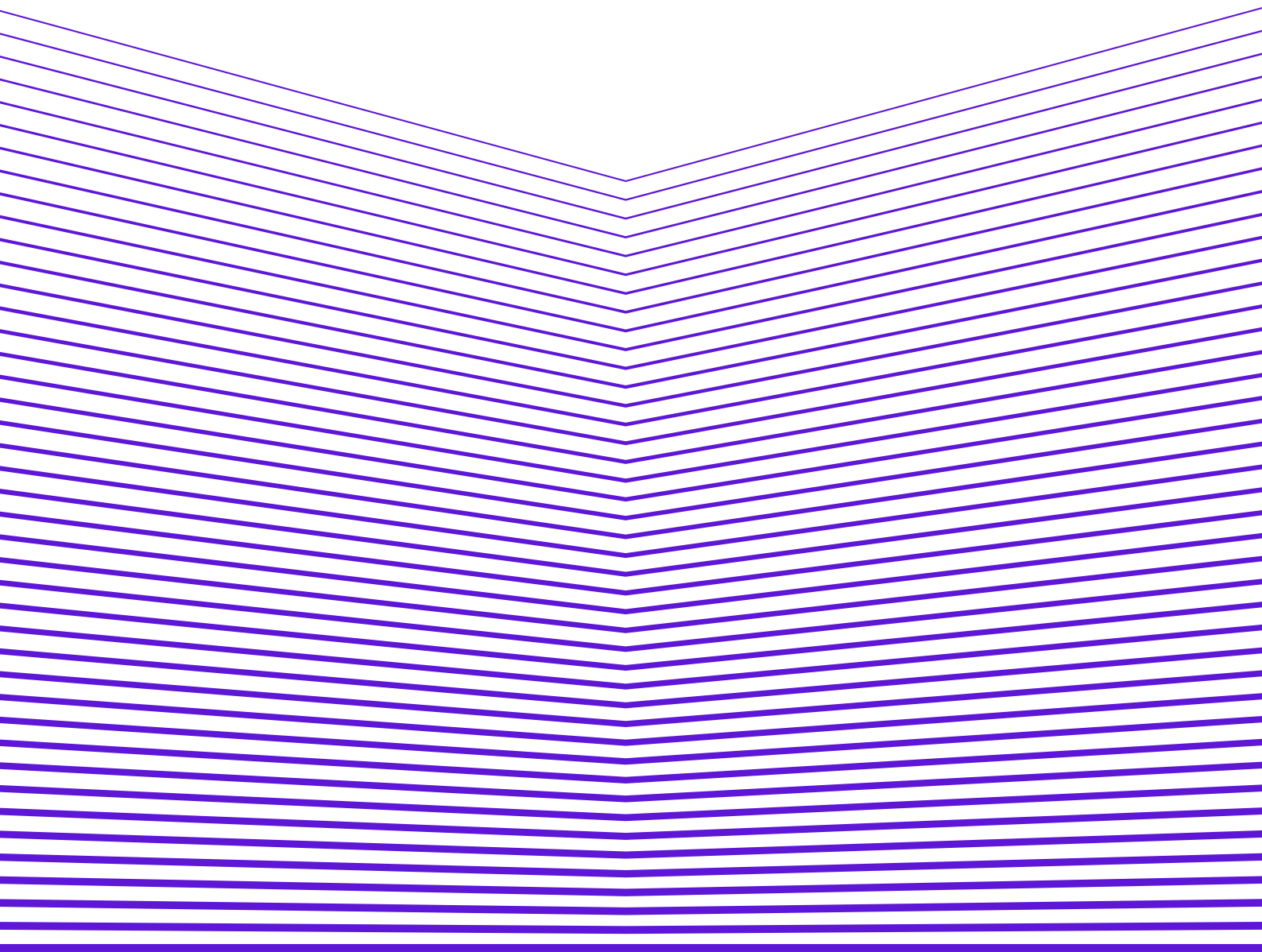


OVIC 2020-21

ANNUAL REPORT
BUILDING RESILIENCE



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 Jaclyn Symes 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 2021, 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

After the Office of the Victorian Information Commissioner was established in 2017, it set out a roadmap for embedding in the Victorian public sector a culture that promotes fair access to information while ensuring its proper use and protection.

Much has been achieved in that time and OVIC now has mature processes in place to protect and uphold the information rights of Victorians under the *Freedom of Information Act 1982 (FOI Act)* and the *Privacy and data Protection Act 2014 (PDP Act)*. As noted in last year's annual report, the global COVID-19 pandemic has severely tested those processes. This continued in the current reporting period.

BUILDING RESILIENCE

The past year has highlighted the importance of organisational learning, resilience and adaptability.

In 2020, the spread of COVID-19 posed acute challenges for Victorians and individuals around the world. Victorian public sector organisations faced significant disruptions to their operations while staff transitioned to working from home to keep the community safe.

In 2021, there was a focus on returning, at least to some extent, to a way of working that was closer to business as usual. Even this always needed to be done with an eye to flexibility to allow adaptation to the variable public health risk.

One thing that has not changed is that members of the public care about their information rights. Victorians made more requests for documents under the FOI Act in the last year than in any previous year. In implementing public health measures, government has likely collected more personal information in the last year than ever before. It is abundantly clear from public debate that

Victorians demand that such information be protected and only used for valid public health purposes. And they are right to do so.

EMBRACING DISRUPTION

OVIC has embraced the disruption with a view to becoming a more resilient organisation.

We successfully transitioned our face-to-face training program to webinars and gained significantly higher attendance rates in FOI and privacy training. Our online events and forums attracted over 3,000 attendees, more than doubling the previous year's numbers.

OVIC focused strongly on digital engagement with regional stakeholders through a series of online regional roadshows across Victoria to raise public awareness of the right to access government-held information. OVIC also hosted a Public Health Sector FOI Forum and a Local Government FOI Forum to promote transparency in providing access to public health records and council information.

In December 2020, OVIC successfully hosted the 54th meeting of the Asia Pacific Privacy Authorities forum. Over three days of virtual sessions, attendees from across the Asia Pacific region discussed the privacy implications of the global response to COVID-19, including the use of personal information for contact tracing and other containment efforts.

MAINTAINING THE FOCUS

Throughout this period, OVIC continued to deliver on its core obligations.

In addition to receiving and dealing with review and complaint applications under the FOI Act and the PDP Act, the office celebrated Privacy Awareness Week in May 2021 by welcoming over 700 attendees to its virtual events.

It also marked International Access to Information Day with events for the public over the course of a week in September 2020.

August 2020 saw the second complete attestation cycle for agency protective data security plans under the Victorian Protective Data Security Framework. This was preceded by extensive online events where stakeholders could ask OVIC questions directly about their submissions. OVIC also launched a mobile app to help users conduct an information security value assessment.

Following extensive consultation with the sector, OVIC launched a comprehensive Privacy Officer Toolkit to combine useful tools and resources in one easily accessible place for privacy practitioners.

Throughout all of this, it was particularly pleasing to see our annual stakeholder engagement survey confirm that public sector organisations continue to see OVIC as a trusted advisor and source of expertise on FOI, privacy, and information security.

TARGETING OUR REGULATORY EFFORTS

In 2020-21, OVIC proactively published its regulatory priorities for the first time. In keeping with these priorities, OVIC undertook targeted regulatory action in several areas.

We commenced an own motion investigation into the timeliness of freedom of information decisions in Victoria, the first of its kind to be undertaken under the FOI Act. We published examination reports into the use of digital learning tools at Victorian Government primary schools, and the protection of personal information in higher educational institutions in Victorian. We also published an investigation report into a data breach involving the former Department of Health and Human Services, and commenced an audit of information security value assessments in the Victorian public sector.

UNDERSTANDING THE IMPORTANCE OF CULTURE

During the year, OVIC contracted Monash University to conduct research into information access culture in Victoria, an extension of a pilot study undertaken in 2019. The insights gathered from the research will assist OVIC to gain a deeper understanding of the information access culture in agencies. This will enable OVIC to develop education and awareness programs that will help agencies enhance their administration of the FOI Act.

OVIC also commenced a project to encourage organisations to release information proactively and informally, in addition to release under the FOI Act.

While agency culture is important for ensuring accountability and transparency, it also matters when it comes to understanding the perspectives of the community. In February 2021, OVIC published a research paper on *Understanding culturally diverse privacy - Aboriginal and Torres Strait Islander Peoples' perspectives*. The paper is based on research conducted by the Cultural and Indigenous Research Centre Australia on behalf of OVIC and discusses issues for Victorian public sector organisations to consider when collecting, using, and disclosing personal information of individuals from these communities.

LOOKING AHEAD

As we look to the future, it is an opportunity to reflect on the lessons we learned and the evolving FOI, privacy, and information security landscapes. OVIC is currently developing an updated strategic plan to guide our efforts for the next three years. We will build on the achievements of the last four years while also enhancing our efforts to engage more directly with the people of Victoria.

The importance of information rights has shown itself to be very resilient indeed. We need to ensure that the public sector's intent and capacity to respect those rights is up to the challenge.

YEAR AT A GLANCE

2020

JULY 2020

Hosted Information Access series webinar High Conflict Workshop

Launched new electronic file sharing platform for the secure exchange of FOI review documents

AUGUST 2020

Published regulatory priorities for 2020-21

Published examination report into digital learning tools at Victorian government schools

Hosted Information Access series webinar on FOI Professional Standards 6 months on

Second full reporting cycle of Protective Data Security Plans submitted to OVIC

SEPTEMBER 2020

Launched own motion investigation into the timeliness of FOI in Victoria

Celebrated International Access to Information Day

Launched Business Impact Level mobile app

OCTOBER 2020

OVIC's 2019-20 annual report tabled in Parliament

Hosted first online Victorian Privacy Network meeting

Hosted Information Access series webinar on Vicarious trauma

Victorian public sector organisations transitioned to the new protective markings scheme

NOVEMBER 2020

Hosted first Victorian Local Government Transparency and Integrity FOI Forum

Hosted Regional FOI Roadshow for FOI practitioners in Western Region

Hosted Information Access series webinar on FOI Professional Standards: 12 months on

Published first Information Security Incident Insights Report

DECEMBER 2020

Hosted the 54th Asia Pacific Privacy Forum

Launched online Professional Standards self-assessment tool

Commenced audit into Victorian Protective Data Security Standard 2

Published guidance on phishing attacks

2021

JANUARY 2021

Published guidance on reducing data breaches when sending emails

Hosted first FOI training for 2021

FEBRUARY 2021

Published research paper on Aboriginal and Torres Strait Islander peoples' perspectives on privacy

Hosted Information Access series webinar – FOI in 2020: the year in review

Hosted first privacy training for 2021

MARCH 2021

Published investigation report into a data breach involving the former Department of Health and Human Services

Hosted Regional FOI Roadshow for FOI practitioners in the Central Region

Hosted first Executive briefing for senior managers in the Victorian public sector

Hosted Information Access series webinar on plain English

Hosted Victorian Privacy Network meeting

APRIL 2021

Hosted Regional FOI Roadshow for FOI practitioners in the North Western Region

Hosted Information Access series webinar on dealing with FOI requests

Hosted first Victorian Public Health Sector FOI Forum

Published privacy guidance for individuals in the sex worker and LGBTQ+ communities

MAY 2021

Celebrated Privacy Awareness Week

Published animation on accessing your health records

Hosted Regional FOI Roadshow for FOI practitioners in the South Eastern Region

Hosted Information Security Special Interest Group

JUNE 2021

Launched the Agency FOI Information Service

Published examination report into privacy and security in Victorian universities

Published Privacy Officer Toolkit

Published new animations on requesting amendments to information, making FOI requests and information security

Implemented a range of updates to the website based on user research

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.

OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

WHO WE ARE

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

COMMISSIONERS

INFORMATION COMMISSIONER

Sven Bluemmel

PUBLIC ACCESS DEPUTY COMMISSIONER

Joanne Kummrow

PRIVACY AND DATA PROTECTION DEPUTY COMMISSIONER

Rachel Dixon



WHAT WE DO

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

FREEDOM OF INFORMATION ACT

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

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

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

PRIVACY AND DATA PROTECTION ACT

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

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

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

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

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

OUR STAFF

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

For most of 2020-21, OVIC staff worked remotely to ensure the health and safety of staff and members of the public in response to the COVID-19 pandemic. Early in 2021, staff began a gradual return to the workplace as OVIC moved to a hybrid model of working, with staff working both remotely and in the office. It is a testament to the willingness and resilience of OVIC staff that the office was able to adapt to this new model of working arrangements with no disruption to business as usual.

In 2020-21, 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.

In 2020-21, OVIC staff undertook a range of training activities and workshops including:

- Plain English writing;
- Transgender Victoria training;
- Disability training; and
- Respectful workplace behaviours.

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 2021 our staff, excluding statutory appointees, comprised:

- 57 ongoing (with 4 on maternity leave); and
- 4 fixed term.

