutes from Reference Group meetings are published on OVIC's website.

This year, the Reference Group discussed the Professional Standards, OVIC's education and training, and other OVIC initiatives. The Reference Group was an important forum to discuss how agencies adapted to administering the FOI Act while working remotely due to the spread of COVID-19.

RIGHT TO KNOW DAY

Every year on 28 September, OVIC celebrates International Right to Know Day to raise awareness of the importance of open and accountable government and the community's right to access government information.

To celebrate Right to Know Day 2019, we hosted a public forum at the State Library of Victoria's Wheeler Centre. The forum explored the community's expectations of FOI, and whether those expectations are at odds with how the FOI Act is administered in Victoria. The forum featured guest speakers from different sectors including Clay Lucas from The Age, Melanie Olynyk from Maddocks, Robin Davey from Victoria Police and the Public Access Deputy Commissioner, Joanne Kummrow.

Information Commissioner Sven Bluemmel also participated in the City of Kingston's Right to Know Day celebrations, by giving a keynote speech on the importance of openness and facilitating information release in local government. Councils play a unique and important role in Victoria's FOI system, given the high number of FOI requests they receive and the personal nature of information they hold about their constituents.

INTERNATIONAL CONFERENCE OF INFORMATION COMMISSIONERS

This year, OVIC joined the International Conference of Information Commissioners (ICIC). The ICIC includes Information Commissioners and Ombudsmen from around the world who meet annually to discuss the protection and promotion of the right to public information for the benefit of citizens. The ICIC conference in June 2020 was postponed due to COVID-19.

ASSOCIATION OF INFORMATION ACCESS COMMISSIONERS

In March 2020, OVIC hosted the Association of Information Access Commissioners (AIAC). The bi-annual meeting is attended by Information Commissioners and Ombudsmen in person from across Australia and New Zealand.

Due to COVID-19, a telephone conference meeting was held with attendees providing written jurisdictional updates and discussion of how jurisdictions were responding to the evolving COVID-19 pandemic.

5

REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

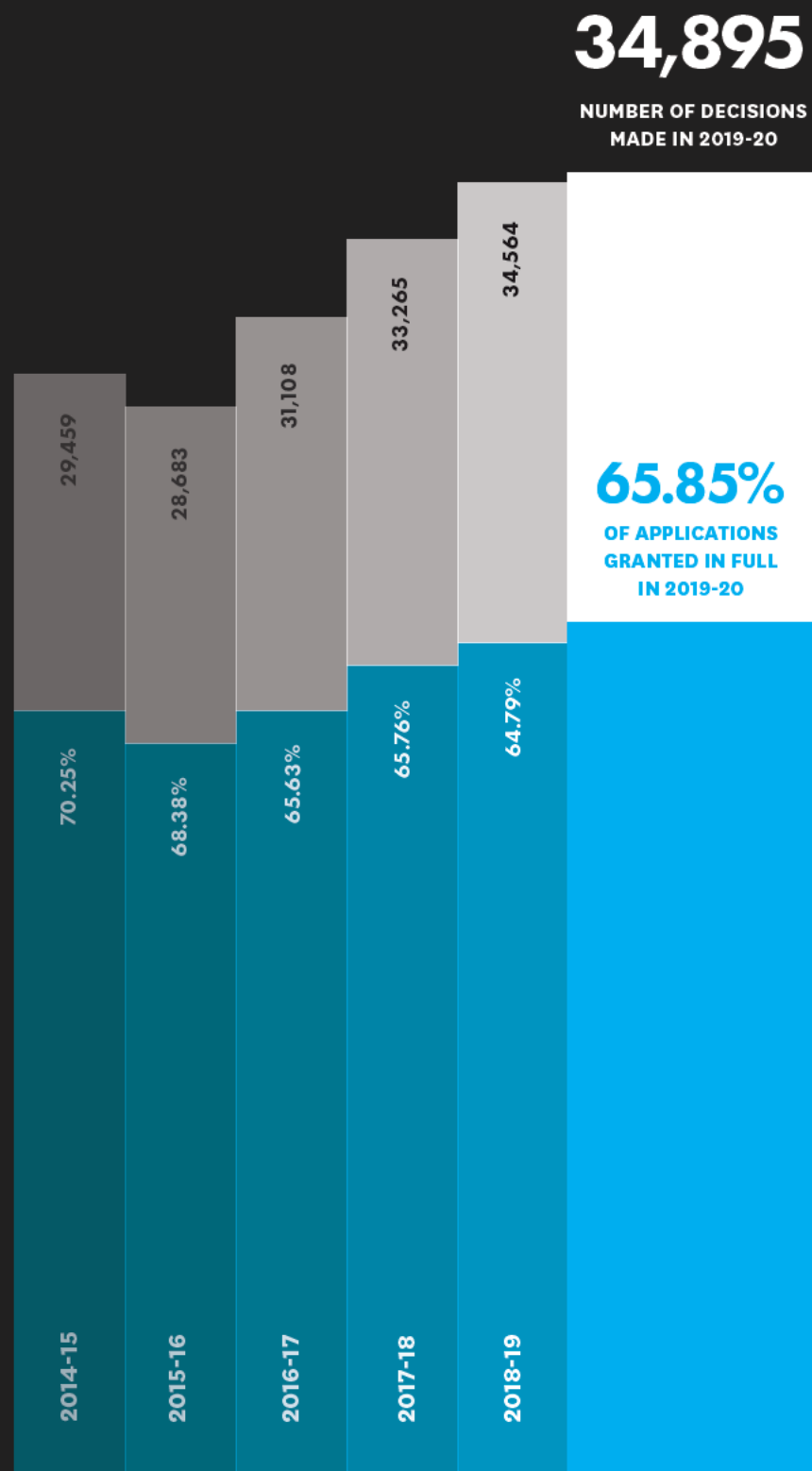
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Section 64 of the *Freedom of Information Act 1982 (Vic)* requires the Information Commissioner to report on the operation of the FOI Act in Victoria.

**A RECORD NUMBER OF FOI
DECISIONS WERE MADE IN 2019-20**

A record number of 34,895 FOI decisions were made in 2019-20.

There was also an increase in the number of decisions where documents were released in full, from 64.79% of requests in 2018-19 to 65.85% in 2019-20.



REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

GOVERNMENT BODIES COVERED BY FOI

The FOI Act provides the right to apply for access to documents held by the wide range of agencies 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 online survey which ensures that all 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 2019-20.

The data relates to FOI requests that met the definition of a request, pursuant to section 17 of the FOI Act. Section 17 of the FOI Act requires that an FOI request 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.

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

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 act as a benchmark for future reports. As more data is collected in future years, we will be able to identify trends and assess if improvements have occurred over time.

REQUESTS AND APPEALS

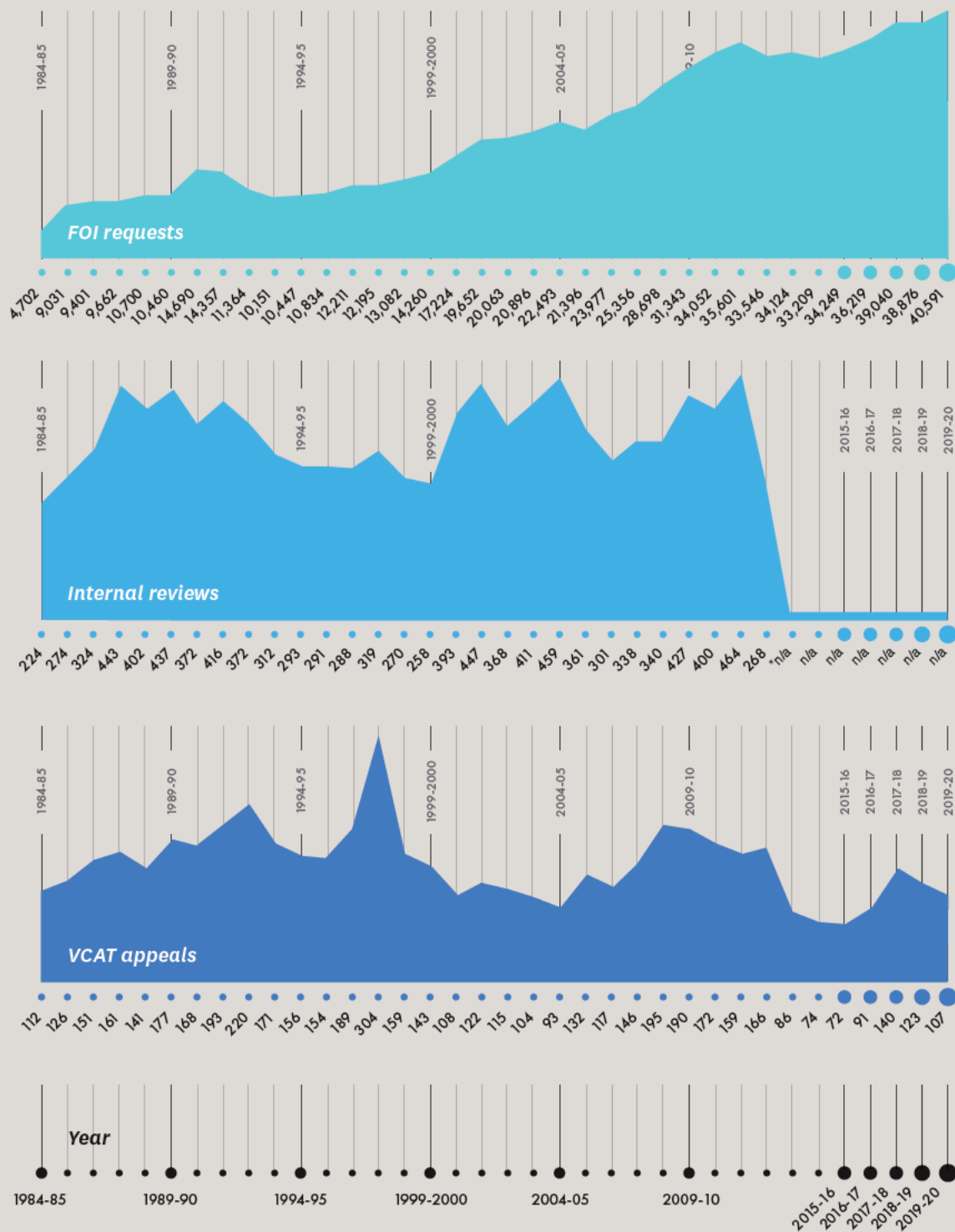
The number of FOI requests reported in 2019-20 was 40,951. This is an increase of 5.34% from last year and is a record high for FOI requests made in a year.

Agencies reported that 107 appeals to the Victorian Civil and Administrative Tribunal (**VCAT**) were lodged in 2019-20. Of the 19 cases decided by VCAT, agency decisions were affirmed in full in 5 cases. VCAT varied agency decisions in 12 cases and overturned agency decisions in 2 cases. 31 appeals were withdrawn.

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

NUMBER OF REQUESTS, INTERNAL REVIEWS AND APPEALS REPORTED BY AGENCIES

*Internal reviews ceased in 2013-14 and are listed n/a



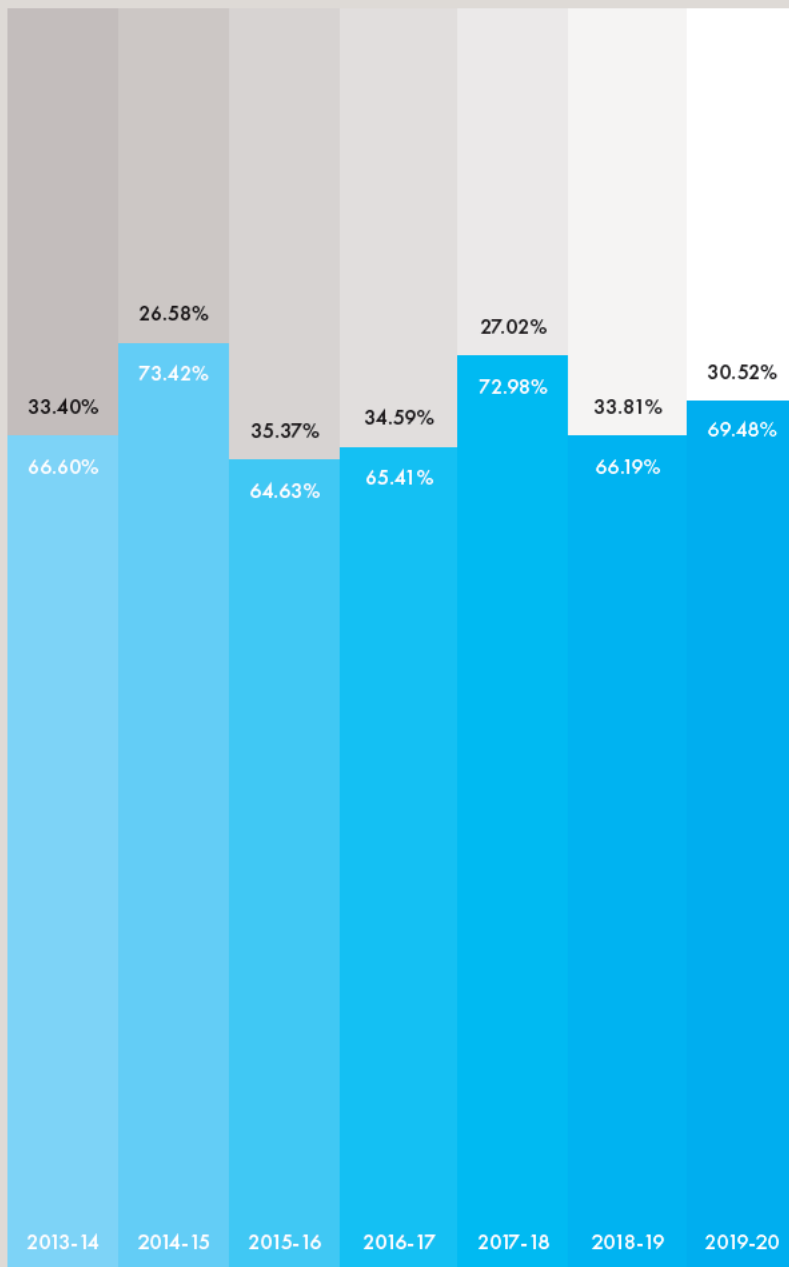
5 REPORT ON THE OPERATION OF THE FOI ACT

SOURCES OF FOI REQUESTS

In 2019-20, personal requests (for information mainly relating to the applicants themselves) represented 69.49% of total requests received, while non-personal requests represented 30.52%. Non-personal requests include those made by Members of Parliament and the media.

TYPES OF FOI REQUEST

■ NON PERSONAL
■ PERSONAL



TIMELINESS OF AGENCY DECISION MAKING

Section 21 of the FOI Act requires an agency to notify an applicant of a decision on an FOI request within 30 days. However, 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; or
- + an applicant may grant 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:

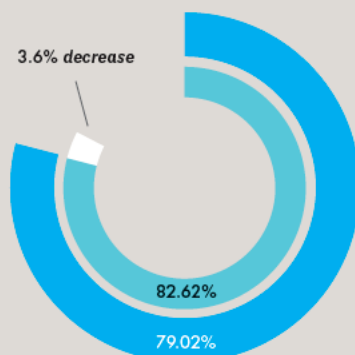
- + the processing period for unreasonably large FOI requests is suspended under section 25A of the FOI Act;
- + if a deposit has been sought, the timeframe commences when the deposit has been paid under section 22(5) of the FOI Act; and
- + if a deposit has been sought, the timeframe can be negotiated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

Agencies reported that 79.02% of requests were processed within the requirements of section 21 in 2019-20. This has decreased from 82.62% last year.

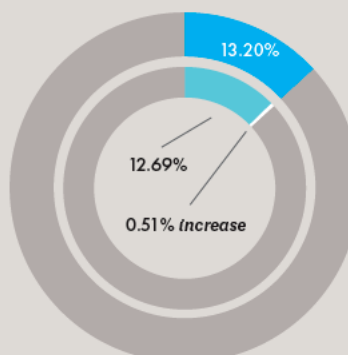
Agencies also reported that 7.78% of requests were processed more than 45 days outside of the requirements of section 21. This has increased from 4.69% last year.

**REQUESTS PROCESSED WITHIN THE
REQUIREMENTS OF SECTION 21**

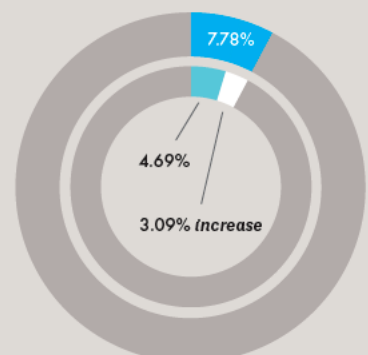
■ 2019-20
■ 2018-19
■ INCREASE / DECREASE



**REQUESTS PROCESSED OUTSIDE THE
REQUIREMENTS OF SECTION 21 BY
45 DAYS OR LESS**



**REQUESTS PROCESSED OUTSIDE THE
REQUIREMENTS OF SECTION 21 BY
MORE THAN 45 DAYS**



5 REPORT ON THE OPERATION OF THE FOI ACT

ACCESS DECISIONS

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

- + the applicant did not proceed with the request;
- + the request had not been decided at the end of the 2019-20 reporting period;
- + the agency did not hold the documents sought; and
- + the agency and the applicant agreed on a form of access outside of the FOI process.

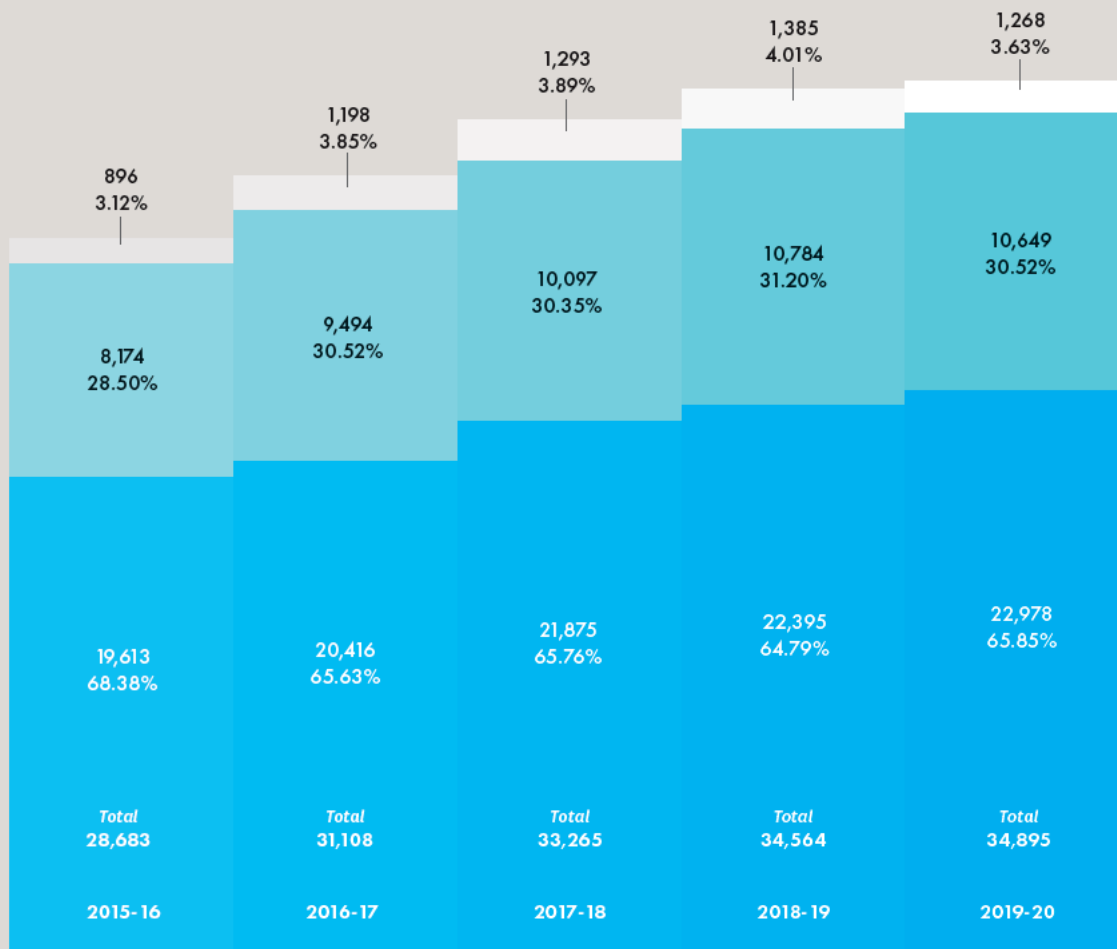
Analysis of the past five years of agency access decisions reveals:

- + while there has been a downward trend on the number of applications granted in full, 2019-20 was the first year since 2010-11 that there has been a more than a 1% increase in percentage of decisions to release in full (65.85%); and
- + the total number of decisions made in 2019-20 was a record high at 34,895.

FOI DECISIONS FOR THE PAST FIVE YEARS

(NO. OF DECISIONS AND PERCENTAGE [%] OF DECISIONS)

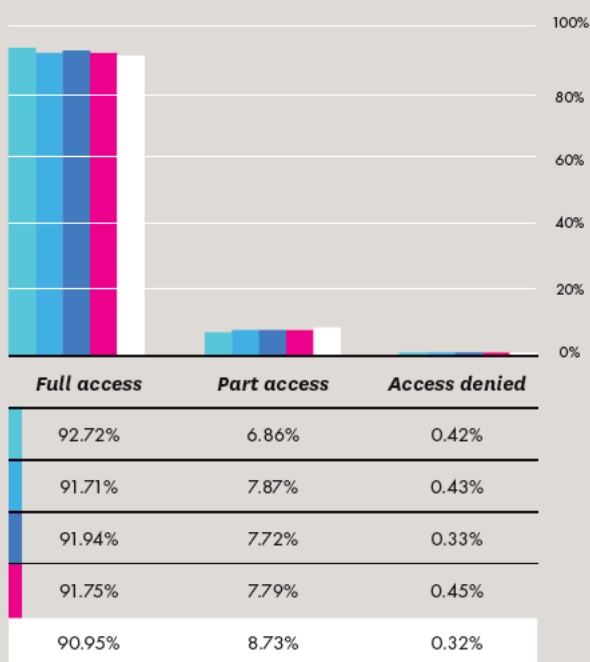
- ACCESS DENIED
- ACCESS GRANTED IN PART
- ACCESS GRANTED IN FULL



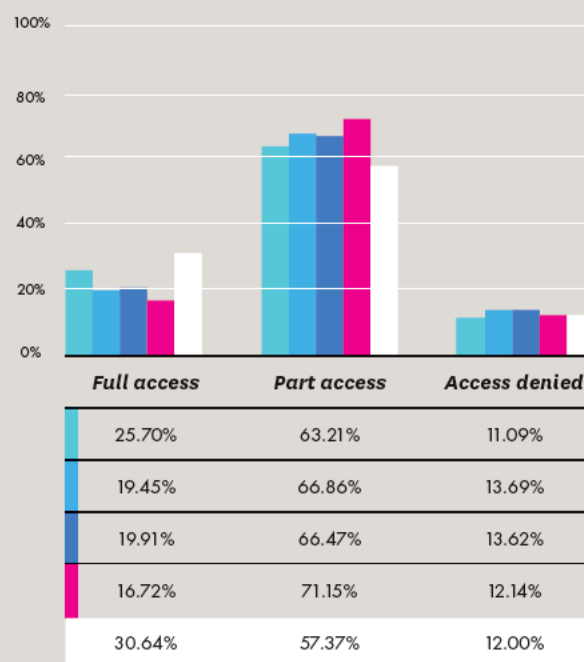
FIVE YEARS OF ACCESS DECISIONS BY SECTOR

2015-16
2016-17
2017-18
2018-19
2019-20

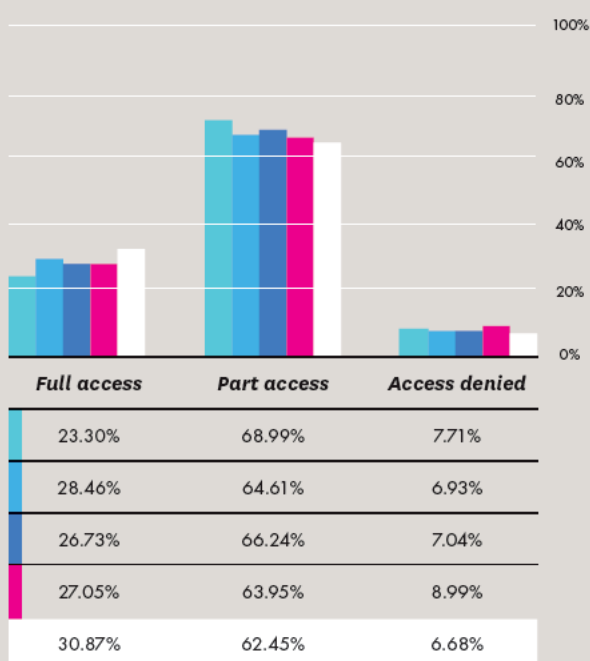
HEALTH



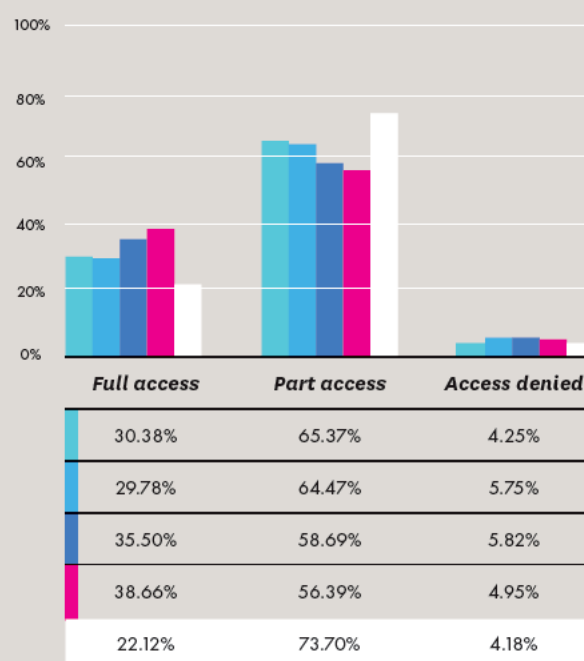
GOVERNMENT



EMERGENCY



STATUTORY AUTHORITIES



5 REPORT ON THE OPERATION OF THE FOI ACT

EXEMPTIONS

In 2019-20, agencies claimed that documents were exempt under a variety of provisions of the FOI Act.

The five most frequently claimed grounds for exemption in initial FOI decisions 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 of an Act other than the FOI Act applies to particular documents;

3. **Section 31:** documents related to law enforcement activities;

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 35:** information obtained in confidence.

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

EXEMPTIONS MOST COMMONLY CITED IN ORIGINAL DECISION

- SECTION 35
- SECTION 30
- SECTION 31
- SECTION 38
- SECTION 33



ALL PROVISIONS CITED IN 2019-20 DECISIONS

<i>Exemptions</i>	<i>Original decisions</i>	<i>VCAT appeals</i>
s 23	0	0
s 24(1)	4	0
s 24A(1)	4	0
s 25A(1)	404	3
s 25A(5)	252	0
s 28	160	0
s 29	18	0
s 29A	29	0
s 29B	0	0
s 30	2,023	4
s 31	2,431	1
s 31A	0	0
s 32	713	3
s 33	9,061	14
s 34	447	7
s 35	1,997	5
s 36	17	0
s 37	0	0
s 38	2,499	2
s 38A	16	0
Total	20,075	39

■ THE FIVE MOST FREQUENTLY CLAIMED GROUNDS
FOR EXEMPTION ACCOUNT FOR AROUND 90% OF
EXEMPTIONS CITED.

APPLICATION FEES AND ACCESS CHARGES

Costs associated with FOI comprise the application fee and access charges. Application fees were \$29.60 in 2019-20.

In 2019-20, agencies reported application fee revenue of \$874,024.71. The FOI Act provides that agencies may waive or reduce an application fee if the payment of the fee would cause hardship to the applicant. Agencies reported that the total amount of application fees waived in 2019-20 was \$338,981.69.

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

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

In 2019-20, agencies collected \$909,024.92 in access charges. The total amount of access charges waived was \$179,698.17.

5 REPORT ON THE OPERATION OF THE FOI ACT

TOP 30 AGENCIES

The top 30 agencies received a total of 35,095 FOI requests in 2019-20. This accounts for approximately 85.69% of all requests received. Seventy-five per cent of these requests were for documents relating mainly to the applicant themselves.

TOP 30 AGENCIES		<div> <div></div>NON-PERSONAL <div></div>PERSONAL <div></div>TOTAL </div>		
1	Victoria Police	779	3,316	4,095
2	Alfred Health	854	1,805	2,659
3	Melbourne Health	813	1,696	2,509
4	Ambulance Victoria	21	2,250	2,271
5	Department of Health and Human Services (DHHS)	164	1,789	1,953
6	Monash Health	3	1,747	1,750
7	Transport Accident Commission	9	1,725	1,734
8	Department of Transport (DoT)	1,243	231	1,474
9	Western Health	2	1,434	1,436
10	Victorian WorkCover Authority (t/a WorkSafe)	1,386	46	1,432
11	Austin Health	300	1,095	1,395
12	Eastern Health	340	1,045	1,385
13	Department of Justice and Community Safety (DJCS)	114	1,213	1,327
14	Northern Health	371	842	1,213
15	Barwon Health	235	805	1,040
16	St Vincent's Health	17	866	883
17	Peninsula Health	215	665	880
18	Royal Children's Hospital	340	399	739
19	Ballarat Health Services	227	478	705
20	Mercy Hospitals Victoria Ltd	1	569	570
21	Victorian Building Authority	494	2	496
22	Albury Wodonga Health	0	492	492
23	Bendigo Health Care Group	136	299	435
24	Department of Education and Training (DET)	98	300	398
25	Goulburn Valley Health	0	388	388
26	Metropolitan Fire and Emergency Services Board	376	0	376
27	Latrobe Regional Hospital	0	347	347
28	Royal Women's Hospital	1	243	244
29	Department of Environment, Land, Water and Planning (DELWP)	235	2	237
30	South West Healthcare	1	231	232

FOI ADMINISTRATION

DISCIPLINARY ACTION TAKEN IN RELATION TO THE ADMINISTRATION OF THE FOI ACT

Agencies reported that no disciplinary action was taken in relation to the administration of the FOI Act in 2019-20.

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 six section 12 notices were served in 2019-20. For one of these specification notices, the decision made by the principal officer was adverse to the claim made.

ALL PROVISIONS CITED IN 2019-20 DECISIONS

<i>Agency</i>	<i>Decisions adverse to claim</i>	<i>Specification notices</i>
University of Melbourne	1	6

READING ROOMS PROVIDED BY AGENCIES

One hundred and eighteen agencies reported that they have reading room facilities available, or that a reading room could be made available if required. These agencies also reported that a variety of documents are made available, 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 available on websites and through other electronic means.

5 REPORT ON THE OPERATION OF THE FOI ACT

DIFFICULTIES IN ADMINISTERING THE FOI ACT

Consultation requirements

On 1 September 2017, amendments to the FOI Act introduced mandatory third-party consultation requirements when considering a range of exemptions under the FOI Act. 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 8.56% of agencies advised of staffing or cost related difficulties in administering the FOI Act. Difficulties reported by those agencies included:

- + meeting legislated timeframes with limited dedicated staff;
- + re-assignment of staff due to COVID-19;
- + costs recovered do not reflect the time and costs associated with processing requests;
- + resourcing issues including an inability to recruit suitably skilled and knowledgeable FOI officers; and
- + engagement of external lawyers and contractors to assist in meeting FOI obligations.

Other issues

Other administrative difficulties were reported by 10.01% of agencies on the application of the FOI Act (up from 8.1% in 2018-19).

Agencies reported the following factors impacted on their ability to administer the FOI Act:

- + COVID-19 and the requirement for staff to work remotely, including a hindered ability to conduct searches for hard copy documents;
- + increasing FOI related workload due to growing number of FOI requests received and requests becoming more voluminous and complex; and
- + the reduced timeframe to process requests, pursuant to legislative changes made to section 21 of the FOI Act on 1 September 2017.

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

Approximately 20.53% of agencies provided details on their efforts to implement the spirit and intention of the FOI Act.

These efforts include:

- + releasing information outside of the FOI Act;
- + making a wider range of information available on websites and social media;
- + waiving fees and charges to facilitate the release of documents at the lowest reasonable cost;
- + consulting with applicants to better understand requests and to assist them in making valid FOI requests;
- + undertaking further education for 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.

In 2019-20, 43 agencies (compared to 50 agencies in 2018-19) reported that releasing information proactively led to a decrease in FOI requests being received or having to be processed.

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APPENDICES

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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

<i>Legislation</i>	<i>Requirement</i>	<i>Page reference</i>
<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 7
FRD 22H	Purpose, functions, powers and duties	Page 8
FRD 22H	Key initiatives and projects	Pages 1-4
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 13-14
FRD 10A	Disclosure index	Page 101-102
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 <i>Freedom of Information Act 1982</i>	Page 16
FRD 22H	Application and operation of the <i>Public Interest Disclosure Act 2012</i>	Page 15-16
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 15
FRD 29C	Workforce Data disclosures	Page 9
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 REQUESTS RECEIVED BY AGENCIES

This appendix reports the number of FOI requests received by agencies, classified as either personal or non-personal, as reported by agencies.

Three hundred and two agencies reported receiving one or more FOI requests. Approximately half of those agencies received fewer than 10 requests and 14.6% received more than 100. The remaining agencies reported they did not receive a request in 2019-20.

The access outcomes reported by agencies are listed for all requests decided in 2019-20, including those that were received prior to the start of the financial year and in 2019-20.

Two hundred and eighty-nine agencies reported making a decision to grant access in full, or in part, or to deny access in full. There were 1,167 Committees of Management under the Department of Environment, Land, Water and Planning (DEWLP) in 2019-20. DEWLP advised that two of these Committees received an FOI request in 2019-20.

APPENDIX B APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL

An applicant has the right to appeal certain FOI decisions to the Victorian Civil and Administrative Tribunal (VCAT). This appendix lists the appeal outcomes and the relevant agency that made the initial FOI decision, as reported by agencies. The outcomes listed are for all appeals lodged or decided in 2019-20.

VCAT utilises alternative dispute resolution processes, where cases may be resolved prior to a hearing. If this occurs, the 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 must give reasons. This appendix lists the exemptions cited by agencies when denying access to documents, in full or in part, as reported by agencies.

APPENDIX D NAMES AND TITLES OF DECISION MAKERS

Initial FOI decisions are made by persons authorised by an agency. This appendix lists each officer, their title, and the number of decisions in which they granted access in full, granted access in part or to denied access, documents, as reported by agencies.

APPENDIX E FEES AND CHARGES

In 2019-20, an application fee of \$29.60 was required under the FOI Act when making a FOI request. Fees are waived or reduced where payment would cause an applicant hardship.

This appendix shows the fees and charges collected and waived in 2019-20, as reported by agencies.

APPENDIX A - PART 1

REQUESTS RECEIVED BY AGENCIES

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Totals	28,451	12,500	22,978	10,649	1,268	9,109
Accident Compensation Conciliation Service	2	1	2	0	0	2
Albury Wodonga Health	492	0	480	5	0	13
Alexandra District Health	8	9	14	0	0	3
Alfred Health	1805	854	2654	12	6	320
Alpine Health	4	6	6	0	0	4
Alpine Shire Council*	0	2	0	2	0	0
Ambulance Victoria*	2250	21	1404	540	2	414
Ararat Rural City Council	2	0	1	1	0	0
Architects Registration Board of Victoria	3	0	0	2	0	1
Assistant Treasurer of Victoria*	0	1	1	0	0	0
Attorney-General	0	9	0	5	0	4
Austin Health (includes Austin Hospital/ Heidelberg Repatriation Hospital/Royal Talbot Rehabilitation Centre)	1095	300	1215	64	7	228
Australian Centre for the Moving Image	1	0	1	0	0	0
Australian Grand Prix Corporation	0	4	0	2	0	3
Bairnsdale Regional Health Service	107	1	98	6	0	8
Ballarat Health Services	478	227	626	46	8	48
Banyule City Council	2	24	3	16	0	8
Barwon Coast Committee of Management Incorporated	0	1	0	0	0	1
Barwon Health	805	235	881	120	2	37
Barwon Region Water Corporation	6	6	6	1	0	6
Bass Coast Health	13	58	73	0	0	5
Bass Coast Shire Council*	0	12	0	2	0	14

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Baw Baw Shire Council	3	36	9	13	2	18
Bayside City Council	0	36	12	13	3	13
Beechworth Health Service*	3	1	4	0	0	0
Benalla Health*	0	34	34	0	0	0
Benalla Rural City Council	2	0	0	2	0	1
Bendigo Health Care Group	299	136	310	89	7	70
Bendigo Kangan Institute*	1	1	1	1	0	0
Borough of Queenscliffe*	4	2	1	3	0	2
Box Hill Institute	0	1	0	1	0	0
Brimbank City Council	0	30	14	3	0	15
Buloke Shire Council	0	4	1	2	0	2
Calvary Health Care Bethlehem*	5	1	6	0	0	0
Campaspe Shire Council*	1	24	0	10	6	9
Cardinia Shire Council	1	18	2	8	0	11
Casterton Memorial Hospital*	3	0	3	0	0	0
Castlemaine Health (includes Maldon Hospital)	21	0	20	0	0	1
Cenitex	1	3	2	2	0	0
Central Gippsland Health Service	97	3	102	0	0	2
Central Gippsland Region Water Corporation (t/a Gippsland Water)	4	0	0	1	0	3
Central Goldfields Shire Council	0	3	4	0	0	0
Central Highlands Region Water Corporation	1	4	3	2	0	0
Central Highlands Rural Health	25	9	34	0	0	0
Chief Parliamentary Counsel Victoria	3	0	0	0	3	0
Chisholm Institute	3	1	3	0	1	0
City of Ballarat*	6	20	13	6	1	7

<i>Agency</i>	<i>Requests received</i>		<i>Outcomes of all requests received or decided in 2019-20¹</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>Other²</i>
City of Boroondara	0	58	4	34	3	28
City of Casey	19	41	20	11	6	29
City of Darebin	0	40	0	33	2	8
City of Greater Bendigo*	2	35	3	18	5	13
City of Greater Dandenong*	1	28	12	5	3	10
City of Greater Geelong*	1	75	30	19	8	21
City of Melbourne*	9	58	14	15	2	53
City of Monash	0	28	9	11	2	13
City of Port Phillip	2	41	9	21	0	19
City of Stonnington	6	43	24	13	1	15
City of Whitehorse*	0	24	23	0	1	6
City West Water Corporation*	0	65	7	37	0	25
Cohuna District Hospital	1	13	14	0	0	0
Colac Area Health	41	4	42	0	0	9
Colac Otway Shire*	0	3	0	4	0	2
Coliban Region Water Corporation*	6	1	1	3	1	3
Commercial Passenger Vehicles Victoria	1	3	0	0	0	4
Commission for Children and Young People	5	1	0	0	6	0
Corangamite Catchment Management Authority	0	1	0	0	0	1
Corangamite Shire*	0	4	2	1	0	3
Corinella Foreshore Reserve Committee of Management	0	2	2	0	0	0
Country Fire Authority	3	99	55	33	5	47
Court Services Victoria	27	25	0	5	10	42
Deakin University*	8	0	1	3	2	3
Dental Health Services Victoria	193	3	193	2	1	0
Department of Education and Training (DET)	300	98	84	188	19	141
Department of Environment, Land, Water and Planning (DELWP)	2	235	78	76	15	102
Department of Health and Human Services (DHHS)	1789	164	132	1056	271	641

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Department of Jobs, Precincts and Regions (DJPR)*	5	98	10	32	7	54
Department of Justice and Community Safety (DJCS)* (includes Business Licensing Authority / Estate Agents Council)	1213	114	33	816	151	504
Department of Premier and Cabinet (DPC)	2	69	11	25	6	42
Department of Transport (DoT)	231	1243	808	287	79	405
Department of Treasury and Finance (DTF)*	1	90	28	21	2	64
Development Victoria	0	10	0	2	3	5
Disability Services Commissioner	4	1	0	5	0	1
Djerriwarrh Health Services	50	109	159	0	0	0
East Gippsland Catchment Management Authority	1	0	0	2	0	0
East Gippsland Shire Council*	7	11	7	8	1	5
East Grampians Health Service	45	10	47	0	0	9
East Wimmera Health Service*	16	0	16	0	0	0
Eastern Health* (includes Angliss Hospital/Box Hill Hospital/Maroondah Hospital/Peter James Centre/Central East Area Mental Health Service)	1045	340	646	631	16	163
Echuca Regional Health	35	82	117	0	0	0
Edenhope and District Memorial Hospital	6	0	1	4	0	1
Emergency Services Superannuation Board (t/a ESSSuper)	6	0	5	2	0	0
Emergency Services Telecommunications Authority*	49	0	0	0	49	4
Energy Safe Victoria*	5	37	21	7	0	18
Environment Protection Authority	1	109	30	37	8	50
Essential Services Commission	0	3	1	3	0	1

Agency	Requests received		Outcomes of all requests received or decided in 2019-20¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other²
Falls Creek Alpine Resort Management Board*	0	1	0	0	0	1
Family Safety Victoria	5	1	0	3	0	3
Federation University Australia*	1	0	0	0	0	1
Firearms Appeals Committee	0	1	0	0	1	0
Frankston City Council*	12	10	9	3	1	18
Game Management Authority	1	14	2	5	2	6
Gannawarra Shire Council*	0	0	0	1	0	1
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	0	5	0	0	0	5
Gippsland Southern Health Service	20	0	20	0	0	0
Glen Eira City Council*	6	51	16	11	3	31
Glenelg Shire Council	2	0	1	1	0	0
Golden Plains Shire Council	8	0	0	3	1	5
Goulburn Broken Catchment Management Authority	0	1	0	1	0	2
Goulburn Valley Health (includes Yea and District Memorial Hospital)	388	0	387	1	0	0
Goulburn Valley Region Water Corporation	0	2	2	0	0	0
Goulburn-Murray Rural Water Corporation	7	9	6	4	0	8
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	3	0	1	2	0	0
Greater Shepparton City Council	0	36	19	2	2	17
Health Complaints Commissioner	4	2	1	1	2	3
Health Purchasing Victoria	0	0	1	0	0	0
Heathcote Health	11	0	11	0	0	0
Hepburn Health Service	3	1	4	0	0	0
Hepburn Shire Council*	0	5	0	1	0	5
Heritage Council of Victoria	0	5	3	0	0	2
Heywood Rural Health	3	0	3	0	0	0
Hobsons Bay City Council	0	28	15	3	1	12
Holmesglen Institute*	1	1	1	0	0	1

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Horsham Rural City Council	0	1	1	0	0	1
Hume City Council*	0	44	6	9	2	31
Independent Broad-based Anti-corruption Commission	8	0	3	1	5	0
Indigo Shire Council	0	3	1	2	0	0
Infrastructure Victoria*	0	1	0	1	0	0
Inglewood and Districts Health Service	4	0	4	0	0	0
Kardinia Park Stadium Trust	0	1	0	0	1	0
Kerang District Health	5	0	5	0	0	0
Kilmore and District Hospital	29	14	43	0	0	4
Kingston City Council*	0	39	5	9	3	22
Knox City Council*	3	12	1	10	0	6
Kooweerup Regional Health Service	1	3	0	0	0	4
Kyabram and District Health Services	3	13	16	0	0	0
Kyneton District Health Service	10	3	13	0	0	0
La Trobe University	3	2	4	1	0	2
Labour Hire Authority	0	1	0	0	0	1
Latrobe City Council*	1	13	6	5	1	5
Latrobe Regional Hospital	347	0	336	1	0	10
Latrobe Valley Authority	0	1	0	0	0	1
Loddon Shire Council	2	2	3	0	0	2
Lorne Community Hospital	1	7	6	0	0	2
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)*	0	1	0	1	0	1
Macedon Ranges Shire Council*	4	16	5	8	2	17

Agency	Requests received		Outcomes of all requests received or decided in 2019-20¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other²
Major Transport Infrastructure Authority (includes Level Crossing Removal Project/ Rail Projects Victoria/North East Link Project/West Gate Tunnel Project/Major Road Projects Victoria)	5	41	10	29	7	12
Mallee Catchment Management Authority*	1	0	0	0	0	1
Mallee Track Health and Community Service	2	9	7	0	1	5
Manningham City Council*	3	33	11	6	3	16
Mansfield District Hospital	7	14	19	0	0	2
Mansfield Shire Council*	1	0	3	0	0	0
Maribyrnong City Council	28	1	13	6	3	10
Maroondah City Council*	3	4	0	7	0	0
Maryborough District Health Service*	12	4	14	0	0	2
Melbourne Convention and Exhibition Trust	1	0	0	1	0	0
Melbourne Health	1696	813	2186	72	1	414
Melbourne Polytechnic	0	1	0	0	1	0
Melbourne Water*	32	7	7	4	1	30
Melton City Council	7	12	14	3	0	3
Mental Health Complaints Commissioner	4	0	1	3	0	1
Mental Health Tribunal	8	3	0	0	1	10
Mercy Hospitals Victoria Ltd*	569	1	434	82	0	68
Metropolitan Fire and Emergency Services Board*	0	376	0	376	1	0
Mildura Cemetery Trust	1	0	1	0	0	0
Mildura Rural City Council	1	13	1	9	0	7
Minister for Child Protection	1	0	0	1	0	0
Minister for Consumer Affairs, Gaming and Liquor Regulation	0	4	0	1	0	3
Minister for Education (includes Minister for the Coordination of Education and Training: COVID-19)	0	1	1	0	0	0
Minister for Energy, Environment and Climate Change	3	3	4	6	0	5

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Minister for Health	0	4	0	2	0	2
Minister for Mental Health	0	3	0	1	1	1
Minister for Planning	0	9	0	1	0	9
Minister for Police and Emergency Services	0	8	0	3	0	5
Minister for Public Transport (includes Minister for Ports and Freight)	0	3	0	1	1	2
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	1	0	0	0	2
Minister for Transport Infrastructure (includes Minister for the Coordination of Transport: COVID-19 / Minister for Suburban Rail Loop)	0	3	1	0	0	3
Minister for Water	0	0	0	0	0	2
Minister for Workplace Safety	1	0	0	0	0	1
Mitchell Shire Council	0	13	0	10	0	4
Moira Shire Council	0	5	2	3	0	0
Monash Health	1747	3	1656	68	1	135
Monash University*	17	21	14	6	4	15
Moonee Valley City Council*	3	61	28	9	1	33
Moorabool Shire Council	0	6	0	5	0	4
Moreland City Council*	2	29	2	27	2	6
Mornington Peninsula Shire*	6	93	13	34	9	64
Mount Alexander Shire Council	4	0	1	1	0	2
Mount Buller and Mount Stirling Alpine Resort Management Board	0	1	0	1	0	0
Moyne Shire Council*	0	15	1	6	0	9
Muckatah Recreation Reserve Committee of Management	0	1	0	0	0	1