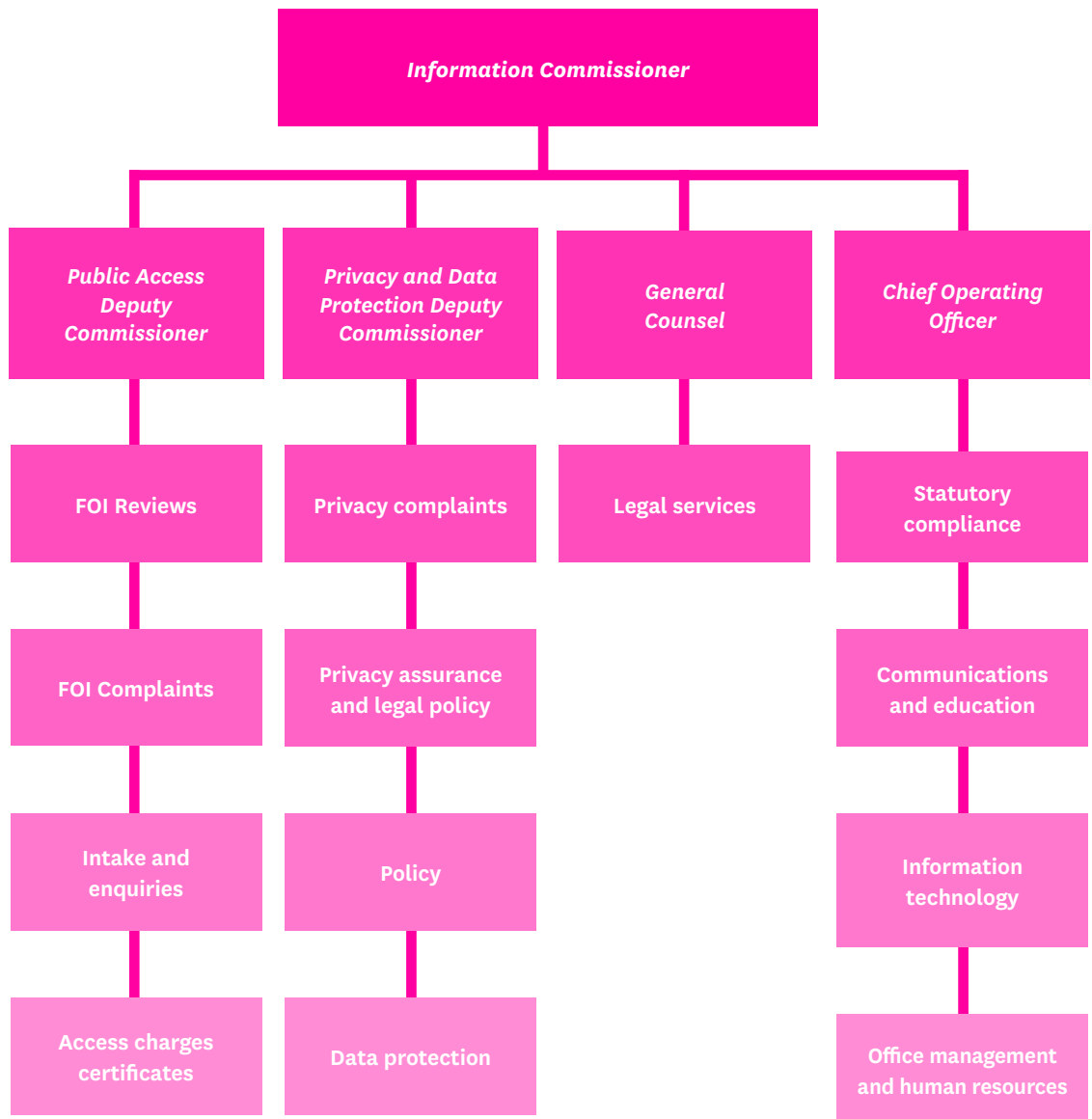
As at 30 June 2021, our staff profile comprised:

- 39 female and 22 male staff;
- 38 staff under 35 years of age;
- 14 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-3	12	11.7	2	2
VPS-4	23	21.2	2	1.8
VPS-5	13	12.8	-	-
VPS-6	7	6.4	-	-
Snr Technical Specialist	2	2	-	-
Total	57	54.1	4	3.8

ORGANISATIONAL CHART



FINANCES

OVIC's annual financial statements have been consolidated into the Department of Justice and Community Safety'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

	Financial period ended 30 June 2021	Financial period ended 30 June 2020
Appropriation	\$9,535,800	\$9,033,008
Other revenues	\$145,682	\$1,482,043
Expenses from transactions		
Salaries	\$7,663,182	\$7,101,900
Supplies and services	\$2,021,300	\$1,866,511
Depreciation	-\$146,406	\$205,708
Total expenses from transactions	\$9,830,888	\$9,174,119
Net result from transactions (funded)	(-\$149,406)	\$1,340,932
Other economic flows included in net result		
Other gains/(losses) from other economic flows	\$-	(\$19,362)
Total other economic flows included in net result		(\$19,362)
Comprehensive result	(\$149,406)	\$1,321,570

Expenses from transactions

(a) Employee expenses		
Salaries and wages	\$6,641,895	\$5,544,995
Annual leave and long service leave	\$123,659	\$626,424
Superannuation costs	\$597,394	\$546,233
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	\$300,234	\$384,248
Total employee expenses	\$7,663,182	\$7,101,900
(b) Supplies and services		
Professional services	\$394,102	\$575,914
Information technology	\$646,781	\$173,849
Other	\$980,417	\$1,116,748
Total supplies and services	\$2,021,300	\$1,866,511
(c) Depreciation		
Depreciation - building leasehold improvements	\$139,446	\$193,178
Depreciation - motor vehicles under finance lease	\$6,960	\$6,960
Depreciation - computer and software	\$-	\$5,571
Total depreciation	\$146,406	\$205,709

BALANCE SHEET

	<i>Financial period ended 30 June 2021</i>	<i>Financial period ended 30 June 2020</i>
Receivables	\$3,747,748	\$1,649,748
Property, plant and equipment	\$1,194,543	\$1,340,949
Other non-financial assets	\$30,396	\$122,465
Total assets	\$4,972,687	\$3,113,162
Provisions	-\$2,052,290	-\$1,783,261
Payables	-\$1,470,081	-\$301,538
Other	-\$21,031	-\$28,082
Total liabilities	-\$3,543,402	-\$2,112,881
Net assets	\$1,429,285	\$1,000,281
Net worth	\$1,429,285	\$1,000,281

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 2020-21, there were six consultancies undertaken where the total fees payable to the individual consultancies were more than \$10,000. The total expenditure incurred during 2020-21 in relation to these consultancies was \$343,779 (excluding GST).

CONSULTANCIES UNDER \$10,000

In 2020-21, there were two consultancies undertaken where the total fees payable to the individual consultancies were less than \$10,000. The total expenditure incurred during 2020-21 in relation to these consultancies was \$16,080 (excluding GST).

MAJOR CONTRACTS

No contracts valued at more than \$10 million were entered into in 2020-21.

1 OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

BUDGET PAPER THREE OUTPUT PERFORMANCE 2020-21

OVIC's performance measures were included in the Department of Justice and Community Safety's, Public Sector Information Management, Privacy and Integrity output in 2020-21.

Performance measures	Unit of measure	2020-21 actual	2020-21 target	performance variation (%)	Result ¹
Quantity					
Education and training activities delivered by Office of the Victorian Information Commissioner	number	137	120	+14.2	✓
This measures education and training activities delivered to promote improved FOI, privacy and data protection practices in the Victorian public sector and inform the public. The 2020-21 full year actual is higher than the 2020-21 target due to all training and events being run virtually since March 2020 due to the COVID-19 pandemic. The number and type of activities and participants attending also increased through targeting more diverse audiences such as local government, the health sector, rural and regional agencies, and VPS senior executives. Educational digital mail outs providing information and advice for agencies, working remotely, also increased.					
Regulatory actions conducted: Examinations, reviews, audits, or investigations	number	5	5	0	✓
This measures regulatory actions conducted, to provide assurance and support community trust in government's handling of information and to alert agencies to opportunities to improve their systems and practices and mitigate vulnerabilities.					
Reviews and complaints closed by Office of the Victorian Information Commissioner	number	1,315	850	+54.7	✓
This measures FOI reviews and FOI/privacy complaints closed in accordance with the FOI and PDP Acts. The 2020-21 full year actual is higher than the 2020-21 target due to larger than anticipated incoming numbers of FOI reviews and FOI and Privacy complaints being effectively handled in OVIC's remote working environment during the pandemic.					
Quality					
Client satisfaction with education and training provided	per cent	97.5	90.0	+8.3	✓
This measures client satisfaction with education/training provided to agencies, to demonstrate effectiveness. The 2020-21 full year actual is higher than the 2020-21 target due to participants consistently registering high levels of satisfaction with the online training provided by OVIC.					

Performance measures

	Unit of measure	2020-21 actual	2020-21 target	Performance variation (%)	Result ¹
FOI review decisions overturned or set aside on appeal to VCAT	per cent	7.5	< 25	-70	✓
This reflects the quality of FOI decisions by measuring the percentage of review decisions overturned or set aside by VCAT. The 2020-21 full year actual is lower than the 2020-21 target due to the success of OVIC's processes regarding detailed assessment of documents subject to review, providing comprehensive reasons for decision to limit the number of matters appealed to VCAT, and the likelihood of the decisions being overturned or set aside.					
FOI reviews withdrawn by agreement following internal resolution	per cent	21.2	25	-15.2	■
This measures FOI reviews withdrawn by agreement following formal informal resolution, to reduce time frames and formality for FOI requests and appeals. The 2020-21 full year actual is lower than the 2020-21 target due to the impact of the COVID-19 pandemic on the operating environment of VPS agencies. The ability to achieve agreements involving the agencies and complainants was hindered by agencies not being able to provide sufficient time to engage in negotiations which would lead to a resolution not requiring a formal process to address the review.					
Timeliness					
FOI reviews completed within timelines agreed with applicant	per cent	56.1	60	-6.5	■
This measures FOI reviews processed within agreed timeframe, to meet legislative obligations. The 2020-21 full year actual is lower than the 2020-21 target due to the impact of the COVID-19 pandemic on the operating environment of VPS agencies resulting from the requirement for staff to work remotely. Delays were experienced by OVIC due to modified work practices, including not being able to progress certain review applications due to the inability to conduct document inspections for a period of time, the ability to obtain documents in a timely manner and/or the timely provision of submissions or responses from agencies and applicants.					

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

✓ Performance target achieved or exceeded.

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

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

GOVERNANCE

The Corporate Governance Committee (**CGC**) advises 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

In 2020-21, a range of corporate support services were provided by the Department of Premier and Cabinet, the Department of Justice and Community Services, 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 in 2020-21 due to workplace injuries.

As OVIC moved to a hybrid working model, staff were asked to complete a second home workplace assessment to ensure that their home working environments were suitable and did not pose any occupational health and safety risks. Staff were also provided with opportunities throughout the year to request any office peripherals required to ensure that their health and safety at their home workplace was not impacted.

WORKPLACE RELATIONS

No industrial relations issues were registered, or grievances received in 2020-21.

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 in 2020-21.

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**). OVIC's risk management framework was updated to prepare for new VGRMF requirements. To assist in this preparation, in 2020-21 the CGC participated in a risk appetite and tolerance workshop run by the Victorian Managed Insurance Authority (**VMIA**). OVIC's insurance is arranged with VMIA and reviewed annually.

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. Five declarable items were registered in 2020-21. A copy of OVIC's gifts, benefits and hospitality register is available on our website: www.ovic.vic.gov.au.

SOCIAL PROCUREMENT

OVIC's social procurement strategy 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 by email to enquiries@ovic.vic.gov.au or by post to PO Box 24274 Melbourne VIC 3001.

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 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

Justice Legislation Amendment (System Enhancements and Other Matters) Act 2021

On 19 May 2020, the *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020* were made under the *COVID-19 Omnibus (Emergency Measures) Act 2020*. Part 2 of the temporary regulations modified certain provisions in the legislation OVIC administers. However, the *Justice Legislation Amendment (System Enhancements and Other Matters) Act 2021 (the Act)*, assented to on 23 March 2021, replaced those temporary regulations. Among other pieces of Victorian legislation, it amended and inserted new sections into the FOI Act and the PDP Act.

PDP ACT

The Act amended the definition of "authorised legal representative" in the PDP Act. The Act also amended section 83C of the PDP Act to set out service requirements, including by electronic communication.

As a result of the Act, section 83F of the FOI Act also now provides for a legal practitioner to represent a person by means of audio visual link or audio link. Further, the Act inserted section 83K into the PDP Act which allows for attendance in person or by audio or audio visual link.

FOI ACT

The Act amended the definitions of “agency”, “authorised legal representative”, “destroy” and “information system” in the FOI Act. Further, the Act amended the coercive powers sections of the FOI Act to reflect remote operation, including sections 61TJ (confidentiality notice), 61U (notice to produce or attend), 61W (service), 61ZF (legal advice and representation) and inserted the new 61ZI (audio or visual link attendance).

The Act also now allows OVIC staff members to conduct inspections of documents claimed to be exempt under section 38, 29A, 31 or 31A by secure electronic means.