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Murrindindi Shire Council*	2	20	2	4	9	8
National Gallery of Victoria*	0	4	0	2	2	0
NCN Health (includes Nathalia District Hospital/Cobram District Health/Numurkah District Health Service)	11	51	57	0	0	5
Nillumbik Shire Council*	0	10	3	7	0	10
North Central Catchment Management Authority*	1	0	0	1	0	0
North East Waste and Resource Recovery Group	1	0	0	0	0	1
Northeast Health Wangaratta	66	135	182	0	0	19
Northern Grampians Shire Council*	0	2	1	1	0	0
Northern Health	842	371	1109	104	4	38
Office of Public Prosecutions*	54	4	10	26	1	30
Office of the Victorian Information Commissioner (OVIC)*	3	11	5	2	0	7
Omeo District Health*	0	4	4	0	0	0
Orbost Regional Health	26	6	30	0	0	2
Otway Health	3	1	4	0	0	0
Parks Victoria	5	33	7	13	1	22
Peninsula Health	665	215	761	52	0	100
Peter MacCallum Cancer Centre	100	14	114	0	0	0
Portland District Health	41	0	0	40	1	0
Premier of Victoria	4	24	1	1	3	26
PrimeSafe	1	0	0	1	0	0
Pyrenees Shire Council*	1	0	0	1	0	0
Queen Elizabeth Centre	5	0	5	0	0	0
Racing Integrity Commissioner	1	0	0	0	0	1
Racing Victoria Limited	6	0	0	2	1	3
Residential Tenancies Bond Authority	0	1	0	0	1	0
RMIT University*	1	10	3	4	1	4
Road Safety Camera Commissioner	1	0	0	1	0	0
Robinvale District Health Services	11	0	10	0	0	1

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Rochester and Elmore District Health Service	2	1	1	0	0	2
Royal Children's Hospital	399	340	341	280	0	143
Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	15	6	4	8	0	10
Royal Victorian Eye and Ear Hospital	27	152	146	0	0	33
Royal Women's Hospital	243	1	209	16	2	32
Rural City of Wangaratta*	0	14	7	5	2	2
Rural Northwest Health	7	0	7	0	0	0
Safer Care Victoria	0	3	0	3	1	0
Seymour Health	0	24	24	0	0	0
South East Water	0	9	7	1	0	5
South Gippsland Hospital	0	2	2	0	0	0
South Gippsland Shire Council	0	7	1	1	0	8
South West Healthcare	231	1	189	27	3	25
South West Institute of TAFE	1	0	0	1	0	0
Southern Grampians Shire Council*	2	0	0	2	0	1
St Vincent's Health	866	17	866	23	1	27
State Electricity Commission of Victoria	8	1	8	0	0	1
State Revenue Office	3	56	29	9	2	35
Stawell Regional Health	19	1	16	0	0	5
Strathbogie Shire Council	0	6	0	5	0	1
Suburban Rail Loop Authority	0	4	0	0	2	2
Surf Coast Shire Council*	9	12	4	12	2	6
Sustainability Victoria	0	1	0	2	0	1
Swan Hill District Health	7	136	119	0	0	24
Swan Hill Rural City Council	1	2	0	3	0	1
Swinburne University of Technology	3	0	0	1	0	2

Agency	Requests received		Outcomes of all requests received or decided in 2019-20¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other²
Tallangatta Health Service	1	0	1	0	0	0
Timboon and District Healthcare Service*	5	0	3	0	1	1
Towong Shire Council	0	3	2	0	0	1
Transport Accident Commission (TAC)	1725	9	442	1011	4	387
Transport Safety Victoria	12	44	24	14	2	23
Treasurer of Victoria*	0	9	5	1	0	4
Tweddle Child and Family Health Service	3	0	1	0	0	2
University of Melbourne*	39	16	13	16	4	24
V/Line Corporation	16	2	5	8	2	3
VicForests	0	7	0	3	0	5
Victoria Legal Aid*	14	1	2	6	1	6
Victoria Police*	3316	779	192	2401	299	1588
Victoria State Emergency Service	4	16	14	0	0	9
Victoria University	5	2	8	0	0	1
Victorian Aboriginal Heritage Council	0	1	1	0	0	0
Victorian Agency for Health Information	0	3	2	0	0	1
Victorian Auditor-General's Office	0	3	0	0	3	1
Victorian Building Authority	2	494	95	114	14	325
Victorian Commission for Gambling and Liquor Regulation	4	28	15	11	8	1
Victorian Curriculum and Assessment Authority	2	3	3	2	0	0
Victorian Fisheries Authority	1	3	2	1	1	1
Victorian Government Solicitor's Office	1	0	0	1	0	0
Victorian Health Promotion Foundation (t/a VicHealth)	0	1	1	0	0	0
Victorian Independent Remuneration Tribunal	1	0	0	1	0	0
Victorian Institute of Forensic Medicine	4	0	3	1	0	0
Victorian Institute of Forensic Mental Health	80	0	61	18	0	1
Victorian Institute of Teaching	13	0	8	0	3	7
Victorian Legal Services Board (includes Victorian Legal Services Commissioner)	11	0	0	4	1	10

6 APPENDICES

REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2019-20 ¹			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ²
Victorian Managed Insurance Authority*	7	3	5	3	0	2
Victorian Ombudsman*	25	1	1	0	0	25
Victorian Planning Authority	0	2	0	0	1	2
Victorian Ports Corporation (Melbourne)	0	3	0	0	2	2
Victorian Public Sector Commission	0	3	3	0	0	0
Victorian Rail Track (t/a VicTrack)	3	0	1	2	0	0
Victorian Registration and Qualifications Authority	0	1	0	1	0	0
Victorian Responsible Gambling Foundation	0	2	0	2	0	1
Victorian WorkCover Authority (t/a WorkSafe)	46	1386	32	921	79	491
Walkerville Foreshore Reserve Committee of Management	0	0	0	1	0	0
Warrnambool City Council	0	10	6	2	0	10
Wellington Shire Council	1	6	3	5	0	1
West Gippsland Healthcare Group	46	1	49	0	0	0
West Wimmera Health Service	6	13	6	0	0	13
West Wimmera Shire Council	0	1	1	0	0	1
Western District Health Service	68	53	108	0	0	13
Western Health (includes Sunshine Hospital/Western Hospital/Williamstown Hospital)	1434	2	1224	26	0	462
Western Region Water Corporation	2	0	0	1	1	2
Westernport Region Water Corporation	0	1	0	1	0	0
Whittlesea City Council	5	26	2	23	0	9
Wimmera Catchment Management Authority	1	0	0	1	0	0
Wimmera Health Care Group	55	85	129	3	0	10
Wodonga City Council	1	1	1	1	0	2

<i>Agency</i>	<i>Requests received</i>		<i>Outcomes of all requests received or decided in 2019-20 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>
Wyndham City Council*	6	37	8	16	0	22
Yarra City Council	14	57	28	30	4	9
Yarra Ranges Shire Council*	0	35	8	12	1	19
Yarra Valley Water Corporation*	17	0	15	0	0	8
Yarram and District Health Service	1	2	3	0	0	0
Yarrawonga Health	3	2	5	0	0	0
Yooralla	0	2	2	0	0	0
Zoological Parks and Gardens Board*	2	3	1	0	0	4

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

¹ Outcomes include all requests decided in the 2019-20 financial year. This includes decisions that were received in 2018-19 but decided in 2019-20.

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 2019-20 but had not been decided at the end of the reporting period; the agency did not hold the documents sought; or the agency and the applicant agreed on a form of access satisfactory to the applicant outside the FOI process.

6 APPENDICES

APPENDIX A - PART 2

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS

Aberfeldy Cemetery Trust	Benalla Cemetery Trust	Byaduk Cemetery Trust
Adass Israel Cemetery Trust	Benambra Cemetery Trust	Byaduk North Cemetery Trust
Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993	Bendigo Cemeteries Trust (t/a Remembrance Parks - Central Victoria)	Camperdown Cemetery Trust
Adult, Community and Further Education Board	Bendoc Cemetery Trust	Cann River Cemetery Trust
Alberton Cemetery Trust	Berriwillock Cemetery Trust	Cape Bridgewater Cemetery Trust
Alexandra Cemetery Trust	Berwick and Harkaway Cemeteries Trust	Cape Clear Cemetery Trust
Alma Cemetery Trust	Bethanga Cemetery Trust	Caramut Cemetery Trust
Alpine Resorts Coordinating Council	Beulah Cemetery Trust	Carisbrook Cemetery Trust
AMES Australia (formerly known as Adult Multicultural Education Services)*	Birchip Cemetery Trust	Carlsruhe Cemetery Trust
Amherst Cemetery Trust	Black Heath Cemetery Trust	Carngham Cemetery Trust
Amphitheatre Cemetery Trust	Blackwood Cemetery Trust	Carrajung Cemetery Trust
Antwerp Cemetery Trust	Bleak House Cemetery Trust	Carwarp Cemetery Trust
Apollo Bay Cemetery Trust	Blue Mountain Cemetery Trust	Casey-Cardinia Library Corporation*
Apollo Bay Cemetery Trust	Boinka Cemetery Trust	Cassilis Cemetery Trust
Appeal Costs Board	Boolarra Cemetery Trust	Casterton (New) Cemetery Trust
Apsley Cemetery Trust	Boorhaman Cemetery Trust	Casterton (Old) Cemetery Trust
Ararat Cemetery Trust	Boort Cemetery Trust	Castlemaine Public Cemetery Trust
Arthurs Creek Cemetery Trust	Boort District Health	Cathcart Cemetery Trust
Ashens Cemetery Trust	Boram Boram Cemetery Trust	Cathkin Cemetery Trust
Avenel Cemetery Trust	Boroondara Cemetery Trust	Caulfield Racecourse Reserve Trust*
Avoca Cemetery Trust	Bowman's Forest Cemetery Trust	Cavendish Cemetery Trust
Bairnsdale Cemetery Trust	Box Hill Cemetery Trust	Chetwynd Cemetery Trust
Ballan (New) Cemetery Trust	Branxholme Cemetery Trust	Chewton Cemetery Trust
Ballangeich Cemetery Trust	Briagolong Cemetery Trust	Chief Investigator Transport Safety
Ballarat General Cemeteries Trust	Bridgewater (Old) Cemetery Trust	Chiltern (New) Cemetery Trust
Balmoral Cemetery Trust	Bright Cemetery Trust	Chinkapook Cemetery Trust
Bambra Cemetery Trust	Brim Cemetery Trust	Clarendon Cemetery Trust
Bannerton Cemetery Trust	Brimpaen Cemetery Trust	Clear Lake Cemetery Trust
Bannockburn Cemetery Trust	Broadford Cemetery Trust	Clunes Cemetery Trust
Banyule Cemeteries Trust	Bruthen Cemetery Trust	Cobden Cemetery Trust
Baringhup Cemetery Trust	Buangor Cemetery Trust	Cobram Cemetery Trust
Barkly Cemetery Trust	Buchan Cemetery Trust	Coghill's Creek Cemetery Trust
Barmah Cemetery Trust	Buckland Cemetery Trust	Cohuna Cemetery Trust
Barnawartha Cemetery Trust	Bulla Cemetery Trust	Colbinabbin Cemetery Trust
Barwon South West Waste and Resource Recovery Group	Bullarto Cemetery Trust	Coleraine Cemetery Trust
Bealiba Cemetery Trust	Bumberrah Cemetery Trust	Commissioner for Better Regulation*
Beaufort and Skipton Health Service*	Bung Bong/Wareek Cemetery Trust	Commissioner for Environmental Sustainability
Beaufort Cemetery Trust	Bungaree Cemetery Trust	Concongella Cemetery Trust
Beechworth Cemetery Trust	Buninyong Cemetery Trust	Condah Cemetery Trust
Beenak Cemetery Trust	Bunyip Cemetery Trust	Coongulmerang Cemetery Trust
Bellbrae Cemetery Trust	Burrum Burrum Cemetery Trust	Corack Cemetery Trust
	Bushfire Recovery Victoria	Corangamite Regional Library Corporation*
		Corinella Cemetery Trust

Corop Cemetery Trust	Elphinstone Cemetery Trust	Great Ocean Road Coast Committee
Corryong Cemeteries Trust	Eltham Cemetery Trust	Great Western Cemetery Trust
Corryong Health (formerly known as Upper Murray Health and Community Services)*	Emerald Tourist Railway Board	Greater Metropolitan Cemeteries Trust*
Cowangie Cemetery Trust	Ensay Cemetery Trust	Green Hill Cemetery Trust
Cranbourne Cemetery Trust	Epping Cemetery Trust	Green Lake Cemetery Trust
Cressy Cemetery Trust	Euroa Cemetery Trust	Greendale Cemetery Trust
Creswick Cemetery Trust	Ferntree Gully Cemetery Trust	Greta Cemetery Trust
Crib Point Cemetery Trust	Film Victoria	Greyhound Racing Victoria
Crowlands Cemetery Trust	Footscray Cemetery Trust	Guildford Cemetery Trust
Cudgewa Cemetery Trust	Former Special Minister of State	Hamilton Cemetery Trust
Culgoa Cemetery Trust	Foster Cemetery Trust	Harcourt Cemetery Trust
Dahwedarre Cemetery Trust	Franklinford Cemetery Trust	Harness Racing Victoria
Dairy Food Safety Victoria	Frankston Cemetery Trust	Harrietville Cemetery Trust
Dargo Cemetery Trust	French Island Cemetery Trust	Harrow Cemetery Trust
Darlington Cemeteries Trust	Fryerstown Cemetery Trust	Havilah Cemetery Trust
Darraweit Guim Cemetery Trust	Gaffney's Creek Cemetery Trust	Hawkesdale Cemetery Trust
Dartmoor Cemetery Trust	Garvoc Cemetery Trust	Hazelwood Cemetery Trust
Daylesford Cemetery Trust	Geelong Cemeteries Trust	Heathcote Cemetery Trust
Deep Lead Cemetery Trust	Geelong Performing Arts Centre Trust	Hesse Rural Health Service
Deputy Premier of Victoria	Geelong Regional Library Corporation*	Hexham Cemetery Trust
Dergholm Cemetery Trust	Gembrook Cemetery Trust	Heyfield Cemetery Trust
Derrinallum Cemetery Trust	Gippsland Ports Committee of Management Incorporated*	Heywood Cemetery Trust
Devenish Cemetery Trust	Gippsland Waste and Resource Recovery Group	Hindmarsh Shire Council*
Digby Cemetery Trust	Gipsy Point Cemetery Trust	Hopetoun Cemetery Trust
Dimboola Cemetery Trust	Glenelg Hopkins Catchment Management Authority*	Horsham Cemetery Trust
Disciplinary Appeals Boards*	Glengower Cemetery Trust	Hotspur Cemetery Trust
Donald Cemetery Trust	Glenlyon Cemetery Trust	Indigo North Health Inc.*
Donnybrook Cemetery Trust	Glenmaggie Cemetery Trust	Inglewood Cemetery Trust
Dookie Cemetery Trust	Glenorchy Cemetery Trust	Inverleigh Cemetery Trust
Dookie East Cemetery Trust	Glenthompson Cemetery Trust	Inverloch Cemetery Trust
Dowling Forest Cemetery Trust	Gobur Cemetery Trust	Jeparit Cemetery Trust
Drik Drik Cemetery Trust	Goldfields Library Corporation*	Jerro Cemetery Trust
Drouin Cemetery Trust	Goornong Cemetery Trust	John Foord (Wahgunyah) Cemetery Trust
Drouin West Cemetery Trust	Gordon (New) Cemetery Trust	Joyce's Creek Cemetery Trust
Dunkeld Cemetery Trust	Gordon (Old) Cemetery Trust	Judicial College of Victoria
Dunolly (New) Cemetery Trust	Gordon Institute of TAFE*	Kangaroo Ground Cemetery Trust
Dunolly (Old) Cemetery Trust	Gormandale Cemetery Trust	Karnak Cemetery Trust
Durham Ox Cemetery Trust	Goulburn Ovens Institute of TAFE (t/a GOTAFE)	Katamatite Cemetery Trust
East Gippsland Region Water Corporation (t/a East Gippsland Water)	Goulburn Valley Regional Library Corporation	Katandra Cemetery Trust
East Gippsland Shire Cemeteries Trust	Goulburn Valley Waste and Resource Recovery Group	Katyil Cemetery Trust
Eastern Regional Libraries Corporation	Gowangardie Cemetery Trust	Kenmare Cemetery Trust
Echuca Cemetery Trust	Grampians Central West Waste and Resource Recovery Group*	Kerang Cemetery Trust
Eddington Cemetery Trust	Granite Flat Cemetery Trust	Kialla West Cemetery Trust
Eganstown Cemetery Trust	Grantville Cemetery Trust	Kiata Cemetery Trust
Eildon Weir Cemetery Trust	Granya Cemetery Trust	Kiewa Cemetery Trust
Elaine Cemetery Trust	Gray's Bridge Cemetery Trust	Kilcunda Cemetery Trust
Eldorado Cemetery Trust	Graytown Cemetery Trust	Kilmore Cemetery Trust
Electoral Boundaries Commission		Kilnoorat Cemetery Trust
Ellerslie Cemetery Trust		Kinglake Ranges Cemetery Trust
Elmhurst Cemetery Trust		Kingower Cemetery Trust
Elmore Cemetery Trust		Koetong Cemetery Trust
		Koondrook Cemetery Trust

6 APPENDICES

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Korong Vale Cemetery Trust	Meeniyan Cemetery Trust	Minister for Prevention of Family Violence
Korumburra Cemetery Trust	Melbourne and Olympic Parks Trust	Minister for Priority Precincts
Kyabram Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust	Minister for Regional Development
Kyneton Cemetery Trust	Melbourne Cricket Ground Trust	Minister for Regulatory Reform
Laen North Cemetery Trust	Melbourne Market Authority	Minister for Resources
Lake Boga Cemetery Trust	Melton Cemetery Trust	Minister for Small Business
Lake Bolac Cemetery Trust	Mental Health Reform Victoria	Minister for Solar Homes
Lake Rowan Cemetery Trust	Merbein Cemetery Trust	Minister for Suburban Development
Lakes Entrance Cemetery Trust	Meredith Cemetery Trust	Minister for the Coordination of Environment, Land, Water and Planning: COVID-19
Lalbert Cemetery Trust	Meringur Cemetery Trust	Minister for the Coordination of Health and Human Services: COVID-19
Lancefield Cemetery Trust	Merino Cemetery Trust	Minister for the Coordination of Jobs, Precincts and Regions: COVID-19
Land Tax Hardship Relief Board	Merit Protection Boards*	Minister for the Coordination of Justice and Community Safety: COVID-19
Landsborough Cemetery Trust	Metropolitan Fire and Emergency Services Appeals Commission	Minister for the Coordination of Treasury and Finance: COVID-19*
Lang Lang Cemetery Trust	Metropolitan Waste and Resource Recovery Group	Minister for Tourism, Sport and Major Events
Learmonth Cemetery Trust	Milawa Cemetery Trust	Minister for Training and Skills and Higher Education
Legal Practitioners' Liability Committee*	Mildura Base Hospital	Minister for Veterans
Leongatha Cemetery Trust	Minimay Cemetery Trust	Minister for Victim Support (includes former Minister for Victim Support)
Lethbridge Cemetery Trust	Minister for Aboriginal Affairs	Minister for Women
Lexton Cemetery Trust	Minister for Agriculture	Minister for Youth
Linton Cemetery Trust	Minister for Ambulance Services	Minister for Youth Justice (includes former Minister for Youth Justice)
Lismore Cemetery Trust	Minister for Business Precincts	Minyip Cemetery Trust
Local Government Inspectorate*	Minister for Community Sport	Miram Cemetery Trust
Loch Ard Cemetery Trust	Minister for Corrections (includes former Minister for Corrections)	Mirboo North Cemetery Trust
Lockwood Cemetery Trust	Minister for Creative Industries	Mitiamo Cemetery Trust
Loddon Mallee Waste and Resource Recovery Group	Minister for Crime Prevention (includes former Minister for Crime Prevention)	Mitta Mitta Cemetery Trust
Longwood Cemetery Trust	Minister for Disability, Ageing and Carers	Moe Memorial Park Trust
Lorquon Cemetery Trust	Minister for Economic Development*	Moliagul Cemetery Trust
Macarthur Cemetery Trust	Minister for Equality	Moonambel Cemetery Trust
Macedon Cemetery Trust	Minister for Government Services	Moondarra Cemetery Trust
Maddingley Cemetery Trust	Minister for Housing	Moonlight Head Cemetery Trust
Maffra Cemetery Trust	Minister for Industrial Relations	Moorngag Cemetery Trust
Majorca Cemetery Trust	Minister for Industry Support and Recovery	Mooroopna Cemetery Trust
Maldon Cemetery Trust	Minister for Innovation, Medical Research and the Digital Economy	Mornington Peninsula Cemetery Trust
Mallacoota Cemetery Trust	Minister for Jobs, Innovation and Trade	Morrison's Cemetery Trust
Malmsbury Cemetery Trust	Minister for Local Government	Mortlake Cemetery Trust
Manangatang Cemetery Trust	Minister for Multicultural Affairs	Mount Cole Cemetery Trust
Mansfield Cemetery Trust		
Marine and Coastal Council		
Marlo Cemetery Trust		
Marong Cemetery Trust		
Maryborough Cemetery Trust		
Maryknoll Cemetery Trust		
Marysville Cemetery Trust		
Matlock Cemetery Trust		
Medical Panels		

Mount Egerton Cemetery Trust

Mount Hotham Alpine Resort Management Board

Mount Prospect Cemetery Trust

Moyne Health Services

Moyston Cemetery Trust

Muckleford Cemetery Trust

Municipal Association of Victoria

Murchison Cemetery Trust

Murray Valley Wine Grape Industry Development Committee

Murrayville Cemetery Trust

Murtoa Cemetery Trust

Museums Victoria*

Myrtleford Cemetery Trust

Mysia Cemetery Trust

Mystic Park Cemetery Trust

Nagambie Cemetery Trust

Nandaly Cemetery Trust

Narimga Cemetery Trust

Narracan Cemetery Trust

Narrawong Cemetery Trust

Nathalia Cemetery Trust

Natimuk Cemetery Trust

National Parks Advisory Council

Natte Yallock Cemetery Trust

Navarre Cemetery Trust

Neerim Cemetery Trust

Nelson Cemetery Trust

Netherby Cemetery Trust

Newbridge Cemetery Trust

Newstead Cemetery Trust

Nhill Cemetery Trust

Nillumbik Cemetery Trust

Nirranda Cemetery Trust

Noradjuha Cemetery Trust

North East Catchment Management Authority

North East Region Water Corporation (t/a North East Water)

Numurkah Wunghnu Cemetery Trust

Nurrabiel Cemetery Trust

Nyah Cemetery Trust

Nyora Cemetery Trust

Office of the Family Violence Implementation Monitor

Omeo Cemetery Trust

Orbost Cemetery Trust

Ouyen Cemetery Trust

Pakenham Cemetery Trust

Panmure Cemetery Trust

Pannoo-bamawm Cemetery Trust

Patho Cemetery Trust

Paynesville Cemetery Trust

Phillip Island Cemetery Trust

Phillip Island Nature Park Board of Management

Pimpinio Cemetery Trust

Pine Lodge Cemetery Trust

Polkemmet Cemetery Trust

Pompapiel Cemetery Trust

Poowong Cemetery Trust

Port Campbell Cemetery Trust

Port Fairy Cemetery Trust

Port of Hastings Development Authority

Port Phillip and Westernport Catchment Management Authority*

Portland (North) Cemetery Trust

Portland (South) Cemetery Trust

Post Sentence Authority

Professional Boxing and Combat Sports Board

Public Record Office Victoria*

Public Records Advisory Council*

Public Transport Access Committee

Pyramid Hill Cemetery Trust

Quambatook Cemetery Trust

Quantong Cemetery Trust

Queen Victoria Women's Centre Trust

Queenstown Cemetery Trust

Rainbow Cemetery Trust

Raywood Cemetery Trust

Red Cliffs Cemetery Trust

Red Tape Commissioner*

Redbank Cemetery Trust

Redcastle Cemetery Trust

Respect Victoria

Rheola Cemetery Trust

Riddells Creek Cemetery Trust

Ripplebrook Cemetery Trust

Robinvale Cemetery Trust

Rochester Cemetery Trust

Rokewood Cemetery Trust

Roseberry Cemetery Trust

Rosedale Cemetery Trust

Rothwell Cemetery Trust

Royal Botanic Gardens Board

Runnymede Cemetery Trust

Rupanyup Cemetery Trust

Rushworth Cemetery Trust

Rye Cemetery Trust

Sale Cemetery Trust

San Remo Cemetery Trust

Sandford Cemetery Trust

Scientific Advisory Committee

Scotts Creek Cemetery Trust

Sea Lake Cemetery Trust

Sentencing Advisory Council

Service Victoria

Seymour Cemetery Trust

Sheep Hills Cemetery Trust

Shelford Cemetery Trust

Shepparton Cemetery Trust

Shrine of Remembrance Trustees*

Skipton Cemetery Trust

Smeaton Cemetery Trust

Smythesdale Cemetery Trust

South Gippsland Region Water Corporation (t/a South Gippsland Water)*

Southern Alpine Resort Management Board

Southern Metropolitan Cemeteries Trust

Speed Cemetery Trust

Spring Lead Cemetery Trust

Staffordshire Reef Cemetery Trust

Stanley Cemetery Trust

State Library of Victoria*

State Sport Centres Trust

Steiglitz Cemetery Trust

Stratford Cemetery Trust

Strathbogie Cemetery Trust

Strathdownie Cemetery Trust

Stuart Mill Cemetery Trust

Sunbury Cemetery Trust

Sunraysia Institute of TAFE

Surveyors Registration Board of Victoria

Sutton Grange Cemetery Trust

Swan Hill Cemetery Trust

Swanwater West Cemetery Trust

TAFE Gippsland

Talgarno Cemetery Trust

Tallangatta Cemetery Trust

Tallarook Cemetery Trust

Taradale Cemetery Trust

Tarnagulla Cemetery Trust

Tarrawingee Cemetery Trust

Tarrayoukian Cemetery Trust

Tarwin Lower Cemetery Trust

Tatura Cemetery Trust

Tatyoony Cemetery Trust

Tawonga Cemetery Trust

Teesdale Cemetery Trust

Terang and Mortlake Health Service

Terang Cemetery Trust

Terrapee Cemetery Trust

Thoona Cemetery Trust

Thorpdale Cemetery Trust

Timor Cemetery Trust

6 APPENDICES

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Tongala Cemetery Trust	Victorian Pharmacy Authority	Wodonga Institute of TAFE
Toonan Cemetery Trust	Victorian Professional Standards Council	Wonthaggi Cemetery Trust
Toolamba Cemetery Trust	Victorian Regional Channels Authority	Woodend Cemetery Trust
Toongabbie Cemetery Trust	Victorian Skills Commissioner	Woods Point Cemetery Trust
Toora Cemetery Trust	Victorian Small Business Commission	Woodside Cemetery Trust
Towanninie Cemetery Trust	Victorian Strawberry Industry Development Committee	Woolsthorpe Cemetery Trust
Tower Hill Cemetery Trust	Victorian Veterans Council	Woomelang Cemetery Trust
Trafalgar Cemetery Trust	Violet Town Cemetery Trust	Woorak Cemetery Trust
Transport Ticketing Authority	Waanyarra Cemetery Trust	Woorndoo Cemetery Trust
Traralgon Cemetery Trust	Waitchie Cemetery Trust	Woosang Cemetery Trust
Trentham Cemetery Trust	Walhalla Cemetery Trust	WorkCover Advisory Committee
Trust for Nature (Victoria)	Wallan Cemetery Trust	Wycheproof Cemetery Trust
Tungamah Cemetery Trust	Walpeup Cemetery Trust	Wychitella Cemetery Trust
Tutye Cemetery Trust	Walwa Cemetery Trust	Yabba Cemetery Trust
Tyaak Cemetery Trust	Wangaratta Cemetery Trust	Yackandandah Cemetery Trust
Tylden Cemetery Trust	Wannon Region Water Corporation	Yalca North Cemetery Trust
Underbool Cemetery Trust	Warracknabeal Cemetery Trust	Yallourn Cemetery Trust
University of Divinity	Warragul Cemetery Trust	Yambuk Cemetery Trust
Upper Regions (Wail) Cemetery Trust	Warrnambool Cemetery Trust	Yan Yean Cemetery Trust
Upper Yarra Cemetery Trust	Watchem Cemetery Trust	Yarck Cemetery Trust
Vaughan Cemetery Trust	Waterloo Cemetery Trust	Yarra Plenty Regional Library*
Veterinary Practitioners Registration Board of Victoria	Waubra Cemetery Trust	Yarragon Cemetery Trust
Victorian Arts Centre Trust*	Wedderburn Cemetery Trust	Yarram Cemetery Trust
Victorian Asbestos Eradication Agency	Welshpool Cemetery Trust	Yarrowonga and District Cemetery Trust
Victorian Assisted Reproductive Treatment Authority	Werona and Kooroocheang Cemetery Trust	Yarrayne Cemetery Trust
Victorian Catchment Management Council	Werrimull Cemetery Trust	Yarriambiack Shire Council
Victorian Disability Advisory Council	West Gippsland Catchment Management Authority	Yaugher Cemetery Trust
Victorian Electoral Commission	West Gippsland Regional Library Corporation	Yea Cemetery Trust
Victorian Environmental Assessment Council	West Wimmera Shire Cemeteries Trust	
Victorian Environmental Water Holder	Whitefield Cemetery Trust	
Victorian Equal Opportunity and Human Rights Commission	Whitehorse Manningham Regional Library Corporation	
Victorian Government Architect	Whroo Cemetery Trust	
Victorian Government Purchasing Board*	Wickliffe Cemetery Trust	
Victorian Inspectorate	Willaura Cemetery Trust	
Victorian Law Reform Commission	William Angliss Institute of TAFE*	
Victorian Legal Admissions Board*	Willow Grove Cemetery Trust	
Victorian Local Government Grants Commission	Wimmera Regional Library Corporation	
Victorian Marine and Coastal Council	Winiam Cemetery Trust	
Victorian Mining Warden	Winton Cemetery Trust	
Victorian Multicultural Commission	Wodonga Cemetery Trust	

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

APPENDIX B

APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL 2019-20¹

<i>Agency</i>	<i>Appeals lodged</i>	<i>Appeals withdrawn from VCAT²</i>	<i>Decided by VCAT</i>	<i>Agency decision confirmed³</i>	<i>Agency decision varied</i>	<i>Agency decision overturned</i>	<i>Other⁴</i>
Totals	102	30	18	5	12	1	116
Alfred Health	1	1	0	0	0	0	2
Architects Registration Board of Victoria	1	0	0	0	0	0	1
Ballarat Health Services	1	0	0	0	0	0	1
Banyule City Council	1	0	0	0	0	0	1
Barwon Health	1	0	0	0	0	0	1
Bayside City Council	1	0	0	0	0	0	1
Campaspe Shire Council	1	1	0	0	0	0	1
Chief Parliamentary Counsel Victoria	1	0	1	1	0	0	0
City of Boroondara	3	0	0	0	0	0	3
City of Port Phillip	3	1	1	0	1	0	2
Country Fire Authority	1	0	0	0	0	0	1
Department of Education and Training (DET)	4	0	3	2	0	1	11
Department of Environment, Land, Water and Planning (DELWP)	3	1	0	0	0	0	3
Department of Health and Human Services (DHHS)	7	2	0	0	0	0	7
Department of Jobs, Precincts and Regions (DJPR)	1	0	0	0	0	0	1
Department of Justice and Community Safety (DJCS)	5	1	0	0	0	0	5
Department of Premier and Cabinet (DPC)	1	0	0	0	0	0	1
Department of Transport (DoT)	6	1	0	0	0	0	6
Development Victoria	1	0	0	0	0	0	1
Emergency Services Superannuation Board (t/a ESSSuper)	1	0	0	0	0	0	0
Environment Protection Authority	3	2	0	0	0	0	4

6 APPENDICES

APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL 2019-20 (CONTINUED)

Agency	Appeals lodged	Appeals withdrawn from VCAT ²	Decided by VCAT	Agency decision confirmed ³	Agency decision varied	Agency decision overturned	Other ⁴
Frankston City Council	1	0	0	0	0	0	1
Glen Eira City Council	1	0	0	0	0	0	1
Macedon Ranges Shire Council	2	0	0	0	0	0	2
Major Transport Infrastructure Authority	6	4	0	0	0	0	6
Majorca Cemetery Trust	0	0	0	0	0	0	0
Maribyrnong City Council	1	0	1	1	0	0	0
Melbourne Health	1	0	1	0	1	0	1
Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	1	0	1	0	1	0	0
State Revenue Office	1	1	5	0	5	0	3
Stawell Regional Health	0	1	0	0	0	0	1
Suburban Rail Loop Authority	2	0	0	0	0	0	2
Surf Coast Shire Council	1	0	1	0	1	0	0
University of Melbourne	1	1	0	0	0	0	1
Victoria Police	26	10	3	1	2	0	33
Victorian Building Authority	3	1	0	0	0	0	3
Victorian Commission for Gambling and Liquor Regulation	2	0	0	0	0	0	2
Victorian Institute of Teaching	2	0	0	0	0	0	2
Victorian Legal Services Board	1	0	0	0	0	0	1
Victorian WorkCover Authority (t/a WorkSafe)	1	0	1	0	1	0	2
Wimmera Catchment Management Authority	1	1	0	0	0	0	1
Wyndham City Council	1	1	0	0	0	0	1

¹ The data in this table is based on the number and type of decisions handed down by VCAT in 2019-20, whether or not those decisions were a result of appeals lodged in that year or previous years. This is necessary given the time that can often pass between an appeal being lodged, the mediation and other processes that can occur prior to a formal hearing, and a final decision being handed down by VCAT.

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

³ 'VCAT agency decision confirmed' includes situations where a case was struck out, or the matter was dismissed.

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

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>	<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 5		Austin Health	s.30(1) x 3	
Alfred Health	s.30(1) x 2			s.32(1) x 1	
	s.32(1) x 1			s.33(1) x 47	
	s.33(1) x 13			s.33(6) x 1	
	s.35(1)(a) x 4			s.34(1)(a) x 1	
	s.35(1)(b) x 6			s.35(1)(b) x 23	
	s.38 x 8		Australian Grand Prix Corporation	s.34(4)(a) x 2	
Alpine Shire Council	s.30(1) x 2		Bairnsdale Regional Health Service	s.31(1)(c) x 6	
	s.33(1) x 2				
	s.35(1)(a) x 1		Ballarat Health Services	s.30(1) x 8	
Ambulance Victoria	s.30(1) x 4			s.31(1)(c) x 2	
	s.33(1) x 534			s.33(1) x 26	
	s.34(1)(b) x 2			s.34(1)(a) x 1	
	s.35(1)(b) x 2			s.35(1)(a) x 17	
Ararat Rural City Council	s.34(1)(b) x 1			s.35(1)(b) x 4	
Architects Registration Board of Victoria	s.30(1) x 2		Banyule City Council	s.29A x 2	
	s.31(1)(a) x 1			s.33(1) x 13	
	s.31(1)(c) x 1			s.34(1)(a) x 1	
	s.31(1)(d) x 2			s.34(1)(b) x 1	
	s.32(1) x 2			s.35(1)(a) x 1	
	s.33(1) x 2			s.35(1)(b) x 3	
	s.35(1)(b) x 1			s.38A(1)(a) x 1	
Attorney-General	s.28(1)(d) x 3			s.23 x 2	
	s.33(1) x 5		Barwon Health	s.31(1)(a) x 2	
	s.35(1)(a) x 1			s.32(1) x 1	
	s.35(1)(b) x 4				

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>
Barwon Health (cont.)	s.33(1) x 110 s.34(1)(b) x 1 s.35(1)(a) x 35 s.38 x 1		Benalla Rural City Council	s.30(1) x 1 s.35(1)(b) x 1	
Barwon Region Water Corporation	s.33(1) x 1		Bendigo Health Care Group	s.25A(1) x 3 s.30(1) x 3 s.33(1) x 70 s.34(1)(a) x 1 s.35(1)(b) x 18 s.38 x 8	
Bass Coast Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(a) x 1 s.38 x 1		Bendigo Kangan Institute	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Baw Baw Shire Council	s.25A(5) x 1 s.32(1) x 1 s.33(1) x 13 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 2 s.35(1)(b) x 1 s.36(1)(b) x 1 s.38A(1)(a) x 1 s.38A(1)(c) x 1 s.38A(1)(d) x 1		Borough of Queenscliffe	s.33(1) x 3	
Bayside City Council	s.29A x 3 s.30(1) x 2 s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 7 s.35(1)(b) x 1 s.38A(1)(a) x 1		Box Hill Institute	s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1	
			Brimbank City Council	s.33(1) x 3	
			Buloke Shire Council	s.25A(1) x 1 s.33(1) x 2	
			Campaspe Shire Council	s.25A(1) x 2 s.30(1) x 5 s.33(1) x 12 s.33(6) x 1 s.34(1)(a) x 5 s.34(1)(b) x 8 s.34(4)(a) x 1 s.36(2)(a) 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>	<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>
Cardinia Shire Council	s.33(1) x 6 s.34(1)(b) x 1 s.38A(1)(a) x 1		City of Darebin	s.29A x 1 s.30(1) x 1 s.32(1) x 2 s.33(1) x 30 s.34(1)(b) x 1	
Cenitex	s.30(1) x 1 s.33(1) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1		City of Greater Bendigo	s.30(1) x 5 s.31(1)(a) x 1 s.33(1) x 16 s.34(1)(b) x 2 s.35(1)(b) x 3	
Central Gippsland Region Water Corporation (t/a Gippsland Water)	s.32(1) x 1		City of Greater Dandenong	s.25A(1) x 1 s.25A(5) x 2 s.29A x 1 s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(c) x 2 s.31(1)(d) x 1 s.33(1) x 4 s.34(1)(b) x 2 s.35(1)(b) x 2	
Central Highlands Region Water Corporation	s.30(1) x 2 s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1		City of Greater Geelong	s.25A(5) x 1 s.29(a) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 21 s.34(1)(b) x 3 s.35(1)(b) x 4	
Chief Parliamentary Counsel Victoria	s.25A(5) x 2 s.32(1) x 2	s.25A(1) x 1	City of Melbourne	s.29A x 1 s.30(1) x 3 s.31(1)(d) x 1 s.33(1) x 6 s.34(1)(b) x 8 s.35(1)(a) x 3	
Chisholm Institute	s.35(1)(a) x 1				
City of Ballarat	s.33(1) x 5 s.34(1)(b) x 1 s.35(1)(b) x 1				
City of Boroondara	s.29A x 1 s.30(1) x 5 s.31(1)(a) x 3 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 17 s.34(1)(b) x 5 s.35(1)(b) x 5 s.36(2)(b) x 3				
City of Casey	s.33(1) x 11 s.34(1)(b) x 3 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 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>
City of Melbourne (cont.)	s.35(1)(b) x 2 s.38 x 2			s.35(1)(b) x 4 s.38 x 6	
City of Monash	s.25A(1) x 2 s.33(1) x 11		Corangamite Shire	s.33(1) x 1	
City of Port Phillip	s.30(1) x 2 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 16 s.34(1)(b) x 2 s.35(1)(b) x 3 s.38A(1)(a) x 2	s.33(1) x 1	Country Fire Authority	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 5 s.31(1)(a) x 3 s.31(1)(d) x 1 s.32(1) x 6 s.33(1) x 8 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 5 s.36(1)(b) x 2 s.38 x 2 s.31A x 1	
City of Stonnington	s.29A x 1 s.30(1) x 1 s.32(1) x 3 s.33(1) x 7 s.35(1)(b) x 1 s.38A(1)(b) x 1				
City of Whitehorse	s.33(6) x 1		Court Services Victoria	s.25A(5) x 7 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.30(1) x 7 s.31(1)(a) x 2 s.31(1)(d) x 5 s.31(1)(e) x 5 s.32(1) x 1 s.33(1) x 13 s.35(1)(a) x 1	
City West Water Corporation	s.30(1) x 11 s.32(1) x 5 s.33(1) x 7 s.34(4)(a) x 26				
Colac Otway Shire	s.33(1) x 4 s.35(1)(b) x 2				
Coliban Region Water Corporation	s.31(1)(b) x 1 s.33(1) x 3				
Commission for Children and Young People	s.31(1)(a) x 5 s.31(1)(c) x 4 s.33(1) 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>	<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>
Court Services Victoria (cont.)	s.35(1)(b) x 3 s.29B x 1			s.32(1) x 12 s.33(1) x 34	
Deakin University	s.33(1) x 5 s.35(1)(b) x 2			s.33(6) x 1 s.34(1)(a) x 3	
Dental Health Services Victoria	s.30(1) x 2 s.32(1) x 2 s.33(1) x 2 s.35(1)(a) x 2			s.34(1)(b) x 7 s.34(4)(a) x 2 s.35(1)(a) x 6 s.35(1)(b) x 6	
Department of Education and Training (DET)	s.25A(1) x 19 s.25A(5) x 5 s.28(1)(b) x 3 s.28(1)(ba) x 5 s.28(1)(c) x 6 s.28(1)(d) x 10 s.30(1) x 95 s.31(1)(a) x 4 s.31(1)(b) x 2 s.31(1)(c) x 2 s.31(1)(d) x 1 s.32(1) x 15 s.33(1) x 163 s.34(1)(b) x 19 s.34(4)(a) x 5 s.35(1)(a) x 7 s.35(1)(b) x 68 s.36(1)(a) x 3 s.38 x 27	s.25A(1) x 2 s.30(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 1		s.36(1)(b) x 1 s.38 x 1	
			Department of Health and Human Services (DHHS)	s.25A(1) x 83 s.25A(5) x 162 s.28(1)(b) x 5 s.28(1)(ba) x 6 s.28(1)(c) x 4 s.29(a) x 4 s.30(1) x 77 s.31(1)(a) x 208 s.31(1)(c) x 465 s.31(1)(d) x 4 s.32(1) x 20 s.33(1) x 1210 s.34(1)(b) x 22 s.34(4)(a) x 19 s.35(1)(a) x 1 s.35(1)(b) x 685 s.38 x 528	
Department of Environment, Land, Water and Planning (DELWP)	s.28(1)(ba) x 7 s.28(1)(d) x 5 s.29(b) x 1 s.29A x 3 s.30(1) x 44 s.31(1)(a) x 3 s.31(1)(b) x 1		Department of Jobs, Precincts and Regions (DJPR)	s.25A(1) x 4 s.25A(5) x 1 s.28(1)(b) x 3 s.28(1)(ba) x 6 s.28(1)(d) x 3 s.30(1) x 17 s.31(1)(d) x 2	

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>
Department of Jobs, Precincts and Regions (DJPR) (cont.)	s.32(1) x 1			s.29(a) x 3	
	s.33(1) x 32			s.29A x 2	
	s.34(1)(b) x 12			s.30(1) x 18	
	s.34(4)(a) x 10			s.31(1)(a) x 1	
	s.35(1)(b) x 5			s.32(1) x 1	
	s.38 x 3			s.33(1) x 23	
	s.31A x 2			s.34(1)(b) x 3	
Department of Justice and Community Safety (DJCS)	s.25A(1) x 106			s.34(4)(a) x 4	
	s.25A(5) x 15			s.35(1)(a) x 1	
	s.28(1)(d) x 1			s.35(1)(b) x 1	
	s.29(a) x 4			s.36(1)(b) x 1	
	s.29(b) x 1		Department of Transport (DoT)	s.25A(1) x 15	
	s.30(1) x 207			s.28(1)(a) x 2	
	s.31(1)(a) x 381			s.28(1)(b) x 6	
	s.31(1)(b) x 2			s.28(1)(ba) x 4	
	s.31(1)(d) x 199			s.28(1)(c) x 4	
	s.31(1)(e) x 2			s.28(1)(d) x 5	
	s.32(1) x 3			s.29A x 4	
	s.33(1) x 817			s.30(1) x 28	
	s.34(1)(b) x 1			s.31(1)(d) x 4	
	s.35(1)(a) x 3			s.32(1) x 13	
	s.35(1)(b) x 26			s.33(1) x 105	
	s.38 x 785			s.34(1)(a) x 1	
Department of Premier and Cabinet (DPC)	s.25A(1) x 2			s.34(1)(b) x 8	
	s.28(1)(a) x 1			s.34(4)(a) x 13	
	s.28(1)(b) x 6			s.35(1)(b) x 12	
	s.28(1)(ba) x 3			s.38 x 219	
	s.28(1)(c) x 4				
	s.28(1)(d) x 13				

<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 Treasury and Finance (DTF)	s.28(1)(b) x 7 s.28(1)(ba) x 6 s.28(1)(c) x 1 s.28(1)(d) x 4 s.30(1) x 18 s.32(1) x 2 s.33(1) x 1 s.34(1)(b) x 5 s.34(4)(a) x 3		Eastern Health	s.25A(1) x 2 s.25A(5) x 1 s.30(1) x 18 s.31(1)(a) x 1 s.32(1) x 8 s.33(1) x 584 s.33(4) x 1 s.35(1)(b) x 215 s.38 x 11	
Development Victoria	s.25A(1) x 2 s.30(1) x 5 s.31(1)(a) x 4 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 4		Edenhope and District Memorial Hospital	s.33(1) x 4	
Disability Services Commissioner	s.30(1) x 4 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 3 s.35(1)(b) x 5 s.38 x 1 s.29B x 1		Emergency Services Superannuation Board (t/a ESSSuper)	s.32(1) x 1 s.33(1) x 1	
East Gippsland Catchment Management Authority	s.33(1) x 2		Emergency Services Tele- communications Authority	s.33(1) x 33 s.38 x 45	
East Gippsland Shire Council	s.30(1) x 2 s.33(1) x 8 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38A(1)(b) x 1 s.23 x 1		Energy Safe Victoria	s.31(1)(b) x 1 s.33(1) x 2 s.34(1)(a) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 2	
			Environment Protection Authority	s.25A(1) x 3 s.30(1) x 9 s.31(1)(a) x 9 s.31(1)(b) x 9 s.31(1)(d) x 3 s.32(1) x 1 s.33(1) x 23 s.34(1)(b) x 14 s.35(1)(b) x 2	