The Act also inserted sections into both the FOI Act and the PDP Act to allow the Governor in Council to make regulations dealing with transitional matters.

LOCAL GOVERNMENT ACT 2020

Section 125 of the *Local Government Act 2020* (**LG Act**) commenced on 24 October 2020. Prior to that, its predecessor in section 77 of the *Local Government Act 1989* was in force.

Section 125 of the LG Act is a secrecy provision for the purpose of section 38 of the FOI Act. The LG Act protects confidentiality through this provision.

“Confidential information” is defined in section 3 of the LG Act. It contains 12 subsections that describe different types of information that are confidential under the LG Act (unless overridden by sections 125(2) or (3)). Some of the twelve types of “confidential information” in subsections (a) to (l) overlap with existing exemptions in the FOI Act.

REGULATORY ACTION AND INVESTIGATIONS

At the start of 2020-21, OVIC reflected on existing and emerging issues that were significant for freedom of information, privacy, and information security regulation. We identified six priorities that guided our regulatory action.

By taking regulatory action in response to each priority, we continued our focus on promoting fair public access to information while ensuring its proper use and protection.



PRIVACY AND OUTSOURCING

In March 2021, OVIC released a report into our investigation on the unauthorised access to information held by the Department of Health and Human Services (**DHHS** – now the Department of Families, Fairness and Housing, or **DFFH**). This investigation underscored the critical importance of maintaining responsibility for privacy and security of personal information even when outsourcing the management of programs to third parties.

We also conducted several preliminary inquiries into issues with contracted service provision and highlighted actual or potential breaches of the PDP Act. For this reason, we will remain focussed on privacy and outsourcing as a regulatory priority in 2021-22.



PROMPT FOI DECISION MAKING

The most common reason for FOI complaints to OVIC is delay.

In September 2020, the Information Commissioner initiated an own motion investigation into factors contributing to delayed FOI decision making and information release.

Findings and recommendations from this investigation will assist agencies to build capacity to perform their obligations under the FOI Act, including meeting legislative timeframes. The bulk of the investigation was conducted in 2020-21 and the final report will be published in early 2021-22.



PRIVACY AND SECURITY IN VICTORIAN LAW ENFORCEMENT

OVIC continued its close engagement with Victoria Police by conducting three site inspections of Victoria Police facilities to look closely at law enforcement data management and security policies and practices.

Site inspections support Victoria Police to improve privacy and security practices by encouraging cultural change, identifying and promoting innovative information security policy and practice, and highlighting risks for the organisation to manage.



IDENTIFICATION AND ASSESSMENT OF THE SECURITY VALUE OF INFORMATION

Standard 2 of the Victorian Protective Data Security Standards (**VPDSS**) forms the backbone of best practice information identification and assessment, requiring agencies to identify and assess the security value of public sector information. Standard 2 establishes a strong foundation for agencies to build their protective security policies and process – and meet their legislative obligations under the PDP Act.

In 2020-21, OVIC conducted an audit of agencies' adherence to Standard 2. The audit identified several process gaps in the application of the Standard that weaken the efficacy of agencies' approaches to meeting the Standard. Findings of this audit will be available early 2021-22 and will provide lessons for the wider VPS in meeting their obligations under the Standards.



COMPLIANCE WITH FOI PROFESSIONAL STANDARDS

In 2020-21, OVIC published a Professional Standards self-assessment tool. The questions in the tool were developed following an examination conducted by OVIC's investigations and assurance team into how six FOI agencies had implemented the Professional Standards in their own work. The tool is described in more detail in Part 4 of the Annual Report.



THE PROTECTION OF PERSONAL INFORMATION IN THE VICTORIAN HIGHER EDUCATION SECTOR

Victorian universities hold a significant amount of sensitive and personal information on students, staff, and research participants. However, the technologies used by universities to manage student entitlement and further research are also at risk from cyber and other security attacks.

In June 2021, OVIC published a report on our examination of the privacy and security policies of Victorian universities. The examination revealed that universities are taking privacy and security risks seriously but have several areas for improvement to continue building stronger, more resilient, personal information policies. This examination built on an earlier project which concluded in August 2020, where we examined the use of apps and web-based learning tools in Victorian government schools.

PUBLIC SECTOR AND COMMUNITY ENGAGEMENT

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

OVIC also receives enquiries from, and publishes guidance for, members of the public to help them understand their information rights. In 2020-21, OVIC received almost 3,000 phone enquiries from members of the community. We also received almost 15,000 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 our second annual online survey to Victorian public sector agencies in October 2020.

A total of 331 responses were received from 218 surveyed stakeholders. Survey findings reported that OVIC continues to be seen as performing well by stakeholders. Significant improvements were achieved in the conciliation and early resolution of FOI complaints and reviews, the conciliation and early resolution of privacy complaints, and handling of privacy data breaches.

PRESENTATIONS, EVENTS AND FORUMS

In 2020-21, OVIC's online events and forums attracted over 3,000 attendees. This is double the number of attendees in 2019-20. Due to COVID-19 restrictions, each event and forum was held virtually allowing stakeholders around Victoria to attend while working remotely.

Some highlights from OVIC's engagement activities in 2020-21 include:

- over 700 attendees at events during Privacy Awareness Week (**PAW**);
- hosting the 54th Asia Pacific Privacy Authorities (**APPA**) Forum attended by over 100 members from across the Asia Pacific region;
- hosting the first Victorian Public Health Sector FOI Forum, featuring a diverse panel of experts and leaders from across the Victorian health sector;
- hosting a series of virtual roadshows across regional Victoria, to raise the public's awareness of their right to access government-held information and engage with local government agencies;
- approximately 100 senior level Victorian public sector managers and Executive Directors attended OVIC's virtual Executive briefing;
- a sold-out Victorian Information Security Network Forum on Protective Data Security Plan Insights with 150 Victorian public sector staff in attendance;
- hosting two Victorian Privacy Network meetings attended by approximately 275 stakeholders;
- hosting monthly Information Access Series (**IAS**) seminars for FOI practitioners working in the VPS, on high conflict training, vicarious trauma, dealing with requests, Professional Standards and more; and
- a presentation from former Victorian Attorney-General, The Hon. Jill Hennessy and a public forum on community expectations and FOI to celebrate International Access to Information Day (**IAID**) 2020.

'I commenced in this role with East Gippsland Water in March last year and I undertook the online training. Since then, I have used the knowledge gained, along with the extensive website resources, to respond to two FOI requests (one withdrawn), which is (fortunately) the most our organisation has supposedly ever received.

Being based at a regional water corporation, I found the online delivery to be perfect as I would find it difficult and costly to attend training in Melbourne. I support the philosophy of OVIC's approach to 'educate' rather than 'enforce' and to provide us authorised officers with extensive online tools, templates and resources to undertake requests in a consistent manner across our sectors, knowing that the support of your staff is available regardless of where we are located.'

David Radford, Manager Governance & Company Secretary, East Gippsland Water

BUILDING FOI, PRIVACY, AND DATA PROTECTION CAPABILITY

OVIC also provides free training and e-Learning modules to build privacy, FOI, and data protection capabilities across the Victorian public sector. In 2020-21 our e-Learning modules were completed over 5,000 times, and our training sessions were attended by over 400 Victorian public sector staff.

In 2020-21, OVIC offered the following training and education activities:

- monthly webinar training on Administering the FOI Act;
- monthly webinar training on Introduction to information privacy and the PDP Act; and
- a suite of e-Learning modules on privacy and freedom of information.

Due to the spread of COVID-19, all OVIC's training and events were delivered via webinars in 2020-21. Shifting to a virtual program meant that attendance numbers for events and training almost doubled from approximately 1,800 in 2019-20 to over 3,500 in 2020-21.

OVIC offers two training modules: Administering the FOI Act and Introduction to Information Privacy and the PDP Act. Both modules are now delivered via webinar, enabling OVIC to continue to provide free support and guidance to Victorian public sector employees while working remotely.

E-LEARNING MODULES

OVIC's training program is complemented by e-Learning modules.

Our suite of e-Learning modules includes:

- an introduction to privacy in the Victorian public sector;
- managing the privacy impacts of data breaches;
- processing an FOI request;
- commonly applied exemptions in Part IV of the FOI Act; and
- FOI Professional Standards.

In 2020-21, we developed a new module on privacy impact assessments.

EVALUATING OUR EDUCATION OFFERINGS

In 2020-21, OVIC's virtual training sessions and e-Learning modules were in high demand. There was an average of 21 participants in each training session and an average of 436 completions of our e-Learning modules each month.

We used information from evaluation surveys to refine and improve course content where possible, and over 97% of participants who completed our privacy and FOI e-Learning modules ranked their experience as satisfactory or above.

PRIVACY AUTHORITIES AUSTRALIA (PAA) COMMUNICATIONS WORKING GROUP

Established in 2021, the PAA Communications Working Group convenes quarterly and is a forum for communications officers to collaborate on campaigns and share ideas and experiences to enhance public trust in government handling of personal information. The Group also meets more regularly during campaign periods. OVIC actively participated in the PAA Communications Working Group for Privacy Awareness Week 2021 and in planning for International Access to Information Day held on 28 September each year.

IMPROVING THE USER EXPERIENCE OF OUR WEBSITE

In 2019-20, 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 Victorian public sector to understand user needs, and how we could improve our website to better meet those needs.

In 2020-21, we focused on implementing the recommendations from the user research project to make our website easier to navigate, more accessible and improve user experience. We made improvements to the homepage, menus, content, look and feel, and navigation.

We developed landing pages for FOI, privacy, and data protection to make our suite of guidance and resources more easily discoverable for stakeholders across the Victorian public sector and members of the public. OVIC's website received 153,627 visits in 2020-21. In 2021-22, we will continue our focus on improving the accessibility of our website.

GROWING OUR DIGITAL PRESENCE

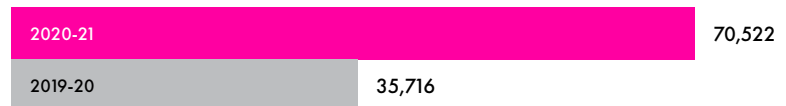
OVIC sends a monthly newsletter to stakeholders across the Victorian public sector and industry containing the latest news and updates including published guidance, events, decisions and more. Our newsletter audience grew from 1,864 in 2019-20 to 2,390 in 2020-21 (a 28.2% increase).

OVIC uses Twitter to publish guidance, resources and engage with Victorian public sector stakeholders and members of the public. In 2020-21, we received almost 330,000 impressions on Twitter compared to 550,000 impressions in 2019-20.

OVIC started using LinkedIn in 2019 as an additional digital channel to engage with our stakeholders. LinkedIn has been an effective channel for recruitment, to share guidance, and to build relationships with and engage stakeholders across government and industry.

Since establishing OVIC's profile in December 2019, our LinkedIn audience has grown to over 1000 followers. In 2020-21, we received 70,522 impressions on LinkedIn compared to 35,716 in 2019-20 (a 97.5% increase).

LINKEDIN IMPRESSIONS IN 2020-21

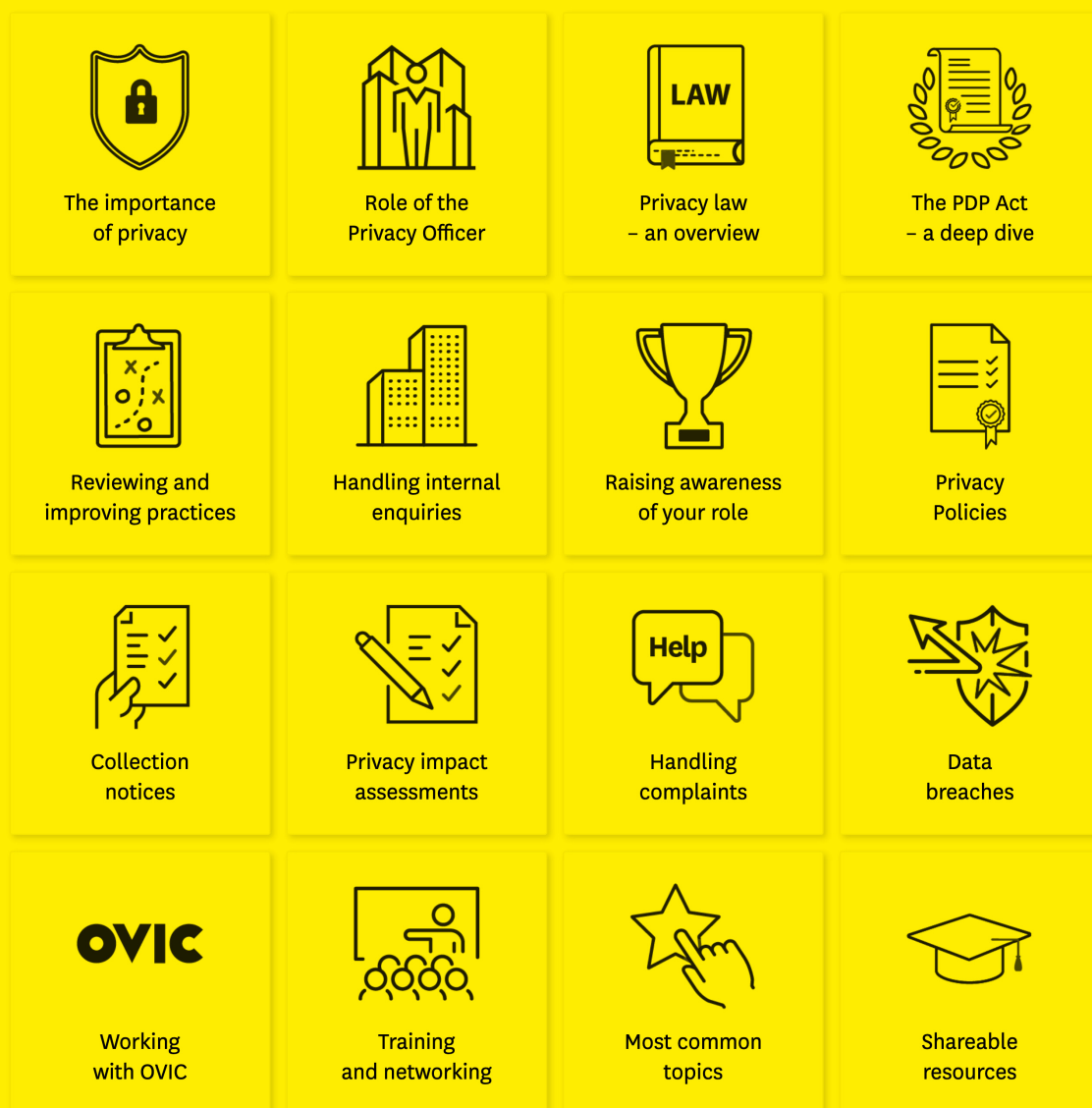


2

PRIVACY

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38	STAKEHOLDER ENGAGEMENT

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.