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>
Essential Services Commission	s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 2	
Family Safety Victoria	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.33(1) x 3 s.35(1)(a) x 1 s.35(1)(b) x 2 s.38 x 1	
Firearms Appeals Committee	s.25A(5) x 1 s.31(1)(a) x 1 s.38 x 1	
Frankston City Council	s.30(1) x 2 s.32(1) x 1 s.33(1) x 2 s.35(1)(b) x 3	
Game Management Authority	s.30(1) x 3 s.32(1) x 2 s.33(1) x 7 s.35(1)(b) x 1	
Gannawarra Shire Council	s.33(1) x 1	
Glen Eira City Council	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 6 s.31(1)(a) x 1 s.31(1)(c) x 5 s.31(1)(e) 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>
	s.32(1) x 1 s.33(1) x 13 s.34(1)(b) x 3 s.34(4)(a) x 2 s.35(1)(b) x 9 s.38 x 1 s.36(2)(b) x 1	
Glenelg Shire Council	s.33(1) x 1	
Golden Plains Shire Council	s.31(1)(a) x 1 s.33(1) x 2 s.33(4) x 1	
Goulburn Broken Catchment Management Authority	s.33(1) x 1	
Goulburn Valley Health	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Goulburn-Murray Rural Water Corporation	s.30(1) x 2 s.32(1) x 1 s.33(1) x 1	
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	s.28(1)(b) x 1 s.34(1)(b) x 1	
Greater Shepparton City Council	s.25A(5) x 1 s.33(1) x 1 s.33(6) x 2 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>	<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>
Health Complaints Commissioner	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 1			s.31(1)(b) x 1 s.33(1) x 8 s.34(1)(b) x 1	
Hepburn Shire Council	s.30(1) x 1 s.31(1)(b) x 1 s.33(1) x 1			s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 5	
Hobsons Bay City Council	s.33(1) x 3 s.35(1)(a) x 1 s.35(1)(b) x 2		Knox City Council	s.32(1) x 1 s.33(1) x 10 s.35(1)(b) x 2 s.38 x 1 s.23 x 1	
Hume City Council	s.29(a) x 1 s.29(b) x 1 s.30(1) x 1 s.31(1)(a) x 1 s.33(1) x 5 s.34(1)(b) x 4 s.35(1)(b) x 3		La Trobe University	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Independent Broad-based Anti-corruption Commission	s.31A x 6		Latrobe City Council	s.33(1) x 4 s.35(1)(b) x 1 s.38A(1)(a) x 1	
Indigo Shire Council	s.33(1) x 1 s.38A(1)(c) x 1		Latrobe Regional Hospital	s.35(1)(a) x 1	
Infrastructure Victoria	s.30(1) x 1 s.35(1)(b) x 1 s.36(1)(a) x 1 s.38 x 1 s.24(1) 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	
Kardinia Park Stadium Trust	s.25A(1) x 1 s.30(1) x 1 s.34(4)(b) x 1 s.34(4)(c) x 1		Macedon Ranges Shire Council	s.25A(1) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(b) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.35(1)(b) x 3	
Kingston City Council	s.29A x 1 s.30(1) x 4 s.31(1)(a) x 1		Major Transport Infrastructure Authority	s.25A(1) x 1 s.28(1)(b) x 8 s.28(1)(ba) 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>
Major Transport Infrastructure Authority (cont.)	s.28(1)(c) x 2 s.29A x 2 s.30(1) x 20 s.31(1)(a) x 1 s.32(1) x 6 s.33(1) x 27 s.34(1)(b) x 6 s.34(4)(a) x 7 s.35(1)(b) x 2			s.33(4) x 1 s.34(4)(a) x 1 s.35(1)(b) x 51	
Mallee Track Health and Community Service	s.32(1) x 1		Melbourne Polytechnic	s.28(1)(ba) x 1 s.28(1)(c) x 1 s.28(1)(d) x 1 s.35(1)(a) x 1	
Manningham City Council	s.31(1)(a) x 1 s.33(1) x 9 s.35(1)(b) x 2		Melbourne Water	s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(b) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 2	
Maribyrnong City Council	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 1 s.32(1) x 2 s.33(1) x 2 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 1	s.33(1) x 1	Melton City Council	s.32(1) x 2 s.33(1) x 1	
Maroondah City Council	s.30(1) x 1 s.33(1) x 6		Mental Health Complaints Commissioner	s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 3 s.35(1)(b) x 2	
Melbourne Convention and Exhibition Trust	s.34(1)(b) x 1		Mental Health Tribunal	s.38 x 1	
Melbourne Health	s.32(1) x 1 s.33(1) x 32	s.32(1) x 1 s.33(1) x 1	Mercy Hospitals Victoria Ltd	s.30(1) x 1 s.33(1) x 73 s.35(1)(a) x 65 s.35(1)(b) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Metropolitan Fire and Emergency Services Board	s.30(1) x 6 s.33(1) x 368 s.34(1)(a) x 3	
Mildura Rural City Council	s.33(1) x 9	
Minister for Child Protection	s.33(1) x 1	
Minister for Consumer Affairs, Gaming and Liquor Regulation	s.33(1) x 1	
Minister for Energy, Environment and Climate Change	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.30(1) x 1 s.33(1) x 2 s.35(1)(b) x 2	
Minister for Health	s.33(1) x 2 s.35(1)(b) x 2	
Minister for Mental Health	s.33(1) x 2 s.35(1)(b) x 1	
Minister for Planning	s.33(1) x 1	
Minister for Police and Emergency Services	s.30(1) x 2 s.33(1) x 3	
Minister for Public Transport	s.25A(1) x 1 s.33(1) x 1	
Mitchell Shire Council	s.33(1) x 10	
Moir Shire Council	s.30(1) x 1 s.33(1) x 3	
Monash Health	s.30(1) x 11 s.32(1) x 2 s.33(1) x 35 s.33(4) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
	s.35(1)(b) x 36 s.38 x 19	
Monash University	s.25A(1) x 1 s.25A(5) x 2 s.30(1) x 3 s.31(1)(a) x 2 s.31(1)(d) x 2 s.31(1)(e) x 2 s.32(1) x 4 s.33(1) x 3 s.34(4)(a) x 1 s.35(1)(b) x 2	
Moonee Valley City Council	s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 2 s.38 x 1 s.38A(1)(a) x 1	
Moorabool Shire Council	s.33(1) x 5	
Moreland City Council	s.25A(5) x 5 s.29A x 1 s.33(1) x 26 s.34(1)(a) x 2	
Mornington Peninsula Shire	s.29(b) x 1 s.30(1) x 2 s.31(1)(a) x 2 s.31(1)(b) x 2 s.31(1)(c) x 2 s.31(1)(d) x 2 s.31(1)(e) x 2 s.32(1) x 1 s.33(1) x 40 s.33(4) x 7	

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>
Mornington Peninsula Shire (cont.)	s.34(1)(a) x 1		Nillumbik Shire Council	s.33(1) x 4	
	s.34(1)(b) x 1			s.34(1)(b) x 1	
	s.24(1) x 2			s.35(1)(b) x 2	
	s.24A(1) x 1		North Central Catchment Management Authority	s.33(1) x 1	
Mount Alexander Shire Council	s.25A(1) x 1		Northern Grampians Shire Council	s.33(1) x 1	
	s.33(1) x 1		Northern Health	s.25A(1) x 6	
Mount Buller and Mount Stirling Alpine Resort Management Board	s.34(1)(a) x 1			s.30(1) x 10	
				s.33(1) x 71	
Moyne Shire Council	s.30(1) x 2			s.33(4) x 2	
	s.32(1) x 1			s.34(1)(b) x 1	
	s.33(1) x 1			s.35(1)(b) x 40	
	s.33(6) x 1			s.36(1)(b) x 1	
	s.38A(1)(a) x 1		Office of Public Prosecutions	s.25A(5) x 1	
Murrindindi Shire Council	s.25A(1) x 1			s.30(1) x 1	
	s.25A(5) x 5			s.32(1) x 1	
	s.30(1) x 3			s.33(1) x 21	
	s.33(1) x 8			s.35(1)(b) x 9	
	s.35(1)(a) x 1		Office of the Victorian Information Commissioner (OVIC)	s.33(1) x 2	
	s.24A(1) x 2			s.35(1)(b) x 1	
National Gallery of Victoria	s.25A(1) x 1		Parks Victoria	s.25A(1) x 2	
	s.30(1) x 1			s.30(1) x 2	
	s.33(1) x 2			s.32(1) x 1	
	s.34(1)(b) x 2			s.33(1) x 8	
	s.34(4)(a) x 2			s.34(1)(b) x 7	
	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>	<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>
Parks Victoria (cont.)	s.34(4)(a) x 1 s.38 x 3 s.24A(1) x 1		Royal Children's Hospital	s.30(1) x 1 s.32(1) x 3 s.33(1) x 236 s.35(1)(a) x 36 s.38 x 5	
Peninsula Health	s.30(1) x 7 s.31(1)(c) x 1 s.33(1) x 48 s.34(1)(a) x 1 s.35(1)(b) x 12 s.24(1) x 1		Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	s.25A(1) x 1 s.31(1)(a) x 2 s.31(1)(c) x 3 s.31(1)(d) x 3 s.31(3) x 2 s.33(1) x 7 s.35(1)(b) x 3	s.33(1) x 1 s.35(1)(b) x 1
Portland District Health	s.33(1) x 41		Royal Women's Hospital	s.30(1) x 3 s.32(1) x 1 s.33(1) x 12 s.34(1)(a) x 1 s.34(4)(a) x 1 s.35(1)(b) x 1	
Premier of Victoria	s.25A(1) x 2 s.28(1)(d) x 1 s.33(1) x 2		Rural City Of Wangaratta	s.33(1) x 6 s.34(1)(b) x 1	
PrimeSafe	s.33(1) x 1		Safer Care Victoria	s.30(1) x 3 s.33(1) x 4 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 2	
Pyrenees Shire Council	s.33(1) x 1		South East Water	s.30(1) x 1	
Racing Victoria Limited	s.32(1) x 1 s.33(1) x 2 s.35(1)(b) x 1		South Gippsland Shire Council	s.33(1) x 1	
Residential Tenancies Bond Authority	s.33(1) x 1 s.38 x 1		South West Healthcare	s.33(1) x 13 s.35(1)(a) x 8 s.35(1)(b) x 10	
RMIT University	s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 2				
Road Safety Camera Commissioner	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(d) x 1 s.33(1) x 1 s.38 x 1				

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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>
South West Institute of TAFE	s.33(1) x 1			s.34(1)(b) x 1	
				s.35(1)(a) x 1	
Southern Grampians Shire Council	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1			s.35(1)(b) x 1	
St Vincent's Health	s.25A(1) x 1 s.33(1) x 10 s.35(1)(b) x 23		Swan Hill Rural City Council	s.30(1) x 1 s.33(1) x 3	
State Revenue Office	s.30(1) x 5 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 6 s.35(1)(a) x 1 s.38 x 7	s.30(1) x 3 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 5 s.34(1)(a) x 3 s.38 x 2	Swinburne University of Technology	s.34(1)(a) x 1 s.34(4)(c) x 1	
Strathbogie Shire Council	s.25A(5) x 1 s.30(1) x 1 s.33(1) x 5 s.35(1)(a) x 1 s.35(1)(b) x 1		Timboon and District Healthcare Service	s.33(1) x 1	
Suburban Rail Loop Authority	s.25A(1) x 2		Transport Accident Commission (TAC)	s.30(1) x 861 s.31(1)(a) x 10 s.31(1)(d) x 1 s.32(1) x 444 s.33(1) x 53 s.33(6) x 1 s.34(1)(a) x 1 s.34(4)(a) x 1 s.38 x 468	
Surf Coast Shire Council	s.30(1) x 5 s.33(1) x 11 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1	s.33(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 1	Transport Safety Victoria	s.30(1) x 2 s.31(1)(c) x 3 s.33(1) x 2 s.34(1)(a) x 5 s.34(1)(b) x 1 s.38 x 6	
Sustainability Victoria	s.30(1) x 1 s.33(1) x 2 s.34(1)(a) x 1		Treasurer of Victoria	s.28(1)(b) x 1 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>	<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>
University of Melbourne	s.25A(1) x 1			s.32(1) x 2	
	s.30(1) x 10			s.33(1) x 2430	
	s.33(1) x 10			s.33(6) x 24	
	s.34(1)(b) x 6			s.35(1)(b) x 341	
	s.34(4)(a) x 6			s.38 x 320	
V/Line Corporation	s.30(1) x 4			s.31(4) x 7	
	s.32(1) x 1		Victorian Auditor-General's Office	s.25A(5) x 2	
	s.33(1) x 8			s.31(1)(c) x 1	
	s.34(1)(a) x 2		Victorian Building Authority	s.25A(1) x 1	
	s.35(1)(b) x 2			s.25A(5) x 1	
VicForests	s.30(1) x 2			s.29A x 2	
	s.33(1) x 3			s.30(1) x 14	
	s.34(1)(b) x 1			s.31(1)(a) x 10	
	s.34(4)(a) x 2			s.31(1)(b) x 1	
Victoria Legal Aid	s.25A(5) x 1			s.31(1)(c) x 2	
	s.30(1) x 2			s.32(1) x 4	
	s.32(1) x 1			s.33(1) x 82	
	s.33(1) x 7			s.35(1)(b) x 12	
	s.33(4) x 1			s.36(1)(b) x 1	
	s.38 x 1			s.38 x 2	
Victoria Police	s.25A(1) x 119	s.33(1) x 3	Victorian Commission for Gambling and Liquor Regulation	s.25A(5) x 5	
	s.25A(5) x 19	s.35(1)(b) x 2		s.30(1) x 2	
	s.28(1)(a) x 1			s.31(1)(a) x 1	
	s.28(1)(ba) x 1			s.31(1)(d) x 3	
	s.28(1)(d) x 2			s.32(1) x 1	
	s.29A x 4			s.33(1) x 1	
	s.30(1) x 306			s.34(1)(b) x 7	
	s.31(1)(a) x 285			s.38 x 7	
	s.31(1)(b) x 146		Victorian Curriculum and Assessment Authority	s.30(1) x 1	
	s.31(1)(c) x 2			s.34(1)(b) x 1	
	s.31(1)(d) x 406				
	s.31(1)(e) x 34				
	s.31(3) x 8				

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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>
Victorian Fisheries Authority	s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.32(1) x 1 s.35(1)(a) x 1		Victorian Ports Corporation (Melbourne)	s.25A(1) x 2	
Victorian Government Solicitor's Office	s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 1		Victorian Rail Track (t/a VicTrack)	s.30(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 1	
Victorian Independent Remuneration Tribunal	s.25A(1) x 1		Victorian Registration and Qualifications Authority	s.30(1) x 1 s.33(1) x 1	
Victorian Institute of Forensic Medicine	s.30(1) x 1 s.33(1) x 1		Victorian Responsible Gambling Foundation	s.30(1) x 2 s.34(1)(b) x 2 s.34(4)(a) x 2	
Victorian Institute of Forensic Mental Health	s.33(1) x 14 s.33(4) x 8 s.35(1)(a) x 7		Victorian WorkCover Authority (t/a WorkSafe)	s.25A(1) x 6 s.25A(5) x 6 s.28(1)(a) x 1 s.30(1) x 19 s.31(1)(a) x 75 s.31(1)(b) x 5 s.31(1)(d) x 1 s.31(1)(e) x 1 s.32(1) x 99 s.33(1) x 894 s.34(1)(a) x 66 s.34(4)(a) x 4 s.35(1)(a) x 4 s.35(1)(b) x 16 s.38 x 2	s.33(1) x 1
Victorian Institute of Teaching	s.25A(1) x 3				
Victorian Legal Services Board	s.29(b) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.38 x 1				
Victorian Managed Insurance Authority	s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 2				
Victorian Planning Authority	s.30(1) x 1		Walkerville Foreshore Reserve Committee of Management	s.33(1) x 1 s.34(1)(a) 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>	<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>
Warrnambool City Council	s.30(1) x 1 s.33(1) x 2		Yarra City Council	s.25A(1) x 1 s.30(1) x 5 s.32(1) x 1 s.33(1) x 31 s.35(1)(a) x 5 s.38A(1)(b) x 1	
Wellington Shire Council	s.25A(5) x 2 s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(b) x 2 s.33(1) x 2		Yarra Ranges Shire Council	s.30(1) x 3 s.31(1)(a) x 1 s.33(1) x 12 s.33(6) x 1 s.35(1)(b) x 3	
Western Health	s.30(1) x 16 s.33(1) x 5 s.35(1)(a) x 5				
Western Region Water Corporation	s.33(1) x 2				
Westernport Region Water Corporation	s.31(1)(c) x 1				
Whittlesea City Council	s.30(1) x 2 s.32(1) x 2 s.33(1) x 19 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38A(1)(a) x 1 s.36(2)(b) x 1				
Wimmera Catchment Management Authority	s.32(1) x 1 s.35(1)(b) x 1				
Wimmera Health Care Group	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 2				
Wodonga City Council	s.30(1) x 1 s.33(1) x 1				
Wyndham City Council	s.30(1) x 2 s.32(1) x 1 s.33(1) x 13 s.34(1)(b) x 4 s.35(1)(b) x 1				

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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>
Accident Compensation Conciliation Service	Dale Mitchell (Chief Financial Officer)	[2 - 0 - 0]
Albury Wodonga Health	Wendy Sutcliffe (Health Information Manager)	[480 - 5 - 0]
Alexandra District Health	Debbie Rogers (Chief Executive Officer)	[4 - 0 - 0]
	Kerrie Myer (Director, Clinical Services)	[2 - 0 - 0]
	Leonie Berry (Health Information Manager)	[1 - 0 - 0]
	Melissa Lowe (Medical Records Filing Assistant)	[7 - 0 - 0]
Alfred Health	Diana Battaglia (FOI Manager)	[1 - 2 - 0]
	Dr Lee Hamley (Director, Medical Services)	[2464 - 4 - 6]
	Dr Sudeep Saraf (Program Director, Mental and Addiction Health)	[189 - 6 - 0]
Alpine Health	Mr Lyndon Seys (Chief Executive Officer)	[6 - 0 - 0]
Alpine Shire Council	Belinda Schultz (Governance Officer)	[0 - 1 - 0]
	Nathalie Cooke (Director, Corporate)	[0 - 1 - 0]
Ambulance Victoria	Paul Maclean (FOI Manager)	[640 - 192 - 2]
	Tina White (FOI Officer)	[619 - 333 - 0]
	Kelly McNair (FOI Officer)	[145 - 15 - 0]
Ararat Rural City Council	Jenny Woolcock (FOI Officer)	[1 - 1 - 0]
Architects Registration Board of Victoria	Fiona Gjoni (Manager, Registrations)	[0 - 2 - 0]
Assistant Treasurer of Victoria	Mark Hamilton-Smith (FOI Officer)	[1 - 0 - 0]
Attorney-General	Lisa Pascolo (Team Leader, FOI)	[0 - 1 - 0]
	Natasha Haslem (FOI Officer)	[0 - 4 - 0]
Austin Health	Dr Charu Ghandi (Clinical Director)	[55 - 14 - 0]
	Jessica Hamer (Consultant Psychiatrist)	[6 - 0 - 0]
	Leeanne Fisher (Clinical Director, CYMHS)	[13 - 4 - 0]
	Timothy Rolfe (Deputy Director, PTRS)	[10 - 1 - 0]
	Vesna Karopoulos (Manager, Community Recovery Program)	[2 - 0 - 0]
	Aileen Shuey (Consultant Psychiatrist)	[6 - 1 - 0]
	Christine Lambros (Manager, CL Psych)	[14 - 2 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Steve Malkin (Senior Clinical Psychologist)	[9 - 2 - 0]
	Tiba Maloof (Consultant, MH)	[2 - 7 - 0]
	Shamila Lawrence (Consultant, NEAMHS)	[8 - 3 - 0]
	Kate Wendt (MH Health Information Manager)	[1 - 1 - 0]
	Hayley Gregory (MH Coordinator APU)	[4 - 4 - 0]
	Dilani Wijeratne (Consultant Psychologist)	[6 - 3 - 0]
	Toni Young (Operations Manager)	[39 - 3 - 0]
	Marie Ellis (Board Secretary, Corporate FOI)	[0 - 1 - 0]
	Mardi Stephens (FOI Officer)	[256 - 13 - 7]
	Hanna Cheng (Consultant, CYMHS)	[0 - 1 - 0]
	Dr Tony Chan (Dr and FOI Reviewer)	[747 - 1 - 0]
	Bharat Visa (Consultant Psychiatrist)	[1 - 0 - 0]
	Sanjeev Choudhary (Manager CCS/DDC NEAMHS)	[2 - 0 - 0]
	Prof Richard Kanaan (Professor in Psychiatry)	[1 - 0 - 0]
	Lanki Pangnadasa (Clinical Neuropsychologist)	[1 - 0 - 0]
	Joanne Wrench (Manager, Psychology)	[2 - 0 - 0]
	Victoria Harpwood (Clinical Director, MHS)	[5 - 0 - 0]
	Dr Suzy Redston (Medical Director, MH)	[1 - 0 - 0]
	Dr Revindran Nair (Consultant Psych)	[7 - 0 - 0]
	Marie O'Shea (Director, Clinical Neuropsychology)	[1 - 0 - 0]
	Heather Clarke (Manager, NCASA)	[5 - 0 - 0]
	Su Ann Teoh (Legal Counsel)	[1 - 0 - 0]
	Hiranthi Perera (Consultant Psychiatrist)	[8 - 2 - 0]
	Julie Hume (Divisional Manager, MHS)	[2 - 1 - 0]
Australian Centre for the Moving Image	Lesley Gillan (FOI Officer)	[1 - 0 - 0]
Australian Grand Prix Corporation	James Rosengarten (FOI Officer)	[0 - 2 - 0]
Bairnsdale Regional Health Service	Alice Lay (Health Information Manager)	[1 - 0 - 0]
	David McConachy (Director, Medical Services)	[2 - 0 - 0]
	Jane Clemm (Health Information Manager)	[2 - 0 - 0]
	Juliette Wenn (Health Information Manager)	[69 - 6 - 0]
	Robyn Hayles (Chief Executive Officer)	[24 - 0 - 0]
Ballarat Health Services	Linda Danvers (Medicolegal Medical Officer)	[318 - 14 - 5]
	Pauline Basilio (Manager, Health Information Services)	[1 - 1 - 1]
	Anoop Lalitha (Clinical Director, Mental Health)	[143 - 15 - 0]

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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>
Ballarat Health Services (Cont.)	Serin Cooper Maidlow (Registar, Medical Administration)	[1 - 0 - 0]
	Anna Glenn (FOI Officer)	[86 - 11 - 1]
	Gina Costigan (FOI Officer)	[77 - 5 - 1]
Banyule City Council	Stephanie Neville (FOI Officer)	[3 - 14 - 0]
	Emily Outlaw (FOI Officer)	[0 - 2 - 0]
Barwon Health	Roger McLennan (Senior Medical Specialist)	[4 - 0 - 0]
	Bernadine McNamara (General Counsel)	[2 - 2 - 1]
	Haram Kwon (Lawyer)	[1 - 0 - 0]
	Fiona Nelson (Lawyer)	[1 - 0 - 1]
	Melisa Robinson (Health Information Services Operations Manager)	[1 - 0 - 0]
	Susan Bell (FOI Officer)	[4 - 0 - 0]
	Catherine Stapleton (FOI Officer)	[1 - 0 - 0]
	Fiona Harland (Clinical Coding Auditor)	[235 - 20 - 0]
	Ann Gardner (Registered Nurse)	[632 - 98 - 0]
Barwon Region Water Corporation	Matthew Dunbar (FOI Manager)	[5 - 0 - 0]
	Michael Watson (Secretary)	[1 - 1 - 0]
Bass Coast Health	Emilia Pezzi (Health Information Manager)	[22 - 0 - 0]
	Bruce Waxman (Chief Medical Officer)	[1 - 0 - 0]
	Louise Sparkes (Executive Director)	[1 - 0 - 0]
	Noni Bourke (Executive Director)	[6 - 0 - 0]
	Kelly McRae (Health Information Manager)	[27 - 0 - 0]
	Karen Davison (Health Information Manager)	[15 - 0 - 0]
	Renee Kelsall (Chief Medical Officer)	[1 - 0 - 0]
Bass Coast Shire Council	Kristy Matthies (FOI Officer)	[0 - 2 - 0]
Baw Baw Shire Council	Christian Thomas (Business Information Coordinator)	[1 - 4 - 1]
	Robyn D'Arcy (FOI Officer)	[8 - 9 - 1]
Bayside City Council	Karen Brown (Governance Coordinator)	[12 - 13 - 3]
Beechworth Health Service	Shell Morphy (Director, Excellence and Innovation)	[1 - 0 - 0]
	Mark Ashcroft (Chief Executive Officer)	[3 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Benalla Health	Janine Holland (Chief Executive Officer)	[34 - 0 - 0]
Benalla Rural City Council	Jane Still (FOI Officer)	[0 - 1 - 0]
	Honnie Lowe (Records Coordinator)	[0 - 1 - 0]
Bendigo Health Care Group	Kersten Webster (FOI Officer)	[117 - 22 - 4]
	Kelly Stansall (FOI Officer)	[68 - 15 - 1]
	Sue Roberts (RPN / FOI Officer)	[80 - 40 - 1]
	Ruby Neal (FOI Officer)	[43 - 11 - 0]
	Yonna Eaddie (FOI Officer)	[2 - 1 - 0]
	Peter Faulkner (Chief Executive Officer)	[0 - 0 - 1]
Bendigo Kangan Institute	Gideon Perrott (FOI and Information Privacy Manager)	[1 - 1 - 0]
Borough of Queenscliffe	Phillip Carruthers (General Manager, Organisational Performance and Community Services)	[1 - 3 - 0]
Box Hill Institute	Vivienne King (Chief Executive Officer)	[0 - 1 - 0]
Brimbank City Council	Mate Klisanin (Legal and Privacy Officer)	[14 - 2 - 0]
	Julian Kris Sakarai (Manager, Governance)	[0 - 1 - 0]
Buloke Shire Council	Jennifer Hewett (Governance / FOI Officer)	[1 - 2 - 0]
Calvary Health Care Bethlehem	Mark Heenan (FOI Manager)	[6 - 0 - 0]
Campaspe Shire Council	Frank Crawley (FOI Officer)	[0 - 8 - 6]
	Fleur Cousins (FOI Officer)	[0 - 2 - 0]
Cardinia Shire Council	Doug Evans (Manager, Governance)	[2 - 8 - 0]
Casterton Memorial Hospital	Owen Stephens (Chief Executive Officer)	[3 - 0 - 0]
Castlemaine Health	Heather Paulet (Health Information Manager)	[20 - 0 - 0]
Cenitex	Sharon Copeland Smith (FOI Officer)	[1 - 2 - 0]
	Duncan Cambray (FOI Officer)	[1 - 0 - 0]
Central Gippsland Health Service	Suhan Baskar (Director, Medical Services)	[8 - 0 - 0]
	Craig Kingham (Records Coordinator)	[5 - 0 - 0]
	Lisa Fuessel (Health Information Manager)	[13 - 0 - 0]
	Frank Evans (Chief Executive Officer)	[76 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	Jade Neilsen-Riley (Records Coordinator)	[0 - 1 - 0]
Central Goldfields Shire Council	Megan Kruger (Manager, Governance, Property and Risk)	[4 - 0 - 0]
Central Highlands Region Water Corporation	Leesa Bolt (FOI Officer)	[3 - 2 - 0]
Central Highlands Rural Health	Maree Cuddihy (Chief Executive Officer)	[34 - 0 - 0]
Chief Parliamentary Counsel Victoria	Marina Farnan (Chief Parliamentary Counsel)	[0 - 0 - 3]