THE PRIVACY OFFICER TOOLKIT

Privacy officers play an important role in ensuring organisations respect and uphold individuals' privacy rights. After consulting with privacy officers across the Victorian public sector, OVIC published the Privacy Officer Toolkit in June 2021. The toolkit includes guidance across 16 topics in one easily accessible place, to help privacy officers find the tools they need day-to-day.

PRIVACY

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

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

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

COMPLAINTS

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

The number of privacy complaints received by OVIC in 2020-21 decreased compared to 2019-20. This is a reversal of a multi-year trend of rising complaint numbers. This change may signal a change in how agencies are handling personal information or what community members expect. It may also have been influenced by the greater willingness of our case officers to provide advice to prospective complainants on the likely application of the PDP Act and their prospects should they proceed to make a complaint.

Alternatively, it may reflect a one-off event such as the COVID-19 pandemic. OVIC will closely monitor next years' figures to assess whether the impact of this change is temporary or continuing.

Over the past year, we have maintained the timeliness of OVIC's complaint handling, however the proportion of complaints resolved without recourse to VCAT decreased slightly.

2020-21 AT A GLANCE

We received 86 complaints, a 19% decrease compared to 2019-20;



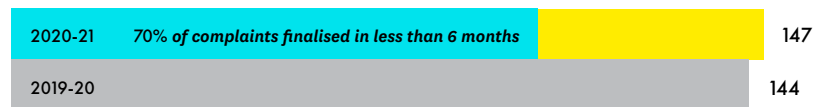
We finalised 94 complaints, a 21% decrease compared to 2019-20;



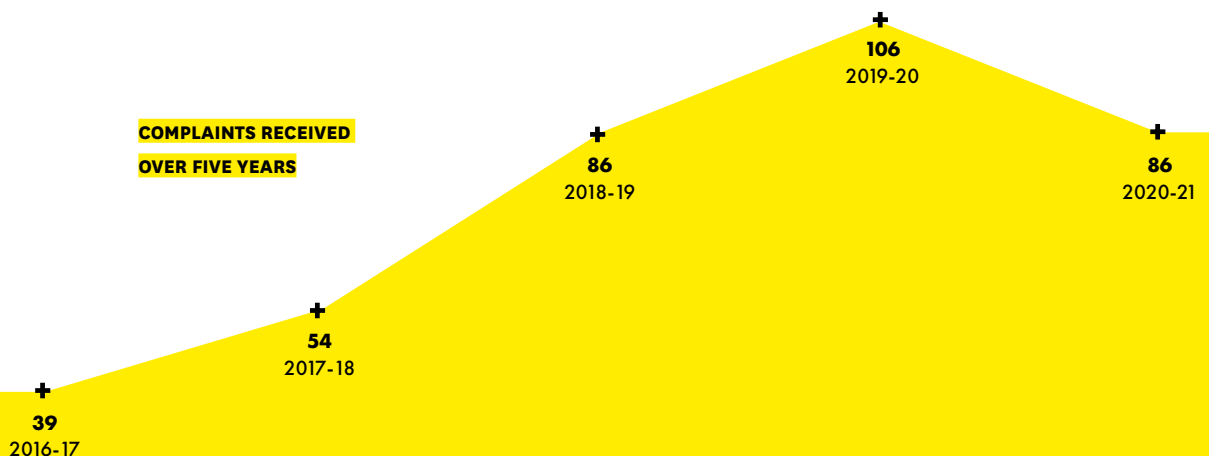
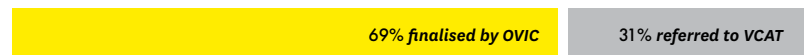
We successfully conciliated 21 complaints, a 31% increase compared to 2019-20;



The average time to finalise complaints was 147 days and 70% of complaints were finalised in less than 6 months; and



We finalised 69% of complaints without the need to refer the complaint to VCAT.

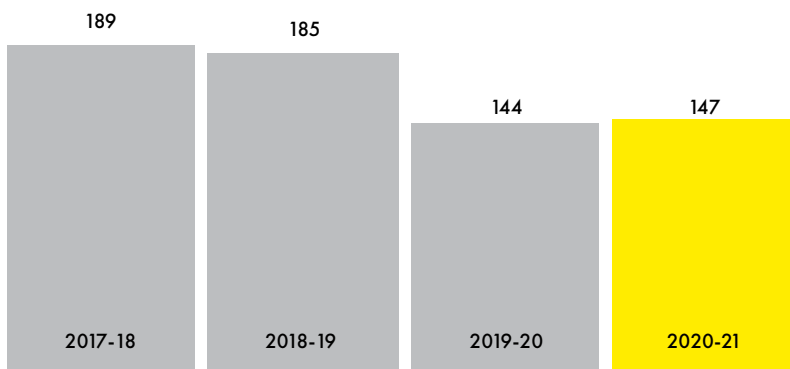


2 PRIVACY

In 2020-21, we continued to embed changes made in previous years when providing direction to complaint parties. We supported complaint handling staff to ensure they can provide preliminary views to complainants and organisations on whether there has been an interference with privacy.

OVIC now provides more preliminary views than in previous years. In 2020-21, we provided preliminary views to complaint participants in 55% of completed complaints. This approach helped achieve a high number of conciliated complaints this year (in both number and proportion of total complaints) and maintained a relatively low proportion of complaints being referred to VCAT, compared to the historical average of around 50%. It also assists agencies that are parties to complaints to improve their practices, by providing guidance about OVIC's views on the issues that are the subject of complaints.

AVERAGE DURATION OF COMPLAINTS (DAYS)



PRIVACY COMPLAINT CASE STUDY

THE COMPLAINT

A member of the public made a complaint to OVIC about the publication of a planning permit on a council's website which contained their personal information. The complainant alleged that this constituted a breach of privacy and had damaged their reputation.

OVIC CONCILIATION

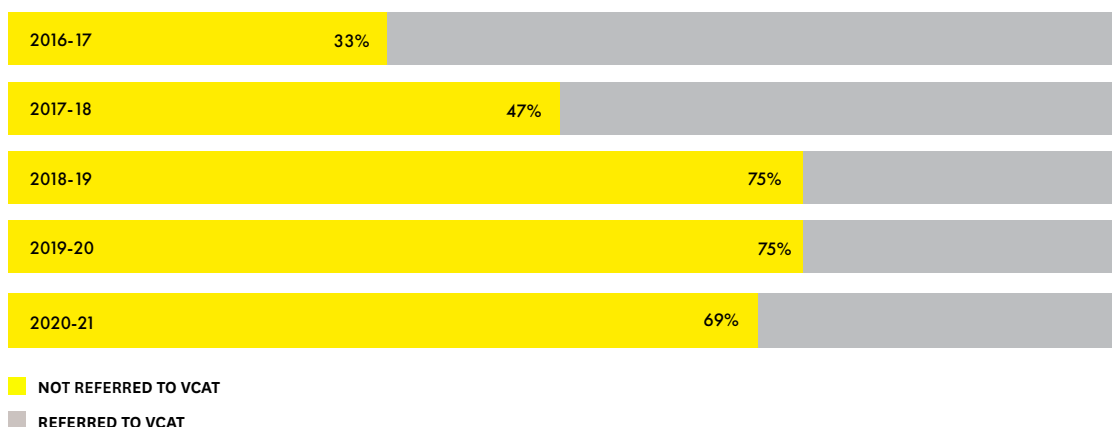
We worked with the complainant to formulate the complaint and put the complaint to the organisation. The organisation asserted that they had not interfered with the complainant's privacy.

OVIC provided a preliminary view that it appeared likely that the organisation had breached Information Privacy Principles (IPP) 2.1 and 4.1 and encouraged it to attempt to resolve the complaint. The organisation agreed to attend a conciliation teleconference facilitated by OVIC conciliators, at which the complainant had an opportunity to discuss their concerns and explain the harm they had experienced. The organisation also had the opportunity to discuss how the disclosure had occurred and changes they had made to their processes.

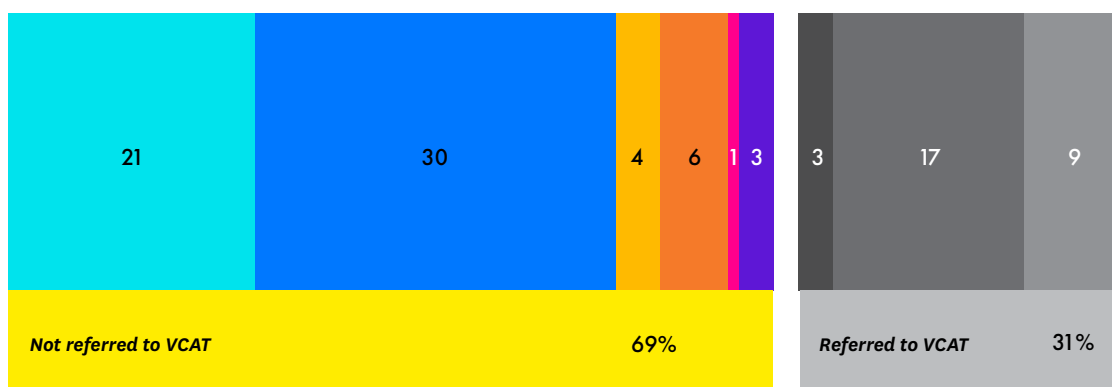
THE OUTCOME

The organisation agreed to provide the complainant a written apology and donate \$2,000 to a local hospital. This resolved the complaint.

PROPORTION OF COMPLAINTS FINALISED WITHOUT REFERRAL TO VCAT



OUTCOMES FOR PRIVACY COMPLAINTS CLOSED IN 2020-21



Outcome		Number	Percent
Not referred to VCAT			
Formally conciliated	■	21	22%
Withdrawn by complainant	■	30	32%
OVIC declined to entertain complainant	■	4	4%
OVIC decided conciliation was inappropriate	■	6	6%
Conciliation failed	■	1	1%
Referred to another office	■	3	3%
Referred to VCAT			
OVIC declined to entertain complaint	■	3	3%
OVIC decided conciliation was inappropriate	■	17	18%
Conciliation failed	■	9	10%

ENQUIRIES

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

Questions from members of the public most commonly relate to the use of personal information by organisations that OVIC regulates. We provide these individuals with guidance about the Information Privacy Principles (**IPPs**) and steps they 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 how the agency can act in accordance with the IPPs. Enquiries are often received from privacy officers or information managers but can also come from any public sector employee with questions about information privacy. In all cases, we encourage agency staff to apply good privacy practice.

PRIVACY COMPLAINT CASE STUDY

THE COMPLAINT

A library implemented a new record management system that retained information about its transactions with individuals indefinitely. The complainant noted that this new system did not allow them to opt out or delete their personal information when it was no longer required.

OVIC CONCILIATION

The library noted that the record management system was operated by a third party, and as a result, the organisation was unable to delete the complainant's personal information.

OVIC participated in a meeting with the library and the third party software provider to discuss how the IPPs applied. OVIC highlighted the importance of ensuring that the record management system

deletes or permanently de-identifies personal information when it is no longer needed. The third party agreed to explore options that would allow this to occur.

THE OUTCOME

The matter was conciliated successfully when the third party put forward a proposal to develop new functionality within the record management system which would remove customer transaction records after a fixed period. Given that this was likely to take some time to implement, the third party also proposed in the short term to de-identify the complainant's historical transaction information. While this resolved the complainant's individual concern, it also improved privacy protection for all users of the system.

DATA BREACH NOTIFICATIONS

There are two ways OVIC's Privacy Guidance team can be notified of data breaches by organisations:

1. organisations may choose to voluntarily report a data breach that involves personal information; or
2. organisations that are subject to Part 4 of the PDP Act must notify OVIC of security incidents that are of business impact level (**BIL**) 2 or greater, under OVIC's Information Security Incident Notification Scheme. These notifications are initially sent to OVIC's Information Security Unit, which refers notifications with significant privacy implications to OVIC's Privacy Guidance team.

Where we receive notification of a data breach, we review the information provided and encourage the organisation to take steps to:

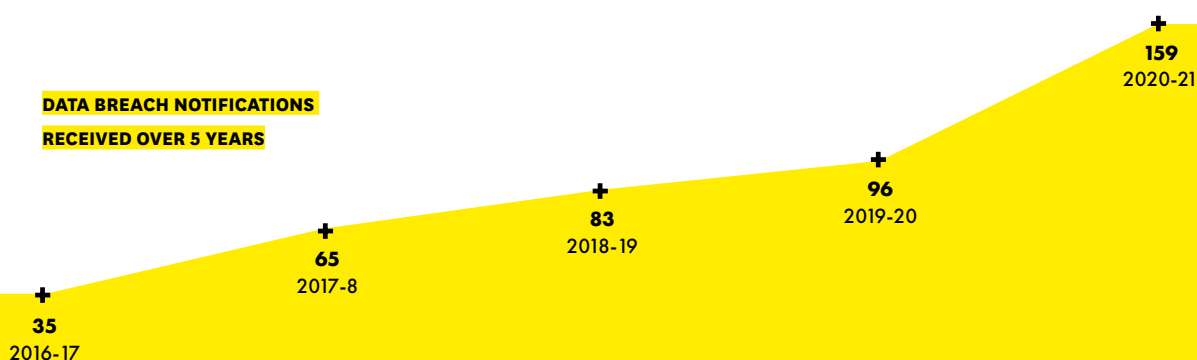
- ensure that the data breach is contained – for example, by securing the information or retrieving it where possible;
- minimise the impact on affected individuals – for example, by notifying affected individuals of the breach; and
- reduce the risk of recurrence – by examining the causes of the breach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

The volume of data breach notifications that we receive has increased. We handled 159 data breach notifications in 2020-21, which represents an increase of 66% compared to last year.

This increase coincides with organisations having a greater awareness of their obligations under OVIC's Information Security Incident Notification Scheme, which came into effect in October 2019.

DATA BREACH NOTIFICATIONS RECEIVED

2020-21	159	66% increase
2019-20	96	



PUBLICATIONS

UNDERSTANDING CULTURALLY DIVERSE PRIVACY - ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES' PERSPECTIVES

In February 2021, OVIC published a research paper on Understanding culturally diverse privacy - Aboriginal and Torres Strait Islander Peoples' perspectives. The paper is based on research conducted by the Cultural and Indigenous Research Centre Australia on behalf of OVIC and discusses issues for Victorian public sector organisations to consider when collecting, using, and disclosing personal information of individuals from these communities.

Original artwork by Jordan Lovegrove



INFORMATION SHARING AND PRIVACY

In February 2021, OVIC published updated guidance on information sharing and privacy. This resource provides practical guidance to Victorian public sector organisations on how to share personal information under the PDP Act. It discusses the benefits of sharing personal information, considerations before sharing personal information, and how to establish an information sharing culture in an organisation.

GUIDANCE FOR THE COMMUNITY

In 2020-21, OVIC published guidance for individuals within the LGBTIQ+ and sex worker communities about their privacy rights. The resources explain how Victorian public sector organisations should collect, use, and disclose their personal information. The resources also provide guidance on how to make a privacy complaint.

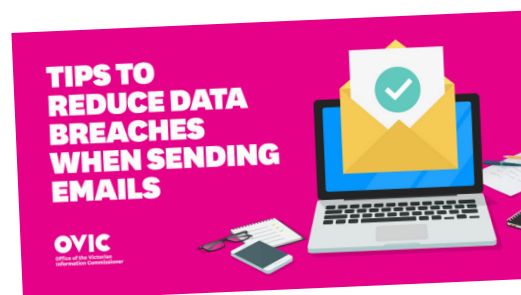
GUIDANCE FOR ORGANISATIONS

In 2020-21, OVIC published a range of guidance material to help Victorian public sector organisations build capability and enhance their privacy practices.

Guidance we published in 2020-21 included:

- an information sheet on the new information sharing provisions under Part 6B of the *Health Services Act 1988 (HS Act)*. Co-published with the Office of the Health Complaints Commissioner, the resource explains the interaction between the HS Act and the PDP Act, and details how organisations sharing information under Part 6B of the HS Act can comply with their overarching privacy obligations;
- an updated resource on the European Union's General Data Protection Regulation (**GDPR**). This resource discusses key themes in the GDPR, provides general guidance on when the GDPR may apply and compares the GDPR to the IPPs in the PDP Act;

- a resource to help Victorian public sector organisations understand their privacy obligations when using or considering the use of personal information in AI systems or applications. It covers the collection, use, handling and governance of personal information within this context;
- a tip-sheet for Victorian public sector organisations and employees on how to reduce data breaches when sending emails; and
- a resource explaining phishing attacks and how to identify them, detailing steps Victorian public sector organisations and employees can take to protect themselves. The resource also provides some examples of phishing attempts.



2 PRIVACY

PRIVACY OFFICER TOOLKIT

Privacy officers play an important role in ensuring organisations respect and uphold individuals' privacy rights. A key project for OVIC in 2020-21 involved enhancing the capabilities of in-house privacy officers and privacy teams across the Victorian public sector.

To better understand the work they do, the challenges they face and how OVIC can support them in their roles, we engaged in more than 20 hour-long interviews with privacy officers across the Victorian public sector. We published the findings of these consultations on OVIC's blog.

Using what we learnt from this consultation, we developed an online Privacy Officer Toolkit to help privacy officers easily find the tools they need day-to-day.

The Toolkit was published in June 2021 and includes:

- links to 16 topics on the main aspects of a privacy officer's role. It is designed to be a 'one stop shop' for privacy officers seeking guidance;
- a deep dive into privacy legislation; privacy policies; privacy impact assessments; data breaches and more;
- summaries of each topic; how the topic is relevant to the privacy officer's role; and links to other OVIC resources like templates and guidelines; and
- new resources like a reference guide comparing the principles in various pieces of privacy legislation; a template for notifying individuals of a privacy breach; and a self-assessment checklist for rating your organisations 'privacy score'.

PRIVACY COMPLAINT CASE STUDY

THE COMPLAINT

An individual made a complaint to OVIC that their personal and sensitive information was inappropriately disclosed to their employer by an organisation. They also complained that the organisation had inappropriately retained their personal information.

The complainant alleged that this constituted a breach of their right to privacy and caused harm to their reputation, employment, family relationships and mental health.

OVIC CONCILIATION

The organisation initially asserted that there had been no interference with the complainant's privacy. It also did not propose to provide any outcomes to the complainant.

OVIC provided a preliminary view that it appeared likely that the organisation had contravened IPP 2.1 and encouraged it to attempt to resolve the complaint. As a result, the organisation agreed to attend a conciliation teleconference meeting facilitated by OVIC conciliators.

THE OUTCOME

Although the parties were unable to reach agreement on the facts surrounding the alleged breaches, the matter was conciliated successfully when the organisation agreed to provide the complainant compensation, as well as an explanation of how their personal information was secured and the process by which inaccurate or out of date information could be deleted.

SUBMISSIONS

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 with the potential to impact privacy. OVIC's submissions seek to ensure the community's expectations for their privacy are considered in the implementation of new projects and reforms.

In 2020-21, OVIC made 18 submissions to consultations and inquiries.

As technology and data is playing an ever-important role in our lives, OVIC made submissions on:

- digital identity schemes;
- data sharing schemes;
- data retention;
- data breach notification schemes;
- advertising technology and tracking; and
- vehicle-generated data.

Acknowledging the importance of giving children and young people the knowledge and tools needed to understand and protect their privacy, OVIC also made submissions to:

- The United Nations' Special Rapporteur on the Right to Privacy in relation to their examination of, and report to the Human Rights Council, on the privacy rights of children; and
- The Australian Curriculum, Assessment and Reporting Authority on their review of the Australian Curriculum for Foundation to Year 10. OVIC recommended substantial privacy education be included consistently throughout both primary and secondary schools.

CONSULTATIONS ON NEW INITIATIVES

OVIC is frequently consulted by organisations looking to implement new initiatives or reforms relevant to OVIC's jurisdiction. These consultations and engagements represent much of the work of the Policy team. OVIC is commonly engaged by Victorian government departments, Service Victoria, the Victorian Centre for Data Insights, local councils, and various Commonwealth agencies such as the Digital Transformation Agency.

Key topics that OVIC provided advice and guidance on in 2020-21 include:

- privacy and security considerations in digital identity systems;
- information sharing schemes;
- data analysis, use, and retention considerations; and
- data breach notification schemes.

PRIVACY IMPACT ASSESSMENTS

OVIC reviews privacy impact assessments (**PIAs**) upon request, offering feedback and guidance to Victorian public sector organisations and their contracted service providers on how they can improve their privacy practices. In 2020-21, OVIC reviewed several PIAs, relating to the use of new technologies and new projects.

OVIC also routinely conducts internal PIAs to identify privacy risks from internal initiatives and to manage those risks appropriately. In 2020-21, OVIC's internal PIAs examined our use of LinkedIn and OVIC's website. We also examined the use of the GovTEAMS platform to support the Victorian Information Security Network and the PhriendlyPhishing platform to test OVIC staff's phishing awareness and identify any associated security risks.

LEGISLATIVE REVIEWS

OVIC reviews and comments on proposed legislation that relates to OVIC's jurisdiction. OVIC is often consulted by Victorian public sector organisations as part of the legislative reform process, consequently many of these consultations remain Cabinet-in-Confidence.

Information sharing was the most common theme across legislation OVIC reviewed in 2020-21. OVIC also reviewed and provided comments on the *Local Government (Governance and Integrity) Regulations 2020*, prescribing the Standards of Conduct for Councillors.

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. The minutes of the Privacy Roundtable are published on OVIC's website.

OVIC facilitated two sessions of the Privacy Roundtable in 2020-21. At the most recent meeting, OVIC discussed recent privacy cases and trends in enquiries and complaints to OVIC. We heard from members on key challenges, trends, and initiatives within their respective organisations. The discussion also covered the publication of OVIC's Privacy Officer Toolkit and allowed OVIC to share learnings from the consultation process we engaged in with privacy officers across the Victorian public sector.

VICTORIAN PRIVACY NETWORK

The Victorian Privacy Network offers privacy professionals across Victoria an opportunity to connect with and learn from each other's experiences and hear guest speakers present on a range of topics. Since its establishment in 2018, the Victorian Privacy Network has grown to more than 520 members.

In 2020-21, we held a meeting in October 2020 attended by 150 participants, and a meeting in March 2021 attended by 125 participants. As a result of the COVID-19 pandemic, these meetings were held online.

Some of the topics covered in our October 2020 and March 2021 meetings included contact tracing and privacy challenges, data ethics and governance, and insights from OVIC's research paper on Understanding culturally diverse privacy - Aboriginal and Torres Strait Islander Peoples' perspectives. A range of organisations and individuals presented at the Victorian Privacy Network meetings including the Victorian Centre for Data Insights, the Office of the Australian Information Commissioner and more.

The Victorian Privacy Network has also been consulted on the development of privacy resources targeted towards Victorian public sector organisations.

NATIONAL AND INTERNATIONAL FORUMS

Privacy Authorities Australia

OVIC is an active participant in the Privacy Authorities Australia (**PAA**) group, a forum for privacy commissioners around Australia to connect and discuss matters of mutual significance. The PAA group meets twice a year. At PAA meetings, Commissioners discuss updates from their jurisdictions relating to complaints, enforcement, and policy developments.

Privacy Authorities Australia Policy Group

OVIC actively participates in the PAA Policy Group, a sub-group of the PAA consisting of senior policy officers from each of Australia's privacy regulators. The PAA Policy Group convenes quarterly, to share our work with other jurisdictions and learn from their experiences in privacy policy matters.

Privacy Authorities Australia Cooperation and Enforcement Group

The Privacy Authorities Australia 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 in 2020-21.

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. Meetings in 2020-21 were particularly useful to discuss different techniques aimed at early resolution of privacy complaints and developments in privacy jurisprudence.

At the most recent PAACE meeting, OVIC handed over secretariat and chairing duties of PAACE to Office of the Information Commissioner Queensland.

Asia Pacific Privacy Authorities

The Asia Pacific Privacy Authorities (**APPA**) forum was established in 1992 and is the principal bi-annual forum for privacy and data protection authorities in the Asia Pacific region to share policy and regulatory experiences, discuss global privacy developments, and form partnerships.