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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>
Chisholm Institute	Mark Abramovich (FOI Officer)	[3 - 0 - 0]
	Stephen Varty (Chief Executive Officer)	[0 - 0 - 1]
City of Ballarat	Sarah Cuthbert (FOI Officer)	[13 - 6 - 1]
City of Boroondara	Elizabeth Manou (Projects Officer, Governance)	[2 - 19 - 3]
	David Thompson (Manager, Governance)	[0 - 3 - 0]
	Helen Pavlidis (Projects Officer, Governance)	[2 - 8 - 0]
	Krysten Forte (Coordinator, Governance)	[0 - 4 - 0]
City of Casey	Claire Haby (Compliance Officer)	[1 - 1 - 0]
	Rhys Matulis (Team Leader, Governance)	[1 - 2 - 1]
	Julia Donaldson (Compliance Officer)	[8 - 3 - 5]
	Kane Ireson (Compliance Officer)	[10 - 5 - 0]
City of Darebin	Angelo Luczek (Records Coordinator)	[0 - 33 - 2]
City of Greater Bendigo	Jennifer Nolan (FOI Officer)	[3 - 18 - 5]
City of Greater Dandenong	April Seymour (FOI Officer)	[7 - 2 - 2]
	Dani Trimble (FOI Officer)	[0 - 2 - 1]
	Luisa Kimball (FOI Officer)	[2 - 1 - 0]
	Kaye Peterson (FOI Officer)	[2 - 0 - 0]
	Elena Obukhova (FOI Officer)	[1 - 0 - 0]
City of Greater Geelong	Dorna Blyszczak (FOI Officer)	[30 - 19 - 8]
City of Melbourne	Deborah Tate (FOI Officer)	[2 - 6 - 0]
	Chelvi Arunagiri (FOI Officer)	[2 - 2 - 2]
	Samantha Oliver (FOI Officer)	[9 - 7 - 0]
	Peter Gannoni (FOI Officer)	[1 - 0 - 0]
City of Monash	Jarrold Doake (Chief Operating Officer)	[1 - 0 - 0]
	Joanne McKay (Coordinator, Legal Services)	[7 - 11 - 2]
	Rob Pedder (Coordinator, Legal Services)	[1 - 0 - 0]
City of Port Phillip	Joanne Shea (FOI Officer)	[9 - 17 - 0]
	Alli Griffin (FOI and Information Privacy Manager)	[0 - 4 - 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 Stonnington	Jon Gorst (Manager, Finance)	[0 - 1 - 0]
	Kate O'Connor (Corporate Counsel)	[24 - 12 - 1]
City of Whitehorse	Jenny Russell (Team Leader, Governance)	[21 - 0 - 1]
	Rosemary Sheehan (Customer Liason Officer)	[1 - 0 - 0]
	Tony De Fazio (Executive Manager, Governance and Customer Service)	[1 - 0 - 0]
City West Water Corporation	Rosalind Robson (FOI Officer)	[7 - 37 - 0]
Cohuna District Hospital	Lynne Sinclair (FOI Officer)	[14 - 0 - 0]
Colac Area Health	Donna Bell (Health Information Services Manager)	[1 - 0 - 0]
	Didir Imran (District Director, Medical Administration)	[41 - 0 - 0]
Colac Otway Shire	Errol Lawrence (FOI Officer)	[0 - 4 - 0]
Coliban Region Water Corporation	Rebecca Hanley (Secretary)	[0 - 1 - 0]
	Christine Ashcroft (Acting Secretary)	[0 - 1 - 0]
	Roslyn Wai (Secretary)	[1 - 1 - 1]
Commission for Children and Young People	Annie Tinney (Chief Executive Officer)	[0 - 0 - 6]
Corangamite Shire	Leah Teal (FOI Officer)	[2 - 1 - 0]
Corinella Foreshore Reserve Committee of Management	Barbara Oates (Secretary)	[2 - 0 - 0]
Country Fire Authority	Monica Barnes (FOI and Information Privacy Manager)	[54 - 32 - 4]
	Bruce Russell (Executive Director, Legal)	[1 - 1 - 1]
Court Services Victoria	Cybele Stockley (FOI Manager)	[0 - 5 - 10]
Deakin University	Sandra Mussett (FOI Officer)	[1 - 3 - 2]
Dental Health Services Victoria	Leanne Dillon (FOI Manager)	[3 - 2 - 1]
	Wendy Long (FOI Officer)	[190 - 0 - 0]
Department of Education and Training (DET)	Gaven Sturma (Team Leader)	[57 - 126 - 5]
	Jane Feeney (FOI Manager)	[27 - 52 - 12]
	Todd Roscoe (FOI Manager)	[0 - 10 - 2]
Department of Environment, Land, Water and Planning (DELWP)	Terry Hammoud (FOI Officer)	[12 - 16 - 1]
	Roopinder Dhillon (Senior FOI Officer)	[7 - 12 - 3]
	Kim Reeves (Principal Advisor, FOI and Privacy)	[10 - 13 - 2]
	Stuart Atkins (Manager, FOI and Privacy)	[26 - 11 - 5]
	Ari Perlow (Senior FOI Officer)	[10 - 10 - 2]
	Veronica Finn (Senior FOI Officer)	[13 - 14 - 2]

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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 Health and Human Services (DHHS)	Kym Arthur (A/Director, Executive Services)	[1 - 2 - 2]
	Cristina Aviles (FOI Officer)	[1 - 15 - 2]
	Annalise Bamford (Director, Executive Services)	[8 - 16 - 5]
	Sarah Bendall (A/Director, Executive Services)	[0 - 4 - 0]
	Ed Byrden (A/Director, Executive Services)	[0 - 4 - 0]
	Jay Cadiramen (FOI Officer)	[0 - 1 - 32]
	Linda Cammareri (FOI Officer)	[5 - 98 - 0]
	Tracey Capek (FOI Officer)	[0 - 2 - 0]
	Josie Collings (FOI Officer)	[1 - 2 - 111]
	Miriam Conrick (FOI Officer)	[20 - 122 - 5]
	James Dassios (FOI Officer)	[5 - 137 - 0]
	Michael Ghobrial (FOI Officer)	[9 - 20 - 1]
	Stephanie Hamilton (FOI Manager)	[0 - 0 - 3]
	Cheryl Kilmartin (FOI Officer)	[3 - 75 - 3]
	Dallas McGar (FOI Officer)	[1 - 2 - 0]
	Noeline McKenzie (FOI Officer)	[15 - 66 - 0]
	Rachel McNally (FOI Officer)	[7 - 25 - 0]
	Deena Morgan (FOI Officer)	[0 - 0 - 63]
	Jandeep Mundi (FOI Officer)	[6 - 22 - 0]
	Sara Murphy (FOI Officer)	[2 - 76 - 0]
	Jade Papathanasiou (FOI Officer)	[0 - 4 - 1]
	Alexander Payne (FOI Officer)	[9 - 27 - 15]
	Robbie Peschell (FOI Officer)	[6 - 59 - 2]
	Samantha Phipps (FOI Officer)	[2 - 84 - 4]
	Livia Punaro (FOI Officer)	[19 - 118 - 1]
	Todd Roscoe (FOI Officer)	[1 - 8 - 19]
	Rebekah Rubensohn (FOI Officer)	[9 - 12 - 1]
	Lisa Scholes (FOI Manager)	[1 - 7 - 1]
	Sally Yeoland (FOI Officer)	[1 - 48 - 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 Jobs, Precincts and Regions (DJPR)	Kate Kulman (FOI Manager)	[6 - 17 - 3]
	Juliet Kim (A/FOI Manager)	[4 - 15 - 4]
Department of Justice and Community Safety (DJCS)	Abel Simpson-Yap (FOI Officer)	[2 - 65 - 4]
	Alia Dib (FOI Officer)	[3 - 31 - 15]
	Anne Houlihan (Senior FOI Adviser)	[0 - 15 - 1]
	Bryan Sketchley (FOI Team Leader)	[3 - 8 - 8]
	Cindy Tata (FOI Officer)	[0 - 17 - 17]
	Claire McDonough (FOI Officer)	[2 - 141 - 12]
	Jacqueline Tierney (FOI Officer)	[4 - 83 - 11]
	Jane Koesasi (FOI Officer)	[1 - 6 - 0]
	Jeremy Frampton (Assistant Manager, FOI)	[2 - 1 - 2]
	Jon-Paul Bignold (FOI Officer)	[0 - 7 - 1]
	Karen Smith (FOI Officer)	[1 - 24 - 55]
	Kate Pryor (FOI Officer)	[3 - 114 - 4]
	Kathy Maikousis (Manager, FOI (Requests))	[3 - 9 - 2]
	Lisa Pascolo (FOI Team Leader)	[1 - 6 - 3]
	Maria Chandrasen (FOI Officer)	[0 - 20 - 4]
	Melinda Robinson (Manager, FOI (Operations))	[2 - 68 - 0]
	Natasha Haslem (FOI Officer)	[4 - 128 - 6]
	Stephanie Windram (FOI Officer)	[1 - 55 - 5]
	William Ng (FOI Officer)	[1 - 18 - 1]
Department of Premier and Cabinet (DPC)	Jane Wischer (Senior FOI and Privacy Officer)	[5 - 14 - 4]
	Matthew Thompson (Manager, FOI and Privacy)	[0 - 2 - 1]
	Sophie Boyle (FOI and Privacy Officer)	[6 - 9 - 1]
Department of Transport (DoT)	Allana Parolin (FOI Officer)	[77 - 45 - 7]
	Darson Bonett (FOI Officer)	[129 - 21 - 24]
	Gavin Mak (FOI Officer)	[7 - 19 - 3]
	Pranav Saluja (FOI Officer)	[467 - 139 - 27]
	Heather Kenny (FOI Officer)	[10 - 8 - 0]
	Leon Osborne-Hannah (FOI Officer)	[48 - 1 - 4]
	Andrew Weston (FOI and Information Privacy Manager)	[70 - 54 - 14]
Department of Treasury and Finance (DTF)	Mark Hamilton-Smith (FOI Officer)	[28 - 21 - 2]
Development Victoria	Aileen Guanlao (FOI Officer)	[0 - 1 - 1]
	Dany Holl (FOI Officer)	[0 - 1 - 2]

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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>
Disability Services Commissioner	Penny Harris (Principal Legal Officer)	[0 - 5 - 0]
Djerriwarrh Health Services	Belinda Scott (Chief Executive Officer)	[14 - 0 - 0]
	Julie Brooks (FOI Officer)	[8 - 0 - 0]
	Amanda Joyce (FOI Officer)	[41 - 0 - 0]
	Andrea Cochrane (Health Information Manager)	[7 - 0 - 0]
	Ian Graham (Director, Medical Services)	[87 - 0 - 0]
	Beyza Copur (Health Information Manager)	[1 - 0 - 0]
	Jessica Gangur (FOI Officer)	[1 - 0 - 0]
East Gippsland Catchment Management Authority	Graeme Dear (Chief Executive Officer)	[0 - 2 - 0]
East Gippsland Shire Council	Anthony Basford (Chief Executive Officer)	[2 - 4 - 0]
	Graeme Hill (FOI Officer)	[5 - 4 - 1]
East Grampians Health Service	Dr Sophie Ping (Director, Medical Services)	[47 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer)	[16 - 0 - 0]
Eastern Health	Andrea Allis (FOI Officer)	[198 - 261 - 11]
	Kelly Rutledge (FOI Officer)	[231 - 188 - 1]
	Tamara Coppens (FOI Officer)	[4 - 0 - 0]
	Teegan Brennan (FOI Officer)	[210 - 169 - 1]
	Sally-Anne McKinney (FOI Manager)	[3 - 13 - 3]
Echuca Regional Health	Dr Glenn Howlett (Director, Medical Services)	[117 - 0 - 0]
Edenhope and District Memorial Hospital	Sara McDonnell (Secretary)	[0 - 4 - 0]
	Shelley Hartle (Secretary)	[1 - 0 - 0]
Emergency Services Superannuation Board (t/a ESSSuper)	Ivone Caeiro Alves (FOI Officer)	[5 - 2 - 0]
Emergency Services Telecommunications Authority	Rosemary Mullaly (Secretary)	[0 - 0 - 44]
	Amalia Kelly (Secretary)	[0 - 0 - 5]
Energy Safe Victoria	Katherine Ludvik (FOI Officer)	[21 - 6 - 0]
	Andrew Padanyi (Solicitor)	[0 - 1 - 0]
Environment Protection Authority	Bemani Abeysinghe (FOI Officer)	[2 - 1 - 0]
	Lia Morgan (FOI Officer)	[0 - 3 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Evrcilia Lambrianidis (FOI Officer)	[14 - 3 - 1]
	Colin Wolfe (FOI Officer)	[6 - 15 - 5]
	Mark Rossiter (FOI and Information Privacy Manager)	[0 - 0 - 1]
	Mark Aylward (FOI Officer)	[6 - 0 - 1]
	Carrie Raftery (FOI Officer)	[0 - 1 - 0]
	Ekin Orucoglu (FOI Officer)	[2 - 14 - 0]
Essential Services Commission	Kate Symons (Chairperson)	[1 - 3 - 0]
Family Safety Victoria	Jennifer Jones (Principal Adviser, Legal)	[0 - 2 - 0]
	Dallas McGar (Senior Legal Policy Officer)	[0 - 1 - 0]
Firearms Appeals Committee	Kathy Maikousis (FOI Manager)	[0 - 0 - 1]
Frankston City Council	Carole Fleeman (Senior FOI and Privacy Officer)	[9 - 3 - 1]
Game Management Authority	Kate Kulman (FOI Manager)	[2 - 5 - 2]
Gannawarra Shire Council	Lisa Clue (Manager, Governance)	[0 - 1 - 0]
Gippsland Southern Health Service	Sharon Shaw (Health Information Manager)	[18 - 0 - 0]
	Kirsten Amos (Deputy Director, Nursing)	[1 - 0 - 0]
	Vivienne Low (Executive Director, Nursing)	[1 - 0 - 0]
Glen Eira City Council	Tienyi Long (FOI Officer)	[16 - 11 - 3]
Glenelg Shire Council	Scott Millard (Audit Officer)	[1 - 1 - 0]
Golden Plains Shire Council	Candice Robinson (FOI Officer)	[0 - 2 - 1]
	Rebecca Failla (FOI Officer)	[0 - 1 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer)	[0 - 1 - 0]
Goulburn Valley Health	A/Prof Ravi Bhatt (Chief Psychiatrist)	[16 - 0 - 0]
	Donna Campbell (FOI / Medico-Legal Officer)	[371 - 1 - 0]
Goulburn Valley Region Water Corporation	Daniel Hogan (Executive Manager, Governance and Quality Systems)	[2 - 0 - 0]
Goulburn-Murray Rural Water Corporation	Lauren Cornwall (Legal Officer)	[5 - 3 - 0]
	Nick Whittington (Senior Solicitor)	[0 - 1 - 0]
	Sheree Fitzgerald (Deputy Corporate Secretary)	[1 - 0 - 0]
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager)	[1 - 2 - 0]
Greater Shepparton City Council	Peter Lucarelli (Governance Compliance Officer)	[19 - 2 - 2]
Health Complaints Commissioner	Karen Cusack (Health Complaints Commissioner)	[1 - 0 - 0]
	Josephine De Blasio (FOI Officer)	[0 - 1 - 1]
	Angela Palombo (Legal and Policy Officer)	[0 - 0 - 1]

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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>
Health Purchasing Victoria	John Delinaoum (Director, Finance Risk and Governance)	[1 - 0 - 0]
Heathcote Health	Gerry Canny (Director, Clinical Care)	[11 - 0 - 0]
Hepburn Health Service	Maree Cuddihy (Chief Executive Officer)	[4 - 0 - 0]
Hepburn Shire Council	Krysten Forte (FOI and Information Privacy Manager)	[0 - 1 - 0]
Heritage Council of Victoria	Rhonda McLaren (Chief Executive Officer)	[3 - 0 - 0]
Heywood Rural Health	Leigh Parker (Acting Chief Executive Officer)	[3 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer)	[14 - 2 - 0]
	Diane Eyckens (FOI Manager)	[1 - 1 - 1]
Holmesglen Institute	Tricia Farnes (FOI and Information Privacy Manager)	[1 - 0 - 0]
Horsham Rural City Council	Rosemary Lehmann (Records Coordinator)	[1 - 0 - 0]
Hume City Council	Gavan O'Keefe (FOI Officer)	[1 - 0 - 0]
	Rowan Coles (FOI Officer)	[0 - 1 - 0]
	Ian Sweeting (FOI Officer)	[5 - 8 - 2]
Independent Broad-based Anti-corruption Commission	Thomas Abrouizk (FOI Officer)	[2 - 1 - 4]
	Georgia Suhren (FOI Officer)	[1 - 0 - 0]
	Phillip Hill (FOI Officer)	[0 - 0 - 1]
Indigo Shire Council	Annabel Harding (FOI Officer)	[1 - 2 - 0]
Infrastructure Victoria	Jonathan Spear (Deputy CEO and General Counsel)	[0 - 1 - 0]
Inglewood and Districts Health Service	Tracey Wilson (Chief Executive Officer)	[4 - 0 - 0]
Kardinia Park Stadium Trust	Daphne Henderson (General Manager, Finance and Corporate Services)	[0 - 0 - 1]
Kerang District Health	Cheryl Dear (Secretary)	[5 - 0 - 0]
Kilmore and District Hospital	Claire Poulter (Health Information Manager)	[41 - 0 - 0]
	Justine Muston (Health Information Manager)	[2 - 0 - 0]
Kingston City Council	Sasha Pearson (FOI Officer)	[4 - 8 - 2]
	Kelly Shacklock (Organisational Governance Coordinator)	[0 - 1 - 0]
	Phil De Losa (Manager, Governance)	[1 - 0 - 1]
Knox City Council	Damian Watson (FOI Officer)	[1 - 10 - 0]
Kyabram and District Health Services	Barbara Thompson (Records Coordinator)	[10 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Tania Mackison (Records Coordinator)	[5 - 0 - 0]
	Claire Burrows (Records Coordinator)	[1 - 0 - 0]
Kyneton District Health Service	Maree Cuddihy (Chief Executive Officer)	[13 - 0 - 0]
La Trobe University	Fiona Rowley (FOI Officer)	[4 - 1 - 0]
Latrobe City Council	Louise McKendry (FOI Officer)	[1 - 1 - 0]
	Joseph Della Fortuna (FOI Officer)	[5 - 4 - 1]
Latrobe Regional Hospital	Dr Humsha Naidoo (Chief Medical Officer)	[253 - 0 - 0]
	Dr Paul Lee (Director, Mental Health)	[83 - 1 - 0]
Loddon Shire Council	Sharon Morrison (FOI Officer)	[3 - 0 - 0]
Lorne Community Hospital	Andrea Russell (FOI Manager)	[6 - 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	Lauren Reader (FOI Officer)	[5 - 8 - 2]
Major Transport Infrastructure Authority	Matthew Hall (FOI Officer)	[3 - 15 - 2]
	Krystin Low (Director Legal, LXR)	[1 - 0 - 0]
	Lillian Neilson (Lawyer, RPV)	[0 - 4 - 0]
	James Melville (Senior Lawyer, NELP Compliance)	[0 - 2 - 0]
	Anna Chatfield (FOI Officer)	[0 - 2 - 0]
	Zara Fox (Director Legal, MRPV)	[4 - 6 - 5]
	Dustin Byrne (Senior Lawyer, MRPV)	[2 - 0 - 0]
Mallee Track Health and Community Service	Pamela Vallance (FOI Officer)	[7 - 0 - 1]
Manningham City Council	Bhuvana Ramesh (Information Management Coordinator)	[0 - 1 - 0]
	Daan Van Orsouw (FOI Officer)	[11 - 5 - 3]
Mansfield District Hospital	Leonie Berry (Health Information Manager)	[19 - 0 - 0]
Mansfield Shire Council	Michelle Kain (FOI Officer)	[3 - 0 - 0]
Maribyrnong City Council	Danny Bilaver (Coordinator, Governance)	[5 - 4 - 1]
	Adele Woolcock (Governance Officer)	[8 - 2 - 2]
Maroondah City Council	Zarina Tropiano (FOI Officer)	[0 - 7 - 0]
Maryborough District Health Service	Maddison Hall (FOI Officer)	[14 - 0 - 0]
Melbourne Convention and Exhibition Trust	Peter King (Chief Executive Officer)	[0 - 1 - 0]
Melbourne Health	Nic Thomas (General Counsel)	[1 - 2 - 0]
	Cate Kelly (Director, Medical Services)	[0 - 0 - 1]
	Gerard White (Director, Wellbeing and Safety)	[0 - 1 - 0]
	Lynne Humble (FOI Officer)	[2185 - 69 - 0]