APPA provides OVIC an opportunity to engage with international stakeholders, learn from their experiences, and to express a Victorian perspective on privacy to shape international thinking on privacy issues.

OVIC hosted the 54th meeting of the APPA from 8 - 10 December 2020 over three days. The forum was held virtually due to the ongoing impacts of COVID-19 and was attended by delegates and observers from across the region. The key themes of the forum included the privacy implications of the COVID-19 pandemic, facial recognition and artificial intelligence, and future of privacy frameworks.

Global Privacy Assembly

OVIC maintains an active relationship with the Global Privacy Assembly (**GPA**). The GPA seeks to provide leadership at an international level on privacy issues facing the global community. There are more than 130 privacy authorities who are members of the GPA. In October 2020, the Information Commissioner attended the 42nd conference of the GPA (formerly the International Conference of Data Protection and Privacy Commissioners). The conference was held online due to the COVID-19 pandemic.

OVIC is also a member of the GPA's Policy Strategy Working Group and participates in its workstream on the relationship between privacy and other 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 where we hear presentations on current privacy issues from guest speakers.

2 PRIVACY

YOUTH ADVISORY GROUP

Young people remain 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 and assist OVIC to:

- understand the privacy issues affecting young people;
- raise awareness around the privacy concerns of young people in both the community and within Victorian public sector organisations; and
- develop materials targeted towards raising an awareness of privacy among young people themselves.

YAG currently comprises eight young people between the ages of 15 and 22 years. In 2020-21, YAG participated in events and assisted in organising a cyber safety for young people presentation run by ySafe, a trusted provider in cyber safety education, for Privacy Awareness Week 2021.

YAG also contributed to developing OVIC's submission to the United Nations' Special Rapporteur on the Right to Privacy, with several YAG members providing their perspectives on privacy, the importance of privacy in the development of a child's identity, and the expectations young people have around privacy.

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. In 2021, OVIC celebrated PAW from 3 – 7 May, and explored the theme *Make privacy a priority*.

OVIC's online events during PAW had a total of 709 participants. To launch PAW, the Information Commissioner delivered a live stream address on the importance of making privacy a priority today. Australia's eSafety Commissioner, Julie Inman Grant, also delivered an address to mark the launch of PAW in Victoria in 2021.

OVIC also hosted a virtual panel during the week on prioritising privacy in a digital world. Panellists included Anna Johnston, founder and Principal of Salinger Privacy, Lizzie O'Shea, lawyer, writer and broadcaster, and John O'Driscoll, Whole of Victorian Government Chief Information Security Officer.

OVIC's Privacy Guidance team also hosted three virtual lighting talks during the week, including a simulated data breach and response, a talk focused on information sharing in the public sector, and a presentation on privacy governance and best practice within organisations.

We published four new animations during PAW 2021 targeted at Victorian public sector organisations and members of the public on information sharing, privacy by design and privacy rights. They have been viewed more than 4,200 times to date.

We received over 2,400 impressions on LinkedIn, more than 12,400 impressions on Twitter, and 6,535 website views during PAW 2021. We also received support from partner organisations across the Victorian public sector who shared OVIC's content on their social media channels including from the Victorian Equal Opportunity and Human Rights Commission, Victorian Managed Insurance Authority and the Victorian Government Solicitor's Office.

We published a blog and a toolkit on information sharing on the Innovation Network and an op-ed on making privacy a priority written by the Information Commissioner was published in the Mandarin.

During PAW 2021, Victoria's former Attorney-General noted in a Ministerial statement in the Legislative Council that PAW serves as a great opportunity to mark Victoria's leadership in privacy and information security, with Victoria's scheme for the information security of government agencies being the only broad protective data security scheme in Australia underpinned by legislation. PAW recognises the essential value of personal information to our economy and digital environment, to the delivery of vital services and in our daily lives.



3

DATA PROTECTION

- 45 INFORMATION SECURITY GUIDANCE AND
PRODUCT DEVELOPMENT**
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- 54 REVIEW AND GUIDANCE**

Information security safeguards public sector information from unauthorised access, disclosure, and use, and seeks to ensure that the right people have access to the right information at the right time.

Under Parts 4 and 5 of the *Privacy and Data Protection Act 2014*, Victorian public sector organisations must adhere to the Victorian Protective Data Security Framework (**VPDSF**) and Victorian Protective Data Security Standards (**VPDSS**).

56

4

12

2

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1

OVIC's Information Security Unit engages widely to promote the VPDSF and VPDSS and provide tailored support and guidance to stakeholders across the Victorian public sector and industry.

In 2020-21, OVIC held 77 stakeholder engagements on responsible information security practices including forums, special interest groups, roundtable discussions and more.

56	PDSP insights sessions
12	PDSP roundtable discussion forums
4	Protective markings transition roundtable forums
2	Victorian Information Security Network forums
2	Special interest groups
1	States and Territories security representative meeting

DATA PROTECTION

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

In 2020-21, there were significant changes in the information security threat landscape. VPS organisations had to quickly adapt their day-to-day operations to respond to the evolving demands of COVID-19, whilst maintaining public confidence in the services they delivered and functions they performed.

In amongst this, OVIC's Information Security Unit (**ISU**) continued to provide guidance and support to over 3000 organisations. The ISU also monitors and assures these organisations' adherence to the Victorian Protective Data Security Framework (**VPDSF**) and the Victorian Protective Data Security Standards (**VPDSS**).

The ISU actively promotes responsible information security practices across the VPS by developing information security guidance and products, and engaging widely with stakeholders across the VPS and industry.

INFORMATION SECURITY GUIDANCE AND PRODUCT DEVELOPMENT

PROTECTIVE DATA SECURITY PLANS

At the end of August 2020, VPS organisations were required to submit a Protective Data Security Plan (**PDSP**) to OVIC. This represented the second full reporting cycle, and VPS organisations were provided with a revised PDSP submission form by OVIC. The revised form allowed for a more efficient and insightful analysis of organisations' adherence to the VPDSS and implementation of the associated elements.

CASE STUDY - SCALABILITY OF VPDSS REPORTING

In 2020-21, for the first time, OVIC engaged directly with the majority of Cemetery Trusts.

Previously, reporting requirements for Cemetery Trusts had been completed on their behalf by the former Department of Health and Human Services (DHHS). The 2020 reporting cycle was the first time each cemetery trust was required to complete and submit a PDSP directly to OVIC.

UNDERSTANDING OUR STAKEHOLDERS

Class A Cemetery Trusts are larger, well-established organisations with more robust governance structures and generally better placed to complete the PDSP form.

Class B Cemetery Trusts, however, are a unique stakeholder group. Some Class B Cemetery Trusts are run by a group, or sometimes even just one or two dedicated volunteers. Class B cemeteries are located across Victoria, with many in regional and remote towns and communities. With these unique operational and environmental factors in mind, the ISU decided that the standard PDSP form would not be appropriate for Class B Cemetery Trusts.

PROVIDING TAILORED SUPPORT

The ISU consulted with key stakeholders from Class B Cemetery Trusts, the Cemetery and Crematoria Association of Victoria (CCAV) and contacts within the former DHHS to create a bespoke PDSP reporting form specially designed to suit the needs of this audience, while fulfilling their obligations under the *Privacy and Data Protection Act 2014* (Vic).

Many information security and information management concepts were relatively new for this stakeholder group. The bespoke PDSP reporting form consisted of 14 requirements and accompanying activities. This was designed to assist Class B Cemetery Trusts in identifying and acknowledging any risks to their information security and information management practices.

OVERCOMING CHALLENGES

Whilst there were a range of factors that contributed to Cemetery Trusts' apprehensions about their legislative information security obligations, since the reporting changes came into effect, we have seen an overwhelmingly positive PDSP submission rate from both Class A and Class B Cemetery Trusts. This is underpinned by strong engagement and collaboration between the ISU and the cemetery sector.

LOOKING AHEAD

The responses provided from Class B Cemetery Trusts has identified further opportunities for the ISU to provide support and guidance. The ISU continues to work with the sector to develop guidance material that reflects their unique operating environment.

3 DATA PROTECTION

TRANSITION TO THE NEW PROTECTIVE MARKINGS SCHEME

October 2020 was the deadline for VPS organisations to transition to the new protective markings scheme. Protective markings are visual security labels that signify the confidentiality requirements of public sector information and inform how to securely handle this material.

To support VPS organisations in this transition and complement existing guidance, the ISU developed an updated VPDSF Technical Specification for Email Protective Markings. This document is tailored to the unique needs of VPS organisations and assists in the implementation of protective markings within emails.

VPDSS IMPLEMENTATION GUIDANCE

To reflect the changing operating environments of VPS organisations, the VPDSS Implementation Guidance was updated in January 2021 to version 2.1. The issue of this version does not represent a change to the standards issued in VPDSS V2.0, but provides VPS organisations with current and refreshed primary source material to aid in the implementation of the VPDSS within their organisation.

MANAGING NEW INFORMATION SECURITY RISKS

As the information security risk and threat landscape continues to shift and evolve, the ISU developed three risk scenario case studies. These case studies are based on real incidents experienced by VPS organisations, and explore common pain points across cloud-based services, legacy systems, and personnel security. These practical examples were designed to help organisations identify potential red flags and provide VPS organisations with tangible risk statements and control considerations which can be adapted to their unique operating environment.

SIGNIFICANT CHANGE

Given the complex environment in which VPS organisations operate, with competing priorities and evolving business plans, many organisations will face new or changed information security risks. For example, these risks may emerge as a result of various operational and strategic changes, including a restructure, merger, Machinery of Government, or new or amended legislation. Under the PDP Act, when a VPS organisation has identified it has undergone significant change, it must undertake a refreshed Security Risk Profile Assessment (**SRPA**) and review and update its PDSP. To provide clearer guidance to VPS organisations around what constitutes a significant change, the ISU published a revised and more detailed Significant Change Information Sheet and a new Significant Change Notification Form. The two resources provide greater clarity to VPS organisations and streamline the administrative processes surrounding significant change.

ENGAGEMENT AND SUPPORT

The ISU promotes the VPDSF and VDPSS and provides support and guidance to stakeholders across the VPS and industry.

The team of six provides both proactive support through forums and roundtable sessions, panel events, special interest groups, and product development; and reactive support, by responding to enquiries, facilitating meetings and discussions. In addition, the team proactively engage with partnering entities and industry stakeholders to ensure our messages are consistent across the VPS.

ROUNDTABLE DISCUSSION FORUMS

In the lead up to the 2020 PDSP reporting deadline, the ISU hosted 12 PDSP roundtable sessions in July and August 2020. During these sessions, the ISU created a space for stakeholders to ask specific questions on their PDSPs.

As organisations approached the deadline to transition to the new protective markings scheme, the ISU hosted four Protective Markings Transition roundtable sessions in September 2020. These sessions provided stakeholders an opportunity to seek support from the ISU as they transitioned their organisations to the new scheme.

VICTORIAN INFORMATION SECURITY NETWORK FORUMS

The Victorian Information Security Network (**VISN**) presents an opportunity for stakeholders across government and industry to discuss information security issues and initiatives.

The ISU hosted two VISN forums in March 2021.

The first forum featured a panel discussion exploring insights from the Information Security Incident Notification Scheme. Panellists included representatives from OVIC's ISU and Privacy Guidance team, the Department of Justice and Community Safety (**DJCS**), and the Acting Head of the Victorian Government Cyber Incident Response Service (**CIRS**). The panel discussion provided attendees with practical accounts of incident management across the VPS which may inform their own incident management practices.

The second forum featured a presentation from the ISU on insights from the 2020 PDSP reporting period. These insights included summarised statistics from PDSPs received in 2020 and trends from responses across the Whole of Victorian Government. The aim of the forum was to provide stakeholders with key takeaways and themes to consider in the development of their subsequent PDSP submissions and information security programs.

3 DATA PROTECTION

PDSP INSIGHTS SESSIONS

From May to June 2021, the ISU hosted PDSP Insights Sessions with 56 organisations. Organisations invited to attend these tailored PDSP Insights Sessions included Victorian government departments, organisations used in a qualitative analysis of PDSP submissions, and organisations identified by the ISU as benefiting from direct engagement.

The intent of the PDSP Insights Sessions was to raise further awareness of, and provide clarification on, the VPDSS and associated elements. These sessions provided additional opportunities for organisations to talk directly with members of the ISU about their observations, and offered further insights into the organisation's PDSP submission, including any gaps, discrepancies, or anomalies identified in responses.

Stakeholder feedback from these sessions was overwhelmingly positive, with many noting that they had greater clarity into the interconnected nature of the VDPSS and areas where they can improve their information security practices. These sessions also afforded the ISU an opportunity to identify any gaps in products and highlight areas for improvement or further product development, including on third party assurance, incident management, and personnel security.

SPECIAL INTEREST GROUPS

In 2021, the ISU established two Special Interest Groups (**SIGs**). One SIG is targeted at Information Security Leads (**ISLs**) across the VPS, and the other dedicated to selected professional services.

The ISL SIG aims to support ISLs in their role and encourage collaboration across the VPS.

The intent of the ISL SIG is to foster information sharing on information security ideas and initiatives. It also offers a platform for ISLs to discuss issues or challenges they are facing in their organisation and share resources to create more efficient, effective, and economic outcomes for the VPS.

The first ISL SIG was held in May 2021 and launched a

Protective Markings Training Template and Facilitator Guide. These resources were designed by the ISU to complement organisations' training and awareness activities on the use of protective markings.

The first Professional Services SIG was also held in May 2021. This group seeks to draw on the unique insights and perspectives from industry representatives across the VISN. These sessions offer a space for industry stakeholders to present issues or challenges their clients are facing to the ISU.

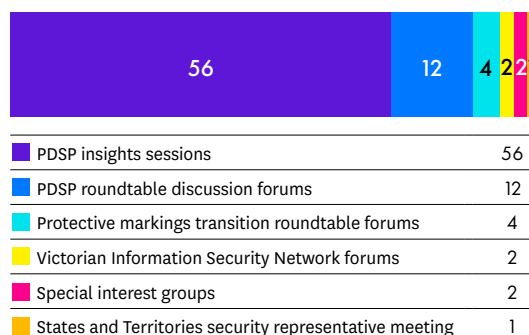
The Professional Services SIG also provides the ISU with an opportunity to gain feedback on OVIC's information security programs, products, and activities, ensuring these offerings meet the needs of our stakeholders, and highlight any areas not yet considered.

STATES AND TERRITORY SECURITY REPRESENTATIVES MEETING

The State and Territory Security Representatives Group (**STSRG**) brings together protective security representatives from all Australian states and territories, the Commonwealth, and our counterparts in New Zealand.

The STSRG provides a forum for senior protective security personnel from each State and Territory to develop relationships while facilitating dialogue on protective security issues and opportunities. The ISU chaired an STSRG meeting in October 2020 with strong attendance from all jurisdictions.

2020-21 INFORMATION SECURITY STAKEHOLDER ENGAGEMENT AT A GLANCE



MONITORING AND ASSURANCE

PROTECTIVE DATA SECURITY PLAN SUBMISSIONS

Under section 89 of the PDP Act, organisations are required to develop a PDSP and submit a copy to OVIC at least every two years, or upon significant change.

The PDSP is a formal document that is attested to by the public sector body Head. It consists of organisations' actions to address information security risks and improve information security, including the mitigation of identified risks and level of information security maturity. The PDSP acts as a roadmap outlining how a VPS organisation addresses or intends to address information security risks and implement the VPDSS.

Organisations were required to submit a completed PDSP by 31 August 2020, covering their information security activities across 2018–20 and describe any future planned activities.

For this reporting period, OVIC received over 700 PDSPs using the revised PDSP form, including multi-organisational and single organisational forms.

PROTECTIVE DATA SECURITY PLAN INSIGHTS REPORTS

The revised PDSP submission form facilitated more efficient analysis of VPS organisations' self-assessed adherence to the VPDSS, implementation of the associated elements, and corresponding maturity levels. This provided the ISU with quantifiable insights into the self-assessed implementation of information security activities across the VPS and facilitated valuable reporting back to organisations.

In 2021, the ISU issued a PDSP Insights Report to each organisation that submitted a PDSP using the revised form. These reports outlined the ISU's insights across all organisations and contextualised what an organisation reported in comparison with the average response from organisations within the same government portfolio, and the Whole of Victorian Government average.

The ISU encourages organisations to use these reports as an opportunity for broader discussion across the organisation and its third parties around information security practices, and help inform future activities and the refinement of information security work programs.

3 DATA PROTECTION

INFORMATION SECURITY INCIDENT NOTIFICATION SCHEME

The information security incident notification scheme requires VPS organisations to notify OVIC of incidents that compromise the confidentiality, integrity, or availability of public sector information with a 'limited' business impact or higher on government operations, organisations, or individuals.

In 2020-21, OVIC received 373 total incident notifications. Most notifications came directly to the ISU as part of the scheme, with a small portion coming through from OVIC's Privacy Guidance team.

Overall, 73% of notifications related to soft copy material, and 82% affected the confidentiality of information.

Through discussions with VPS organisations during the PDSP Insights Sessions, the ISU identified that:

- some VPS organisations did not know the Information Security Incident Notification Scheme existed;
- where an incident had occurred, the information affected did not reach the threshold for notification; and
- some VPS organisations are still in the process of setting up their incident management policies and procedures.

OVIC also liaises with the DPC Cybersecurity unit where necessary to ensure agencies are provided with practical assistance where necessary.

As we look ahead, the ISU and Privacy Guidance team are developing a single notification form that captures both privacy breaches and information security incidents. This will streamline the process of notification for VPS organisations, and allow OVIC to gain more holistic data.

To provide VPS organisations greater insights and assist in developing their incident management frameworks and procedures, OVIC published the second Information Security Incidents Insights Report in 2021.

As OVIC continues to raise awareness of the scheme and VPS organisations develop their information security activities and mature their processes, OVIC expects to see an increase in incident notifications.

BREAKDOWN OF INCIDENTS

Of the 373 incidents notified to OVIC, most of the notifications received had the following attributes:

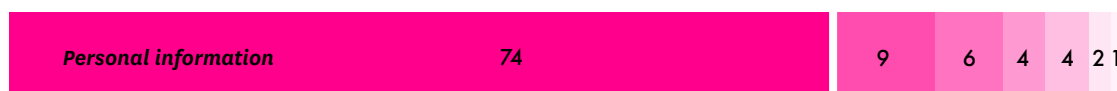
Information format (%)







Security attribute impacted (%)






Type of information compromised (%)










Information format

Soft copy		73%
Hard copy		21%
Verbal		5%
Unable to be identified		1%

Security attribute impacted

Confidentiality		82%
Availability		10%
Integrity		8%

Type of information compromised

Personal information		74%
Health		9%
Legal		6%
Financial		4%
Operational		4%
Policy		2%
Critical infrastructure		1%

VICTORIA POLICE

OVIC also receives notifications of incidents from the Victoria Police Security Incident Registry team.

Incident reporting across 2018–19 and 2019–20 highlights five main closed incident categories commonly experienced by Victoria Police. Whilst these incident categories have remained consistently high, the numbers of actual incidents making up these categories has also grown year-on-year. This could indicate a trend in actual incidents experienced by Victoria Police in these categories, but could also indicate improved processes and systems in detecting and handling incidents by Victoria Police.

INFORMATION SECURITY AND PRIVACY IN VICTORIAN LAW ENFORCEMENT

Site Inspections

OVIC continues its oversight of Victoria Police by conducting three site inspections of Victoria Police facilities, to look closely at law enforcement data management and security policies and practices.

Site inspections assist Victoria Police to continually improve its practices by encouraging and supporting cultural change, identifying and promoting innovative information security policy and practice, and highlighting risks for the organisation to manage.

Engagement with Victoria Police

As part of its oversight of Victoria Police and its management of law enforcement data, OVIC:

- hosts monthly meetings with 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 information security;
- participates 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. In 2020–21, a further two recommendations were closed;
- reviews Victoria Police Protective Data Security Plans; and
- reviews Victoria Police information security incidents reported to OVIC on a weekly basis.

REVIEW AND GUIDANCE

While the ISU continues to promote the VPDSS and supports VPS organisations, the team also works alongside our peers and counterparts locally, nationally, and internationally on the development, revision and refinement of information security standards, frameworks, and practices.

The ISU's active participation in these local, national, and international working groups, forums and committees provides an opportunity to continually advocate for VPS organisations and our stakeholders.

It also ensures our material continually promotes best practice, and reduces the regulatory burden on VPS organisations.

The ISU provides input, commentary, and subject matter expertise on legislative, regulatory and/or administrative reforms and initiatives at a State, national, and international level.

GOVERNMENT

Examples of OVIC ISU assistance at a State-level included guidance and comment on:

- VPS Data Sharing Heads of Agreement;
- Refresh of the Whole of Victorian Government Information Management Framework; and
- Victorian Government Response to Review of the Family Violence Information Sharing Legislative Scheme.

Examples at a Commonwealth-level included guidance or comment on:

- Protective Security Policy Framework;
- Microsoft 365 AIP Email Protective Markings Implementation;
- Security of *Critical Infrastructure Act 2018*; and
- Intergovernmental Agreement.

3 DATA PROTECTION

INDUSTRY

At a national level, OVIC nominated representatives are involved in two Standards Australia (**SA**) committees:

- IT-012 Information security, cybersecurity and privacy protection; and
- MB-025 Security and Resilience.

In support of our work in MB-025, our representatives attended a virtual international plenary for Technical Committee ISO/TC292 Security and Resilience held 15-24 June 2021.

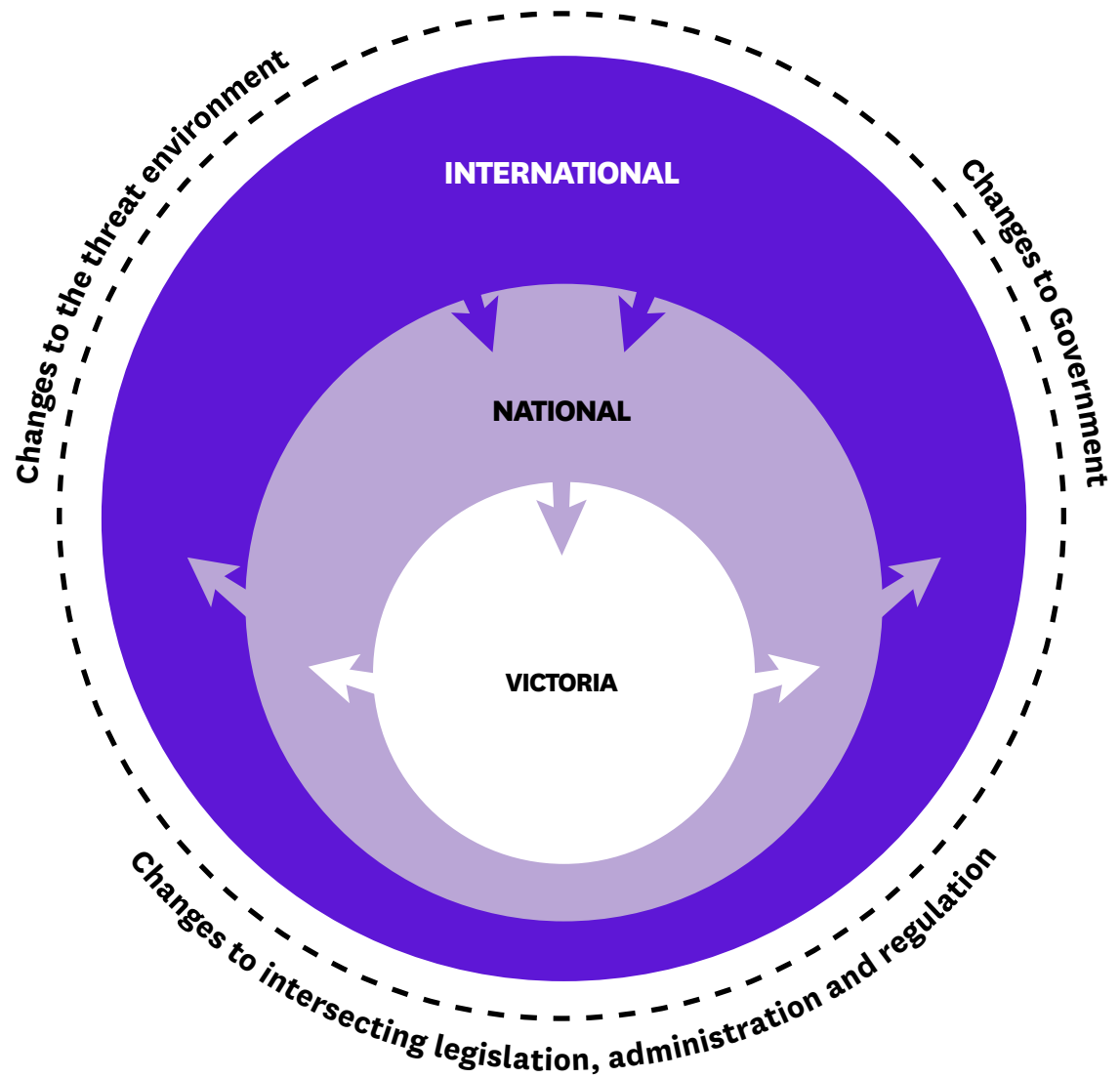
In addition to this, our representatives led the working group for the review and drafting of Australian Standard AS4811 Workforce screening which influences foundational personnel security practices in Australia. This is a multi-year project which saw the draft finalised and released for public comment on 9 June 2021. The next stage will be for the comments to be collated, reviewed and document updated with a view to publish as an Australian Standard.

In 2020-21, our representatives actively participated in the review of 11 international ballots, for example:

- **ISO 27002** - Information security controls;
- **ISO 27036-2** - Information security for supplier relationships — Part 2: Requirements;
- **ISO 27005** - Guidance on managing information security risks;
- **ISO 27035-1** - Information security incident management Part 1: Principles and Process;
- **ISO 27035-2** - Information security incident management — Part 2: Guidelines to plan and prepare for incident management;
- **ISO 27555** - Guidelines on personally identifiable information deletion;
- **ISO 24745 (Ed 2)** - Biometric information protection;
- **ISO 22342** - Security plan; and
- **ISO 22340** - Guidelines for an enterprise protective security architecture and framework.