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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>
Melbourne Polytechnic	Blair Trask (FOI Officer)	[0 - 0 - 1]
Melbourne Water	Michael Keough (FOI Officer)	[1 - 2 - 1]
	Kate Croker (FOI Officer)	[6 - 2 - 0]
Melton City Council	Christine Denyer (FOI Officer)	[14 - 3 - 0]
Mental Health Complaints Commissioner	Isabel Anton (Principal Legal Officer)	[1 - 3 - 0]
Mental Health Tribunal	Kristin Giles (Principal Legal Officer)	[0 - 0 - 1]
Mercy Hospitals Victoria Ltd	Stephen Cornelissen (Group Chief Executive Officer)	[0 - 1 - 0]
	Dean Stevenson (Clinical Services Director)	[23 - 77 - 0]
	Suhan Baskar (Medical Director, Governance)	[411 - 4 - 0]
Metropolitan Fire and Emergency Services Board	Jan Smith (FOI Officer)	[0 - 365 - 0]
	Sarah McKellar-White (FOI Manager)	[0 - 11 - 1]
Mildura Cemetery Trust	David Folvig (Cemetery Trust Executive Officer)	[1 - 0 - 0]
Mildura Rural City Council	Charmaine Calis (FOI Officer)	[1 - 9 - 0]
Minister for Child Protection	Rebekah Rubensohn (Senior FOI Adviser)	[0 - 1 - 0]
Minister for Consumer Affairs, Gaming and Liquor Regulation	Jeremy Frampton (Assistant Manager, FOI)	[0 - 1 - 0]
Minister for Education	Jane Feeney (FOI Manager)	[1 - 0 - 0]
Minister for Energy, Environment and Climate Change	Veronica Finn (Senior FOI Officer)	[0 - 1 - 0]
	Stuart Atkins (Manager, FOI and Privacy)	[4 - 3 - 0]
	Kim Reeves (Principal Advisor, FOI and Privacy)	[0 - 1 - 0]
	Roopinder Dhillon (Senior FOI Officer)	[0 - 1 - 0]
Minister for Health	Lisa Scholes (FOI Manager)	[0 - 1 - 0]
	Kym Arthur (A/Director, Executive Services)	[0 - 1 - 0]
Minister for Mental Health	Annalise Bamford (Director, Executive Services)	[0 - 0 - 1]
	Kym Arthur (A/Director, Executive Services)	[0 - 1 - 0]
Minister for Planning	Stuart Atkins (Manager, FOI and Privacy)	[0 - 1 - 0]
Minister for Police and Emergency Services	Bryan Sketchley (Team Leader, FOI)	[0 - 1 - 0]
	Claire McDonough (FOI Officer)	[0 - 1 - 0]
	Jeremy Frampton (Assistant Manager, FOI)	[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
Minister for Public Transport	Andrew Weston (FOI and Information Privacy Manager)	[0 - 1 - 1]
Minister for Transport Infrastructure	Andrew Weston (FOI Manager)	[1 - 0 - 0]
Mitchell Shire Council	Lidia Harding (FOI Officer)	[0 - 10 - 0]
Moira Shire Council	Margaret Hinck (Senior Governance Officer)	[2 - 3 - 0]
Monash Health	Maija Dimits (Health Information Manager)	[381 - 20 - 0]
	Elaine Elliott (Health Information Manager)	[1031 - 22 - 0]
	Frances Rogers (FOI Decision Maker)	[226 - 26 - 0]
	Hayley Capiron (FOI Manager)	[11 - 0 - 1]
	Carrie Harris (FOI Officer)	[7 - 0 - 0]
Monash University	Fiona Hunt (FOI Officer)	[14 - 6 - 4]
Moonee Valley City Council	Rosie Ferreira (FOI Officer)	[24 - 2 - 1]
	Lee McSweeney (FOI Officer)	[4 - 7 - 0]
Moorabool Shire Council	Michelle Morrow (FOI Officer)	[0 - 4 - 0]
	Yvonne Hansen (FOI Officer)	[0 - 1 - 0]
Moreland City Council	Troy Delia (FOI and Information Privacy Manager)	[0 - 4 - 0]
	Naomi Ellis (Team Leader, Governance)	[2 - 21 - 1]
	Alli Browne (Team Leader, Governance)	[0 - 2 - 1]
Mornington Peninsula Shire	Kate McNab (FOI Officer)	[13 - 34 - 9]
Mount Alexander Shire Council	John R Taylor (FOI Officer)	[1 - 0 - 0]
	Augustine Sheppard (FOI Officer)	[0 - 1 - 0]
Mount Buller and Mount Stirling Alpine Resort Management Board	Jo Gibney (FOI Officer)	[0 - 1 - 0]
Moyne Shire Council	Joanne Brozinski (Records Coordinator)	[0 - 3 - 0]
	Susie Kewley (Manager, Organisational Development)	[1 - 3 - 0]
Murrindindi Shire Council	Tara Carter (FOI Manager)	[2 - 4 - 9]
National Gallery of Victoria	Yan Lee (FOI Officer)	[0 - 2 - 2]
NCN Health (includes Nathalia District Hospital, Cobram District Health and Numurkah District Health Service)	Tania Jean Hill (FOI Officer)	[32 - 0 - 0]
	Greg van Popering (FOI Officer)	[4 - 0 - 0]
	Jacque Phillips (Chief Executive Officer)	[21 - 0 - 0]
Nillumbik Shire Council	Emma Christensen (FOI Officer)	[0 - 5 - 0]
	Alena Spary (FOI Officer)	[3 - 2 - 0]
North Central Catchment Management Authority	Trephina Marek (FOI Officer)	[0 - 1 - 0]
Northeast Health Wangaratta	Mary Grimshaw (FOI Officer)	[182 - 0 - 0]

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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>
Northern Grampians Shire Council	Mary Scully (FOI and Information Privacy Manager)	[1 - 1 - 0]
Northern Health	Bree Coulthard (FOI Manager)	[1024 - 73 - 4]
	Meri Milevski (FOI Officer)	[45 - 16 - 0]
	Astrid Waterdrinker (Director, Medical Services)	[40 - 15 - 0]
Office of Public Prosecutions	Abbey Hogan (FOI Officer)	[0 - 2 - 0]
	Suzanne Penhall (FOI Officer)	[0 - 1 - 0]
	Christine Michaleas (FOI Officer)	[10 - 23 - 1]
Office of the Victorian Information Commissioner (OVIC)	Sven Bluemmel (Information Commissioner)	[5 - 2 - 0]
Omeo District Health	Leanne Stedman (Chief Executive Officer)	[1 - 0 - 0]
	Ward Steet (Chief Executive Officer)	[3 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer)	[30 - 0 - 0]
Otway Health	Elizabeth Van Leeuwen (Health Information Manager)	[1 - 0 - 0]
	Andrea Russell (FOI Manager)	[3 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer)	[7 - 13 - 1]
Peninsula Health	Amanda Henderson (Senior Privacy and Information Release Unit)	[117 - 41 - 0]
	Debbie Warry (Senior Privacy and Information Release Clerk)	[48 - 8 - 0]
	Jodie Thompson (Privacy and Information Release Unit Manager)	[2 - 0 - 0]
	Amber Salter (Legal Counsel, Director Privacy and Information Release Clerk)	[0 - 1 - 0]
	Melissa Clowes (Health Information Services Operations Manager)	[594 - 2 - 0]
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer)	[114 - 0 - 0]
Portland District Health	Casey Mills (FOI Officer)	[0 - 20 - 0]
	Casey Scott (Health Information Manager)	[0 - 20 - 1]
Premier of Victoria	Matthew Thompson (Manager, FOI and Privacy)	[1 - 1 - 1]
	Jane Wischer (Senior FOI and Privacy Officer)	[0 - 0 - 2]
PrimeSafe	Brendan Tatham (Chief Executive Officer)	[0 - 1 - 0]
Pyrenees Shire Council	April Yor (Acting Manager, Governance Risk and Compliance)	[0 - 1 - 0]
Queen Elizabeth Centre	Sue White (Chief Executive Officer)	[5 - 0 - 0]
Racing Victoria Limited	Ruth Kelly (FOI Officer)	[0 - 2 - 1]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Residential Tenancies Bond Authority	Sylvia Tran (Manager)	[0 - 0 - 1]
RMIT University	Nicholas Pappin (FOI Officer)	[3 - 4 - 0]
	Lachlan Carr (FOI Officer)	[0 - 0 - 1]
Road Safety Camera Commissioner	Stephen Leane (Road Safety Camera Commissioner)	[0 - 1 - 0]
Robinvale District Health Services	Vicki Shawcross (FOI Manager)	[10 - 0 - 0]
Rochester and Elmore District Health Service	Meredith Hodder (Director, Clinical Services)	[1 - 0 - 0]
Royal Children's Hospital	Judith Smith (FOI Manager)	[92 - 67 - 0]
	Barbara Farrell (Admin Officer)	[3 - 0 - 0]
	Ricky Huynh (FOI Reviewer)	[229 - 200 - 0]
	Felicity Hood (FOI Reviewer)	[12 - 8 - 0]
	Laura Hartman (Legal Counsel)	[2 - 3 - 0]
	Joanne Dean (NUM, VFPMS)	[0 - 1 - 0]
	Helen Kamouridis (Social Worker, Gatehouse)	[1 - 0 - 0]
	Sanjay Patel (Clinician, Mental Health)	[1 - 1 - 0]
	Annabelle Mann (General Counsel)	[1 - 0 - 0]
Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	Leah Marshall (FOI Officer)	[4 - 8 - 0]
Royal Victorian Eye and Ear Hospital	Sean Jespersen (Director of Medical Services)	[146 - 0 - 0]
Royal Women's Hospital	Neil Goodwin (FOI Manager)	[166 - 15 - 2]
	Kathy Paris (FOI Officer)	[7 - 0 - 0]
	Michelle Schonrock (FOI Officer)	[36 - 0 - 0]
	Vicki Hammond (General Counsel)	[0 - 1 - 0]
Rural Northwest Health	Kevin Mills (Chief Executive Officer)	[7 - 0 - 0]
Safer Care Victoria	Euan Wallace (Chief Executive Officer)	[0 - 2 - 1]
	Ann Maree Keenan (Acting Chief Executive Officer)	[0 - 1 - 0]
Seymour Health	Ward Steet (Chief Executive Officer)	[24 - 0 - 0]
South East Water	Gavin Warner (FOI Officer)	[7 - 1 - 0]
South Gippsland Hospital	Paul Greenhalgh (Chief Executive Officer)	[2 - 0 - 0]
South Gippsland Shire Council	Luke Anthony (FOI Officer)	[1 - 1 - 0]
South West Healthcare	Nic Van Zyl (Director, Medical Services)	[169 - 7 - 3]
	Karyn Cook (Executive Director, Mental Health Services)	[20 - 20 - 0]
South West Institute of TAFE	Shannyn Martin (FOI Officer)	[0 - 1 - 0]
Southern Grampians Shire Council	Karly Saunders (FOI Officer)	[0 - 2 - 0]

6 APPENDICES

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>
St Vincent's Health	Peter Bosanac (Director, Medical Services)	[44 - 23 - 1]
	Paul OBrien (FOI Officer)	[10 - 0 - 0]
	Lyn-May Lim (Director, Medical Services)	[1 - 0 - 0]
	Jane Trinca (Director, Medical Services)	[13 - 0 - 0]
	Nim Nadarajah (Medical Specialist)	[798 - 0 - 0]
State Electricity Commission of Victoria	Rion van Zyl Smit (Senior Manager, Financial Policy)	[8 - 0 - 0]
State Revenue Office	Sue Kaufmann (Senior Policy Specialist)	[1 - 1 - 0]
	Roman Valher (FOI Manager)	[6 - 2 - 0]
	Michelle Thyreum (FOI Specialist)	[1 - 0 - 0]
	Abel Yap (FOI Specialist)	[4 - 2 - 1]
	Gregory Lavery (FOI Officer)	[17 - 4 - 1]
Stawell Regional Health	Kate Pryde (Chief Executive Officer)	[16 - 0 - 0]
Strathbogie Shire Council	Aileen Davidson (Records and FOI Officer)	[0 - 5 - 0]
Suburban Rail Loop Authority	Andrew Weston (FOI and Information Privacy Manager)	[0 - 0 - 2]
Surf Coast Shire Council	Maureen White (FOI Officer)	[4 - 8 - 2]
	Julie Anderson (FOI Officer)	[0 - 4 - 0]
Sustainability Victoria	Kara Miller (FOI and Information Privacy Manager)	[0 - 2 - 0]
Swan Hill District Health	Megan Leahy (Chief Health Information Manager)	[119 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Coordinator)	[0 - 3 - 0]
Swinburne University of Technology	Kornel Koffsovitz (Associate Director, Legal and Regulatory)	[0 - 1 - 0]
Tallangatta Health Service	Denise Parry (Chief Executive Officer)	[1 - 0 - 0]
Timboon and District Healthcare Service	Michelle Selten (FOI Officer)	[3 - 0 - 1]
Towong Shire Council	Juliana Phelps (FOI Officer)	[2 - 0 - 0]
Transport Accident Commission (TAC)	Anne Smith (FOI Officer)	[5 - 21 - 0]
	Cheryl Johnson (FOI Officer)	[3 - 72 - 0]
	Ellen Jennings (FOI Officer)	[59 - 213 - 0]
	Emily Smyth (FOI Officer)	[27 - 59 - 0]
	Laura Van Winden (FOI Officer)	[63 - 100 - 2]
	Felicity Wright (FOI and Information Privacy Manager)	[16 - 26 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Leah Beckton (FOI Officer)	[8 - 57 - 0]
	Narelle Hill (FOI Officer)	[57 - 116 - 2]
	Shivaanya Kanapathy (FOI Officer)	[84 - 128 - 0]
	Victoria Karpicz (FOI Officer)	[17 - 37 - 0]
	Louise Luus (FOI Officer)	[103 - 182 - 0]
Transport Safety Victoria	Jane Wright (Policy Advisor)	[6 - 3 - 1]
	Bryan Mundy (Policy and Governance Advisor)	[14 - 10 - 1]
	Ingrid Meinke (Manager, Policy and Governance)	[4 - 1 - 0]
Treasurer of Victoria	Mark Hamilton-Smith (FOI Officer)	[5 - 1 - 0]
Tweddle Child and Family Health Service	Paola Critelli (Health Information Manager)	[1 - 0 - 0]
University of Melbourne	Gioconda Di Lorenzo (University Secretary)	[2 - 9 - 4]
	John Prins (Head, Melbourne Medical School)	[10 - 6 - 0]
	Nicola Lautenschlager (Deputy Head, Melbourne Medical School)	[1 - 1 - 0]
V/Line Corporation	Steven Lay (FOI Officer)	[5 - 8 - 2]
VicForests	Robyn Selby Smith (Corporate Counsel)	[0 - 2 - 0]
	Natalie Naylor (General Counsel)	[0 - 1 - 0]
Victoria Legal Aid	Ali Yildiz (FOI Officer)	[2 - 3 - 0]
	Catherine Curtis-Walsh (FOI Officer)	[0 - 0 - 1]
	Dan George (FOI Officer)	[0 - 2 - 0]
	Sangeetha Royan (FOI Officer)	[0 - 1 - 0]
Victoria Police	Diane Moore (FOI Coordinator)	[63 - 584 - 96]
	Inspector Craig Matters (Deputy FOI Officer)	[49 - 577 - 60]
	Tina Kyriakos (Acting FOI Coordinator)	[2 - 35 - 3]
	Shane Skelton (Acting FOI Coordinator)	[3 - 29 - 5]
	Dr Melissa Sullivan (Senior Police Medical Officer)	[0 - 1 - 0]
	Robin Davey (FOI Manager)	[75 - 1175 - 135]
Victoria State Emergency Service	Lisa Macdermott (FOI and Privacy Officer)	[14 - 0 - 0]
Victoria University	Ana Mitrovic (FOI Officer)	[6 - 0 - 0]
	Professor Peter Dawkins (Vice-Chancellor and President)	[1 - 0 - 0]
	Mario Costa (FOI Officer)	[1 - 0 - 0]
Victorian Aboriginal Heritage Council	Jane Wischer (FOI Officer)	[1 - 0 - 0]
Victorian Agency for Health Information	Lance Emerson (Chief Executive Officer)	[2 - 0 - 0]

6 APPENDICES

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>
Victorian Auditor-General's Office	Andrew Greaves (Auditor-General)	[0 - 0 - 3]
Victorian Building Authority	Andrea McKie (FOI Officer)	[91 - 103 - 13]
	Vujan Kronic (FOI Officer)	[2 - 5 - 0]
	Larna Chapman (FOI Officer)	[1 - 5 - 0]
	Tanya Thomas (FOI Manager)	[1 - 1 - 1]
Victorian Commission for Gambling and Liquor Regulation	Scott May (Director, Legal Services and General Counsel)	[15 - 11 - 7]
	Amy Rudolph (Acting Director, Legal Services and General Counsel)	[0 - 0 - 1]
Victorian Curriculum and Assessment Authority	Elisha Marriott (FOI Officer)	[3 - 2 - 0]
Victorian Fisheries Authority	Travis Dowling (Chief Executive Officer)	[2 - 1 - 1]
Victorian Government Solicitor's Office	Marlo Baragwanath (Victorian Government Solicitor)	[0 - 1 - 0]
Victorian Health Promotion Foundation (t/a VicHealth)	Rebecca French (Information Coordinator)	[1 - 0 - 0]
Victorian Independent Remuneration Tribunal	Warren McCann (FOI Officer)	[0 - 1 - 0]
Victorian Institute of Forensic Medicine	Helen McKelvie (FOI Officer)	[0 - 1 - 0]
	Margaret Craddock (FOI Officer)	[3 - 0 - 0]
Victorian Institute of Forensic Mental Health	Loay Othman (Health Information Manager)	[18 - 16 - 0]
	Marree Brown (Health Information Manager)	[43 - 2 - 0]
Victorian Institute of Teaching	Geoffrey Coates (FOI Officer)	[8 - 0 - 3]
Victorian Legal Services Board	Daniel Deeks (FOI Officer)	[0 - 1 - 0]
	Kinta Riches (FOI Officer)	[0 - 1 - 0]
	Martin Watts (FOI Officer)	[0 - 1 - 0]
	Brylee Newman (FOI Officer)	[0 - 0 - 1]
	Gemma Richardson (FOI Officer)	[0 - 1 - 0]
Victorian Managed Insurance Authority	Frieda Esquelin (FOI Officer)	[5 - 3 - 0]
Victorian Ombudsman	Vanessa Twigg (FOI Officer)	[1 - 0 - 0]
Victorian Planning Authority	Ed Small (Executive Director, Corporate Services)	[0 - 0 - 1]
Victorian Ports Corporation (Melbourne)	Kylie Staines (Legal Counsel / FOI Officer)	[0 - 0 - 2]
Victorian Public Sector Commission	Natasha Thompson (Senior Executive, People and Analytics)	[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
	Ahmed Kucukali (FOI Officer)	[1 - 0 - 0]
Victorian Rail Track (t/a VicTrack)	Andrew Bluck (Assistant Company Secretary (Acting Company Secretary at the time of decision))	[0 - 1 - 0]
	Barry Whitehead (Company Secretary)	[1 - 1 - 0]
Victorian Registration and Qualifications Authority	Karissa Robinson (Manager, Governance and Corporate Services)	[0 - 1 - 0]
Victorian Responsible Gambling Foundation	Tanya Fletcher (FOI Officer)	[0 - 2 - 0]
Victorian WorkCover Authority (t/a WorkSafe)	Alexandra Hillgrove (FOI Officer)	[0 - 163 - 3]
	Ane Glahn-Bertelsen (FOI Officer)	[3 - 47 - 1]
	Jude Hunter (FOI Manager)	[1 - 3 - 1]
	Karen van der Chys (FOI Officer)	[12 - 184 - 26]
	Melanie Waugh (FOI Officer)	[5 - 136 - 13]
	Mitchell Gardiner (FOI Officer)	[0 - 33 - 3]
	Sue Xie (FOI Officer)	[0 - 57 - 5]
	Tim Craven (FOI Officer)	[11 - 246 - 25]
	Yasmine Assafiri (FOI Officer)	[0 - 52 - 2]
Walkerville Foreshore Reserve Committee of Management	Bill Bray (Chairman)	[0 - 1 - 0]
Rural City of Wangaratta	Janelle Stein (FOI Officer)	[4 - 4 - 1]
	Glenda Beecher (FOI Manager)	[3 - 1 - 1]
Warrnambool City Council	Wendy Clark (FOI Officer)	[6 - 2 - 0]
Wellington Shire Council	Marj McInnes (Records Coordinator)	[3 - 5 - 0]
West Gippsland Healthcare Group	Kyle Galley (FOI Officer)	[49 - 0 - 0]
West Wimmera Health Service	Ritchie Dodds (Chief Executive Officer)	[6 - 0 - 0]
West Wimmera Shire Council	Elizabeth Matuschka (Governance Manager)	[1 - 0 - 0]
Western District Health Service	Sally Graham (Health Information Manager)	[34 - 0 - 0]
	Dr Dale Ford (Director, Medical Services)	[64 - 0 - 0]
	Natalie Rhook (Health Information Manager)	[10 - 0 - 0]
Western Health	Nicola Caras (FOI Manager)	[10 - 0 - 0]
	Gayle Ekonomou (FOI Officer)	[612 - 21 - 0]
	Sofia Feye (FOI Officer)	[602 - 5 - 0]
Western Region Water Corporation	Melissa Jeal (Company Secretary)	[0 - 1 - 1]
Westernport Region Water Corporation	Peter Quigley (Managing Director)	[0 - 1 - 0]
Whittlesea City Council	Diana Vukic (FOI Officer)	[1 - 11 - 0]
	Amanda Marijanovic (FOI Officer)	[0 - 3 - 0]

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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>
	Felicity Maddern (FOI Officer)	[1 - 6 - 0]
	Justine Smith (FOI Officer)	[0 - 3 - 0]
Wimmera Catchment Management Authority	David Scott (Corporate Services Manager)	[0 - 1 - 0]
Wimmera Health Care Group	John Christie (Acting Director, Medical Services)	[42 - 1 - 0]
	John Gallichio (Acting Director, Medical Services)	[15 - 2 - 0]
	Alan Wolff (Director, Medical Services)	[72 - 0 - 0]
Wodonga City Council	Kevin Scully (FOI Officer)	[1 - 1 - 0]
Wyndham City Council	Loredana Drury (FOI and Information Privacy Manager)	[8 - 16 - 0]
Yarra City Council	Ivan Gilbert (Group Manager, CEO Office)	[28 - 30 - 4]
Yarra Ranges Shire Council	Marissa Gardiner (FOI Officer)	[8 - 12 - 1]
Yarra Valley Water Corporation	Frank Portelli (FOI and Information Privacy Manager)	[15 - 0 - 0]
Yarram and District Health Service	Billie-Jo Thorburn (FOI Manager)	[2 - 0 - 0]
	Jane Millard (FOI and Information Privacy Manager)	[1 - 0 - 0]
Yarrawonga Health	Cate Febey (FOI Officer)	[5 - 0 - 0]
Yooralla	Dr Sherene Devanesen (Chief Executive Officer)	[2 - 0 - 0]
Zoological Parks and Gardens Board	Lawrence Tai (FOI Officer)	[1 - 0 - 0]

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	\$874,024.71	\$338,981.69	\$909,024.92	\$179,698.17	\$0.00
Accident Compensation Conciliation Service	\$59.20	\$29.60	\$25.00	\$0.00	\$0.00
Albury Wodonga Health	\$12,491.20	\$2,072.00	\$5,926.83	\$595.00	\$0.00
Alexandra District Health	\$118.40	\$384.80	\$33.40	\$0.00	\$0.00
Alfred Health	\$72,283.20	\$6,423.20	\$235,574.60	\$9,008.10	\$0.00
Alpine Health	\$236.80	\$59.20	\$258.28	\$0.00	\$0.00
Alpine Shire Council	\$57.80	\$1.40	\$238.60	\$0.00	\$0.00
Ambulance Victoria	\$44,607.20	\$22,821.60	\$0.00	\$0.00	\$0.00
Ararat Rural City Council	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Architects Registration Board of Victoria	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Assistant Treasurer of Victoria	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Attorney-General	\$207.20	\$29.60	\$0.00	\$0.00	\$0.00
Austin Health	\$30,606.40	\$10,656.00	\$27,220.60	\$9,148.35	\$0.00
Australian Centre for the Moving Image	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Australian Grand Prix Corporation	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
Bairnsdale Regional Health Service	\$1,036.00	\$2,160.80	\$543.70	\$495.00	\$0.00
Ballarat Health Services	\$11,648.00	\$9,220.00	\$9,417.20	\$7,582.00	\$0.00
Banyule City Council	\$740.00	\$29.60	\$513.00	\$245.20	\$0.00
Barwon Coast Committee of Management Incorporated	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Barwon Health	\$22,493.00	\$8,291.00	\$50,170.00	\$12,475.60	\$0.00
Barwon Region Water Corporation	\$207.20	\$148.00	\$0.00	\$0.00	\$0.00
Bass Coast Health	\$1,598.40	\$503.20	\$2,300.40	\$355.60	\$0.00
Bass Coast Shire Council	\$295.30	\$59.90	\$172.39	\$485.00	\$0.00
Baw Baw Shire Council	\$1,036.00	\$148.00	\$1,064.60	\$288.30	\$0.00
Bayside City Council	\$1,036.00	\$29.60	\$891.30	\$151.50	\$0.00
Beaufort and Skipton Health Service	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Beechworth Health Service	\$0.00	\$118.40	\$0.00	\$0.00	\$0.00

6 APPENDICES

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>
Benalla Health	\$296.00	\$710.40	\$381.82	\$0.00	\$0.00
Benalla Rural City Council	\$29.60	\$29.60	\$185.57	\$0.00	\$0.00
Bendigo Health Care Group	\$11,573.60	\$1,272.80	\$22,850.95	\$547.40	\$0.00
Bendigo Kangan Institute	\$29.60	\$29.60	\$0.00	\$199.94	\$0.00
Borough of Queenscliffe	\$177.60	\$0.00	\$0.00	\$0.00	\$0.00
Box Hill Institute	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$917.60	\$29.60	\$0.00	\$0.00	\$0.00
Buloke Shire Council	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
Calvary Health Care Bethlehem	\$148.00	\$29.60	\$196.30	\$0.00	\$0.00
Campaspe Shire Council	\$710.40	\$29.60	\$201.82	\$10.80	\$0.00
Cardinia Shire Council	\$562.40	\$0.00	\$125.00	\$0.00	\$0.00
Casterton Memorial Hospital	\$88.80	\$0.00	\$74.17	\$0.00	\$0.00
Castlemaine Health	\$444.00	\$148.00	\$474.50	\$25.00	\$0.00
Cenitex	\$88.80	\$29.60	\$0.00	\$0.00	\$0.00
Central Gippsland Health Service	\$799.20	\$2,160.80	\$1,171.00	\$2,529.50	\$0.00
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$29.60	\$88.80	\$0.00	\$0.00	\$0.00
Central Goldfields Shire Council	\$88.80	\$0.00	\$375.49	\$0.00	\$0.00
Central Highlands Region Water Corporation	\$88.80	\$59.20	\$0.00	\$0.00	\$0.00
Central Highlands Rural Health	\$828.80	\$177.60	\$301.80	\$0.00	\$0.00
Chief Parliamentary Counsel Victoria	\$0.00	\$88.80	\$0.00	\$0.00	\$0.00
Chisholm Institute	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
City of Ballarat	\$651.20	\$118.40	\$466.20	\$288.60	\$0.00
City of Boroondara	\$1,568.80	\$177.60	\$3,945.60	\$53.60	\$0.00
City of Casey	\$1,598.40	\$177.60	\$1,147.00	\$363.50	\$0.00
City of Darebin	\$947.20	\$236.80	\$847.60	\$268.50	\$0.00
City of Greater Bendigo	\$828.80	\$266.40	\$1,009.19	\$196.46	\$0.00
City of Greater Dandenong	\$710.40	\$177.60	\$988.90	\$0.00	\$0.00
City of Greater Geelong	\$2,249.60	\$59.20	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
City of Melbourne	\$1,243.20	\$710.40	\$1,860.25	\$70.65	\$0.00
City of Monash	\$828.80	\$0.00	\$1,290.06	\$0.00	\$0.00
City of Port Phillip	\$1,154.40	\$118.40	\$1,032.90	\$0.00	\$0.00
City of Stonnington	\$1,480.00	\$0.00	\$542.50	\$0.00	\$0.00
City of Whitehorse	\$621.60	\$88.80	\$411.80	\$39.35	\$0.00
City West Water Corporation	\$1,924.00	\$0.00	\$1,574.20	\$0.00	\$0.00
Cohuna District Hospital	\$0.00	\$414.40	\$0.00	\$0.00	\$0.00
Colac Area Health	\$797.80	\$534.20	\$344.75	\$306.05	\$0.00
Colac Otway Shire	\$118.40	\$0.00	\$540.62	\$0.00	\$0.00
Coliban Region Water Corporation	\$207.20	\$0.00	\$219.95	\$0.00	\$0.00
Commercial Passenger Vehicles Victoria	\$29.60	\$88.80	\$0.00	\$0.00	\$0.00
Commission for Children and Young People	\$88.80	\$88.80	\$0.00	\$0.00	\$0.00
Corangamite Catchment Management Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Corangamite Shire	\$117.70	\$0.70	\$88.31	\$0.00	\$0.00
Corinella Foreshore Reserve Committee of Management	\$59.20	\$0.00	\$46.20	\$0.00	\$0.00
Country Fire Authority	\$2,782.40	\$88.80	\$4,208.39	\$3.40	\$0.00
Court Services Victoria	\$680.80	\$799.20	\$281.80	\$0.00	\$0.00
Deakin University	\$236.80	\$0.00	\$0.00	\$0.00	\$0.00
Dental Health Services Victoria	\$118.40	\$5,683.20	\$0.00	\$0.00	\$0.00
Department of Education and Training (DET)	\$8,317.60	\$3,611.20	\$3,231.37	\$7,665.68	\$0.00
Department of Environment, Land, Water and Planning (DELWP)	\$6,808.00	\$888.00	\$2,154.98	\$1,232.40	\$0.00
Department of Health and Human Services (DHHS)	\$4,144.00	\$53,724.00	\$2,016.29	\$3,315.21	\$0.00
Department of Jobs, Precincts and Regions (DJPR)	\$2,693.60	\$236.80	\$400.80	\$424.00	\$0.00
Department of Justice and Community Safety (DJCS)	\$6,863.00	\$32,149.80	\$3,470.06	\$532.30	\$0.00
Department of Premier and Cabinet (DPC)	\$2,336.80	\$296.00	\$305.80	\$670.35	\$0.00
Department of Transport (DoT)	\$31,820.00	\$12,136.00	\$0.00	\$21,531.36	\$0.00
Department of Treasury and Finance (DTF)	\$2,812.00	\$88.80	\$0.00	\$0.00	\$0.00
Development Victoria	\$325.60	\$0.00	\$620.00	\$0.00	\$0.00
Disability Services Commissioner	\$0.00	\$148.00	\$0.00	\$0.00	\$0.00
Djerriwarrh Health Services	\$3,463.20	\$1,243.20	\$2,454.10	\$0.00	\$0.00

6 APPENDICES

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>
East Gippsland Catchment Management Authority	\$29.60	\$0.00	\$113.84	\$0.00	\$0.00
East Gippsland Shire Council	\$473.60	\$59.20	\$88.00	\$0.00	\$0.00
East Grampians Health Service	\$1,065.60	\$562.40	\$2,011.46	\$349.86	\$0.00
East Wimmera Health Service	\$207.20	\$266.40	\$0.00	\$45.00	\$0.00
Eastern Health	\$30,695.20	\$10,182.40	\$31,111.40	\$25,344.50	\$0.00
Echuca Regional Health	\$2,456.80	\$1,006.40	\$3,048.40	\$1,056.90	\$0.00
Edenhope and District Memorial Hospital	\$177.60	\$0.00	\$126.20	\$4.00	\$0.00
Emergency Services Superannuation Board (t/a ESSSuper)	\$177.60	\$0.00	\$0.00	\$0.00	\$0.00
Emergency Services Telecommunications Authority	\$1,302.40	\$88.80	\$0.00	\$0.00	\$0.00
Energy Safe Victoria	\$1,036.00	\$207.20	\$0.00	\$878.00	\$0.00
Environment Protection Authority	\$2,989.60	\$236.80	\$1,170.56	\$1,059.98	\$0.00
Essential Services Commission	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Family Safety Victoria	\$0.00	\$148.00	\$0.00	\$0.00	\$0.00
Federation University Australia	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Firearms Appeals Committee	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Frankston City Council	\$503.20	\$148.00	\$303.40	\$496.90	\$0.00
Game Management Authority	\$444.00	\$0.00	\$0.00	\$0.00	\$0.00
Gannawarra Shire Council	\$0.00	\$0.00	\$14.60	\$0.00	\$0.00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Gippsland Southern Health Service	\$503.20	\$88.80	\$198.60	\$68.40	\$0.00
Glen Eira City Council	\$917.60	\$769.60	\$1,097.01	\$152.76	\$0.00
Glenelg Shire Council	\$59.20	\$0.00	\$22.20	\$0.00	\$0.00
Golden Plains Shire Council	\$88.80	\$148.00	\$316.45	\$0.00	\$0.00
Goulburn Broken Catchment Management Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health	\$11,484.80	\$0.00	\$19,478.00	\$0.00	\$0.00
Goulburn Valley Region Water Corporation	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Goulburn-Murray Rural Water Corporation	\$444.00	\$29.60	\$859.01	\$37.00	\$0.00
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Greater Shepparton City Council	\$917.40	\$148.20	\$688.00	\$0.00	\$0.00
Health Complaints Commissioner	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Heathcote Health	\$296.00	\$29.60	\$23.70	\$0.00	\$0.00
Hepburn Health Service	\$29.60	\$88.80	\$14.80	\$0.00	\$0.00
Hepburn Shire Council	\$88.80	\$59.20	\$154.65	\$0.00	\$0.00
Heywood Rural Health	\$29.60	\$59.20	\$0.00	\$0.00	\$0.00
Hobsons Bay City Council	\$769.60	\$29.60	\$452.60	\$19.40	\$0.00
Holmesglen Institute	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Horsham Rural City Council	\$29.60	\$0.00	\$167.65	\$0.00	\$0.00
Hume City Council	\$828.80	\$473.60	\$949.64	\$52.42	\$0.00
Independent Broad-based Anti-corruption Commission	\$0.00	\$236.80	\$0.00	\$0.00	\$0.00
Indigo Shire Council	\$59.20	\$29.60	\$149.30	\$0.00	\$0.00
Infrastructure Victoria	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Inglewood and Districts Health Service	\$0.00	\$118.40	\$0.00	\$0.00	\$0.00
Kardinia Park Stadium Trust	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Kerang District Health	\$148.00	\$0.00	\$125.00	\$0.00	\$0.00
Kilmore and District Hospital	\$592.00	\$680.80	\$395.50	\$400.00	\$0.00
Kingston City Council	\$888.00	\$266.40	\$127.65	\$461.37	\$0.00
Knox City Council	\$414.40	\$0.00	\$806.74	\$0.00	\$0.00
Kooweerup Regional Health Service	\$0.00	\$118.40	\$0.00	\$118.40	\$0.00
Kyabram and District Health Services	\$355.20	\$118.40	\$501.60	\$0.00	\$0.00
Kyneton District Health Service	\$148.00	\$236.80	\$84.20	\$0.00	\$0.00
La Trobe University	\$145.30	\$2.70	\$0.00	\$0.00	\$0.00
Latrobe City Council	\$207.20	\$207.20	\$50.60	\$0.00	\$0.00
Latrobe Regional Hospital	\$6,985.60	\$3,285.60	\$4,692.90	\$2,198.10	\$0.00
Latrobe Valley Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Loddon Shire Council	\$88.80	\$29.60	\$54.01	\$0.00	\$0.00
Lorne Community Hospital	\$236.80	\$0.00	\$0.00	\$0.00	\$0.00
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Macedon Ranges Shire Council	\$473.60	\$118.40	\$508.13	\$0.00	\$0.00

6 APPENDICES

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>
Major Transport Infrastructure Authority	\$473.60	\$207.20	\$136.10	\$1.00	\$0.00
Mallee Catchment Management Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Mallee Track Health and Community Service	\$325.60	\$0.00	\$119.00	\$0.00	\$0.00
Manningham City Council	\$1,046.00	\$19.60	\$681.20	\$23.90	\$0.00
Mansfield District Hospital	\$355.20	\$266.40	\$40.40	\$6.00	\$0.00
Mansfield Shire Council	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Maribyrnong City Council	\$710.40	\$148.00	\$0.00	\$0.00	\$0.00
Maroondah City Council	\$177.60	\$29.60	\$0.00	\$0.00	\$0.00
Maryborough District Health Service	\$473.60	\$0.00	\$0.00	\$0.00	\$0.00
Melbourne Convention and Exhibition Trust	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Melbourne Health	\$66,244.80	\$7,992.00	\$89,213.36	\$3,197.00	\$0.00
Melbourne Polytechnic	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Melbourne Water	\$1,036.00	\$59.20	\$1,400.95	\$339.90	\$0.00
Melton City Council	\$473.60	\$88.80	\$157.10	\$0.00	\$0.00
Mental Health Complaints Commissioner	\$29.60	\$88.80	\$0.00	\$0.00	\$0.00
Mental Health Tribunal	\$0.00	\$325.60	\$0.00	\$0.00	\$0.00
Mercy Hospitals Victoria Ltd	\$11,840.00	\$4,972.80	\$13,383.90	\$1,343.60	\$0.00
Metropolitan Fire and Emergency Services Board	\$10,034.40	\$1,095.20	\$101.62	\$37.00	\$0.00
Mildura Cemetery Trust	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Mildura Rural City Council	\$384.80	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Child Protection	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Consumer Affairs, Gaming and Liquor Regulation	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Energy, Environment and Climate Change	\$88.80	\$88.80	\$0.00	\$286.40	\$0.00
Minister for Health	\$88.80	\$29.60	\$0.00	\$22.22	\$0.00
Minister for Mental Health	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Planning	\$207.20	\$0.00	\$0.00	\$4.20	\$0.00
Minister for Police and Emergency Services	\$207.20	\$29.60	\$79.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Minister for Public Transport	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Racing	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Roads	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Transport Infrastructure	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Workplace Safety	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Mitchell Shire Council	\$384.80	\$0.00	\$680.80	\$84.40	\$0.00
Moira Shire Council	\$146.60	\$1.40	\$534.15	\$23.72	\$0.00
Monash Health	\$40,256.00	\$11,544.00	\$68,542.00	\$3,680.00	\$0.00
Monash University	\$1,065.60	\$59.20	\$293.85	\$0.00	\$0.00
Moonee Valley City Council	\$1,835.20	\$59.20	\$352.25	\$688.20	\$0.00
Moorabool Shire Council	\$148.00	\$0.00	\$1,036.92	\$0.00	\$0.00
Moreland City Council	\$858.40	\$59.20	\$1,648.44	\$88.60	\$0.00
Mornington Peninsula Shire	\$2,012.80	\$917.60	\$164.00	\$134.86	\$0.00
Mount Alexander Shire Council	\$59.20	\$59.20	\$0.00	\$0.00	\$0.00
Mount Buller and Mount Stirling Alpine Resort Management Board	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Moyne Shire Council	\$266.40	\$148.00	\$382.55	\$0.00	\$0.00
Murrindindi Shire Council	\$296.00	\$355.20	\$128.30	\$0.00	\$0.00
National Gallery of Victoria	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
NCN Health (includes Nathalia District Hospital, Cobram District Health and Numurkah District Health Service)	\$1,184.00	\$1,598.40	\$970.00	\$947.20	\$0.00
Nillumbik Shire Council	\$266.40	\$29.60	\$247.77	\$44.43	\$0.00
North Central Catchment Management Authority	\$29.60	\$0.00	\$73.24	\$0.00	\$0.00
North East Waste and Resource Recovery Group	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Northeast Health Wangaratta	\$4,351.20	\$1,598.40	\$6,593.35	\$0.00	\$0.00
Northern Grampians Shire Council	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Northern Health	\$30,221.60	\$5,683.20	\$43,761.42	\$8,187.20	\$0.00
Office of Public Prosecutions	\$1,124.80	\$710.40	\$383.00	\$309.40	\$0.00
Office of the Victorian Information Commissioner (OVIC)	\$236.80	\$177.60	\$0.00	\$0.00	\$0.00
Omeo District Health	\$88.80	\$29.60	\$69.40	\$0.00	\$0.00
Orbost Regional Health	\$651.20	\$296.00	\$851.02	\$0.00	\$0.00
Otway Health	\$29.60	\$88.80	\$0.00	\$0.00	\$0.00

6 APPENDICES

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>
Parks Victoria	\$828.80	\$207.20	\$1,238.67	\$1,905.50	\$0.00
Peninsula Health	\$17,878.40	\$8,169.60	\$30,155.00	\$14,335.00	\$0.00
Peter MacCallum Cancer Centre	\$2,516.00	\$858.40	\$4,129.70	\$186.40	\$0.00
Portland District Health	\$1,184.00	\$29.60	\$1,383.90	\$61.20	\$0.00
Premier of Victoria	\$651.20	\$148.00	\$0.00	\$2.20	\$0.00
PrimeSafe	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Pyrenees Shire Council	\$29.60	\$29.60	\$133.26	\$0.00	\$0.00
Queen Elizabeth Centre	\$59.20	\$88.80	\$0.00	\$0.00	\$0.00
Racing Integrity Commissioner	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Racing Victoria Limited	\$59.20	\$118.40	\$0.00	\$0.00	\$0.00
Residential Tenancies Bond Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
RMIT University	\$236.80	\$88.80	\$0.00	\$454.53	\$0.00
Road Safety Camera Commissioner	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Robinvale District Health Services	\$148.00	\$177.60	\$146.30	\$0.00	\$0.00
Rochester and Elmore District Health Service	\$0.00	\$88.80	\$0.00	\$0.00	\$0.00
Royal Children's Hospital	\$12,609.60	\$9,205.60	\$26,362.00	\$648.00	\$0.00
Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	\$177.60	\$444.00	\$44.30	\$30.61	\$0.00
Royal Victorian Eye and Ear Hospital	\$4,765.60	\$532.80	\$6,003.40	\$22.80	\$0.00
Royal Women's Hospital	\$5,446.40	\$1,746.40	\$15,754.55	\$375.35	\$0.00
Rural Northwest Health	\$207.20	\$0.00	\$82.70	\$28.90	\$0.00
Safer Care Victoria	\$59.20	\$0.00	\$88.88	\$134.30	\$0.00
Seymour Health	\$710.40	\$0.00	\$996.99	\$0.00	\$0.00
South East Water	\$266.40	\$0.00	\$397.43	\$0.00	\$0.00
South Gippsland Hospital	\$59.20	\$0.00	\$30.45	\$0.00	\$0.00
South Gippsland Shire Council	\$118.40	\$88.80	\$193.80	\$52.60	\$0.00
South West Healthcare	\$3,966.40	\$2,871.20	\$4,735.05	\$0.00	\$0.00
South West Institute of TAFE	\$28.90	\$0.70	\$0.00	\$0.00	\$0.00
Southern Grampians Shire Council	\$59.20	\$0.00	\$99.97	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
St Vincent's Health	\$21,460.00	\$4,676.80	\$4,570.00	\$2,880.00	\$0.00
State Electricity Commission of Victoria	\$236.80	\$29.60	\$0.00	\$0.00	\$0.00
State Revenue Office	\$1,299.00	\$447.40	\$0.00	\$20.20	\$0.00
Stawell Regional Health	\$384.80	\$207.20	\$261.99	\$0.00	\$0.00
Strathbogie Shire Council	\$177.60	\$0.00	\$4.60	\$0.00	\$0.00
Suburban Rail Loop Authority	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$503.20	\$88.80	\$289.21	\$376.86	\$0.00
Sustainability Victoria	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Swan Hill District Health	\$2,516.00	\$1,716.80	\$1,717.40	\$0.00	\$0.00
Swan Hill Rural City Council	\$29.60	\$59.20	\$84.20	\$0.00	\$0.00
Swinburne University of Technology	\$0.00	\$88.80	\$0.00	\$0.00	\$0.00
Tallangatta Health Service	\$29.60	\$0.00	\$35.44	\$0.00	\$0.00
Timboon and District Healthcare Service	\$0.00	\$148.00	\$26.27	\$0.00	\$0.00
Towong Shire Council	\$29.60	\$59.20	\$0.00	\$0.00	\$0.00
Transport Accident Commission	\$48,840.00	\$2,516.00	\$34,832.00	\$250.10	\$0.00
Transport Safety Victoria	\$1,539.20	\$59.20	\$0.00	\$0.00	\$0.00
Treasurer of Victoria	\$266.40	\$0.00	\$0.00	\$0.00	\$0.00
Tweddle Child and Family Health Service	\$29.60	\$59.20	\$0.00	\$0.00	\$0.00
University of Melbourne	\$1,124.80	\$503.20	\$248.60	\$63.80	\$0.00
V/Line Corporation	\$207.20	\$355.20	\$98.20	\$0.00	\$0.00
VicForests	\$148.00	\$29.60	\$235.16	\$0.00	\$0.00
Victoria Legal Aid	\$0.00	\$444.00	\$0.00	\$101.40	\$0.00
Victoria Police	\$92,766.40	\$28,682.40	\$13,052.00	\$5,834.00	\$0.00
Victoria State Emergency Service	\$592.00	\$29.60	\$0.00	\$0.00	\$0.00
Victoria University	\$207.20	\$0.00	\$1,330.31	\$177.60	\$0.00
Victorian Agency for Health Information	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Auditor-General's Office	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Building Authority	\$6,541.60	\$8,110.40	\$1,078.00	\$266.00	\$0.00
Victorian Commission for Gambling and Liquor Regulation	\$1,036.00	\$0.00	\$838.41	\$0.00	\$0.00
Victorian Curriculum and Assessment Authority	\$59.20	\$29.60	\$25.00	\$47.20	\$0.00
Victorian Fisheries Authority	\$88.80	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Government Solicitor's Office	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00

6 APPENDICES

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>
Victorian Health Promotion Foundation (t/a VicHealth)	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Independent Remuneration Tribunal	\$28.90	\$0.70	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Medicine	\$59.20	\$29.60	\$86.60	\$0.00	\$0.00
Victorian Institute of Forensic Mental Health	\$0.00	\$2,368.00	\$0.00	\$0.00	\$0.00
Victorian Institute of Teaching	\$118.40	\$236.80	\$0.00	\$0.00	\$0.00
Victorian Legal Services Board	\$325.60	\$0.00	\$59.72	\$0.00	\$0.00
Victorian Managed Insurance Authority	\$266.40	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Ombudsman	\$29.60	\$740.00	\$0.00	\$0.00	\$0.00
Victorian Planning Authority	\$29.60	\$0.00	\$21.68	\$7.08	\$0.00
Victorian Ports Corporation (Melbourne)	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Public Sector Commission	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Rail Track (t/a VicTrack)	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Registration and Qualifications Authority	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Responsible Gambling Foundation	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Victorian WorkCover Authority (t/a WorkSafe)	\$40,818.40	\$1,568.80	\$11,550.80	\$12,044.40	\$0.00
Walkerville Foreshore Reserve Committee of Management	\$0.00	\$0.00	\$0.00	\$236.80	\$0.00
Rural City of Wangaratta	\$414.40	\$0.00	\$0.00	\$0.00	\$0.00
Warrnambool City Council	\$266.40	\$29.60	\$22.40	\$0.00	\$0.00
Wellington Shire Council	\$207.20	\$0.00	\$630.90	\$0.00	\$0.00
West Gippsland Healthcare Group	\$1,331.50	\$59.70	\$1,259.70	\$0.00	\$0.00
West Wimmera Health Service	\$177.60	\$384.80	\$75.80	\$0.00	\$0.00
West Wimmera Shire Council	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Western District Health Service	\$1,095.20	\$2,486.40	\$1,032.90	\$2,754.40	\$0.00
Western Health	\$31,103.61	\$11,401.99	\$40,010.00	\$0.00	\$0.00
Western Region Water Corporation	\$0.00	\$59.20	\$0.00	\$0.00	\$0.00
Westernport Region Water Corporation	\$29.60	\$0.00	\$356.61	\$0.00	\$0.00
Whittlesea City Council	\$917.60	\$0.00	\$522.46	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Wimmera Health Care Group	\$1,184.00	\$2,960.00	\$426.80	\$2,493.33	\$0.00
Wodonga City Council	\$59.20	\$0.00	\$48.20	\$0.00	\$0.00
Wyndham City Council	\$888.00	\$384.80	\$1,247.40	\$50.50	\$0.00
Yarra City Council	\$1,509.60	\$592.00	\$0.00	\$0.00	\$0.00
Yarra Ranges Shire Council	\$917.60	\$88.80	\$630.58	\$361.19	\$0.00
Yarra Valley Water Corporation	\$355.20	\$148.00	\$1,830.40	\$200.00	\$0.00
Yarram and District Health Service	\$29.60	\$59.20	\$0.00	\$0.00	\$0.00
Yarrawonga Health	\$59.20	\$88.80	\$0.00	\$0.00	\$0.00
Yooralla	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Zoological Parks and Gardens Board	\$147.30	\$0.70	\$390.00	\$0.00	\$0.00

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