OVIC's continued engagement in these local, national, and international settings, ensures we maintain our standing as a leader in the information security community, and as a trusted advisor to the Victorian Government.

INFLUENCE AND IMPACT ON INFORMATION SECURITY



4

FREEDOM OF INFORMATION

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90	KEY POLICY INITIATIVES
92	STAKEHOLDER ENGAGEMENT
95	GUIDANCE

Freedom of information (**FOI**) is integral to an open, transparent, and accountable government. In 2020-21, a record **42,249** FOI requests were made to Victorian government agencies and Ministers. Most requests were made by individuals seeking access to their personal information.

OVIC undertakes independent reviews of decisions where access to documents is refused, or an applicant is dissatisfied with the handling of their FOI request by an agency or Minister.

In 2020-21, OVIC saw a 41.6% increase in the number of FOI complaints received (739). The number of reviews received declined slightly by 6.0% (607).

Despite the significant increase in complaints received, OVIC continued to improve its timeliness in the finalisation of reviews and complaints.

The average time to finalise a review improved by 15.1% with a decrease in the time taken from 139 days to 118 days.

The average time to finalise a complaint improved by 14.1% with a decrease in the time taken from 71 days to 61 days.



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 Professional Standards and providing advice; and
- providing education and guidance to agencies and the public.

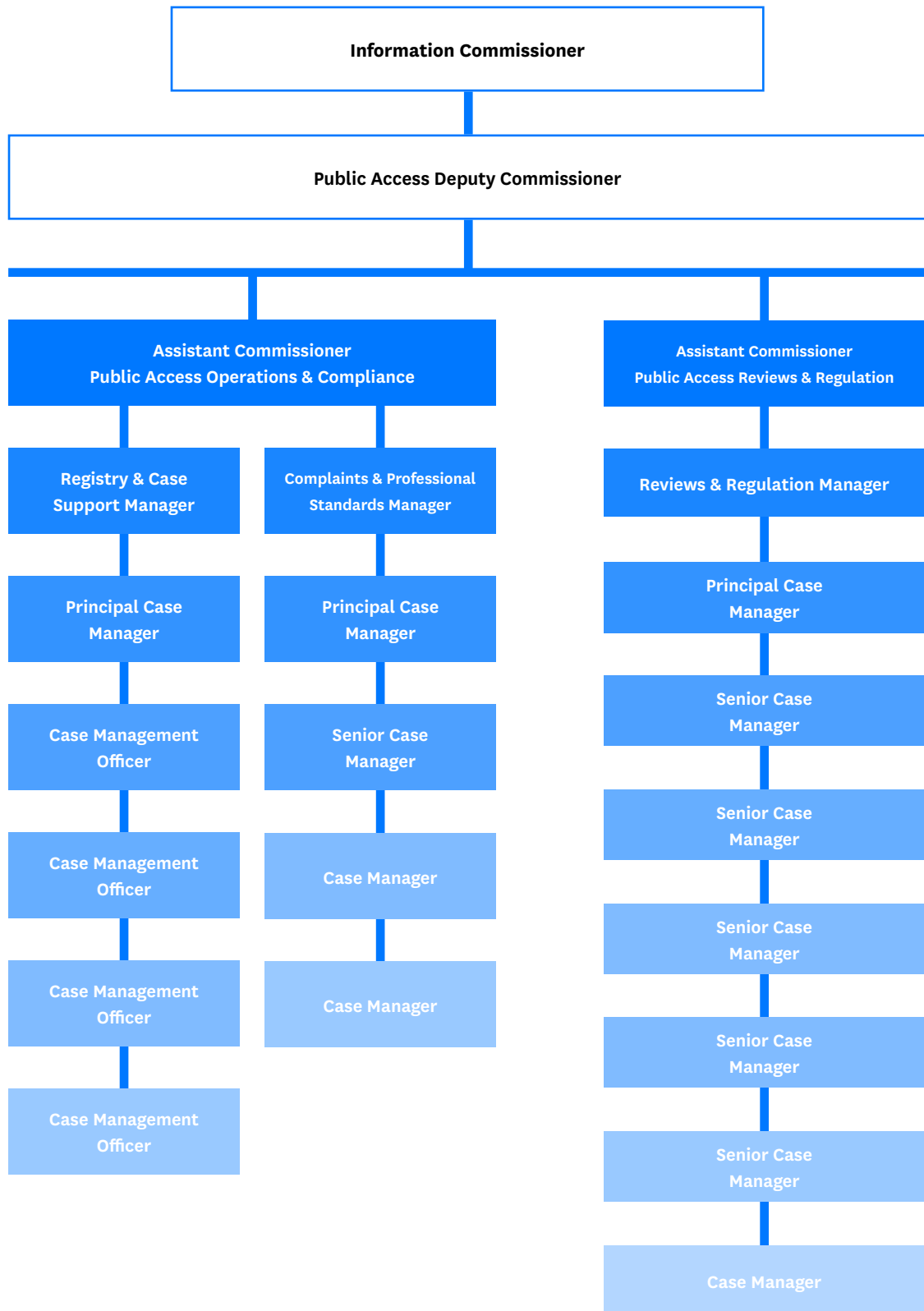
The Commissioners are supported by the Public Access branch, led by the Assistant Commissioner – Public Access Operations and Compliance and the Assistant Commissioner – Public Access Reviews and Regulation, who report to the Public Access Deputy Commissioner.

The Public Access branch comprises 21 staff who work across three teams:

- Registry and Case Support, including Informal Resolution;
- Complaints and Professional Standards; 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.

PUBLIC ACCESS BRANCH



4 FREEDOM OF INFORMATION

REGISTRY AND CASE SUPPORT TEAM

With a customer service focus, OVIC's Registry and Case Support team responds to all incoming enquiries received by OVIC across FOI, privacy and information security. The team is led by the Manager, Registry and Case Support and overseen by the Assistant Commissioner – Public Access Operations and Compliance.

The team handles all incoming enquiries and correspondence from agencies and members of the public. The team also receives and registers new FOI review applications and complaints, privacy complaints, and finalises completed FOI reviews and complaints. In 2020-21, the team handled almost 3,000 phone enquiries and just under 15,000 email enquiries.

Each year OVIC conducts the annual FOI report survey. This involves collecting data from each agency and Minister on the administration and operation of the FOI Act, including the number of FOI requests received and exemptions applied.

In 2020-21, the survey was deployed to approximately 970 Victorian government agencies and Ministers.

In July 2020, the Registry and Case Support team was expanded to include an Informal Resolution team, which is led by a Principal Case Manager. The Informal Resolution team is responsible for the triage and assessment of FOI review applications and complaints. Where appropriate, it identifies opportunities for early and informal resolution to resolve or to narrow the scope of FOI review applications and complaints.

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.

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

REVIEWS TEAM

The Reviews team is led by the Manager, Public Access Reviews and Regulation and overseen by the Assistant Commissioner – Public Access Reviews and Regulation. The team is responsible for conducting detailed analysis of documents to determine whether they are exempt from release under the FOI Act.

OVIC's review process involves liaising with applicants and agencies on the reasons for refusal of an FOI request. It also often includes providing a Commissioner's preliminary view on the merits of a review application or decision under review. Where a formal review decision is required, the Reviews 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 and participates in stakeholder engagement.

REVIEWS APPLICATIONS RECEIVED

In 2020-21, OVIC received 607 applications seeking review of decisions made by a total of 127 agencies and one Minister refusing access to documents. OVIC received 39 fewer review applications in 2020-21 compared to 2019-20 (646 applications).

REVIEW APPLICANTS

In 2020-21, 81.1% (492) of review applicants were members of the public. Other applicants included Members of Parliament 11.0% (67), followed by organisations 5.3% (32) and media 2.6% (16).

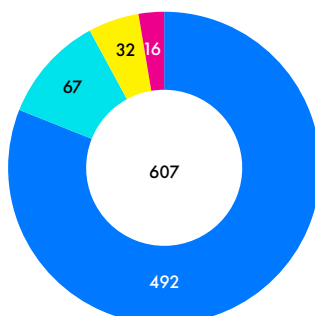
In 2020-21, there was an increase in the proportion of applications received from Members of Parliament (1.3% increase) and organisations (1.3% increase) compared to 2019-20.

DOCUMENTS SOUGHT

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

- personal health records;
- Child Protection records;
- Victoria Police investigations and police conduct;
- government decision making, including the government's response to the COVID-19 pandemic;
- major infrastructure projects;
- local government matters;
- prison records;
- student records and school incident investigations;
- employee and recruitment records and workplace investigations; and
- regulatory investigations and enforcement matters.

BREAKDOWN OF APPLICANTS



Members of the public	492	81.1%
Members of Parliament	67	11.0%
Organisations	32	5.3%
Media	16	2.6%

4 FREEDOM OF INFORMATION

REVIEW APPLICATIONS RECEIVED ABOUT AGENCY AND MINISTER DECISIONS IN 2020-21

Albury Wodonga Health	3	Department of Education and Training	25
Alfred Health	1	Department of Environment, Land, Water and Planning	9
Ambulance Victoria	2	Department of Families, Fairness and Housing	14
Austin Health	4	Department of Health	17
Australian Grand Prix Corporation	1	Department of Health and Human Services ²	24
Bairnsdale Regional Health Service	7	Department of Jobs, Precincts and Regions	27
Ballarat Health Services	2	Department of Justice and Community Safety	45
Banyule City Council	2	Department of Premier and Cabinet	10
Barwon Health	5	Department of Transport	29
Bass Coast Health	1	Department of Treasury and Finance	8
Bass Coast Shire Council	1	Development Victoria	1
Baw Baw Shire Council	1	East Gippsland Shire Council	1
Bayside City Council	6	Eastern Health	6
Bendigo Health Care Group	3	Emergency Services Telecommunications Authority	3
Brimbank City Council	1	Environment Protection Authority	4
Cardinia Shire Council	1	Essential Services Commission	1
Central Gippsland Region Water Corporation (t/a Gippsland Water)	1	Family Safety Victoria	1
Chisholm Institute	1	Federation University Australia	1
City of Boroondara	3	Fire Rescue Victoria	2
City of Casey	1	Frankston City Council	1
City of Greater Bendigo	1	Game Management Authority	1
City of Greater Dandenong	2	Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	1
City of Greater Geelong	7	Glen Eira City Council	1
City of Port Phillip	2	Goulburn Broken Catchment Management Authority	1
City of Stonnington	1	Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	2
Commercial Passenger Vehicles Victoria	2	Health Complaints Commissioner	1
Commission for Children and Young People	1	Hobsons Bay City Council	1
Country Fire Authority	6	Holmesglen Institute	2
Court Services Victoria	7	Horsham Rural City Council	3
COVID-19 Quarantine Victoria	1		
Deakin University	2		

Hume City Council	1	State Revenue Office	4
Indigo Shire Council	2	Suburban Rail Loop Authority	3
Kingston City Council	3	Surf Coast Shire Council	1
Knox City Council	1	Swan Hill Rural City Council	1
Labour Hire Authority	2	Swinburne University of Technology	4
Macedon Ranges Shire Council	1	The Royal Children's Hospital	4
Major Transport Infrastructure Authority	10	Towong Shire Council	1
Manningham City Council	2	Transport Accident Commission	1
Maroondah City Council	1	Transport Safety Victoria	2
Medical Panels	1	University of Melbourne	8
Melbourne Health	3	V/Line Corporation	1
Mercy Hospitals Victoria Ltd	4	VicForests	1
Mildura Rural City Council	1	Victoria Legal Aid	1
Minister for the Prevention of Family Violence	1	Victoria Police	96
Monash Health	7	Victoria University	1
Monash University	4	Victorian Building Authority	4
Moonee Valley City Council	1	Victorian Commission for Gambling and Liquor Regulation	2
Moorabool Shire Council	2	Victorian Curriculum and Assessment Authority	1
Moreland City Council	3	Victorian Equal Opportunity & Human Rights Commission	3
Mornington Peninsula Shire	2	Victorian Institute of Forensic Medicine	2
Mount Alexander Shire Council	1	Victorian Institute of Forensic Mental Health (t/a Forensicare)	1
Moyne Shire Council	2	Victorian Institute of Teaching	3
Murrindindi Shire Council	1	Victorian Legal Services Board	1
National Gallery of Victoria	1	Victorian Legal Services Commissioner	1
Northern Health	2	Victorian Ports Corporation (Melbourne)	1
Office of Public Prosecutions	4	Victorian Rail Track (t/a VicTrack)	1
Office of the Chief Parliamentary Counsel Victoria	1	Victorian Registration and Qualifications Authority	1
Parks Victoria	3	Victorian WorkCover Authority	25
Peninsula Health	4	Western Region Water Corporation	2
Peter MacCallum Cancer Centre	2	Whittlesea City Council	1
Racing Victoria Limited	6	Yarra City Council	2
RMIT University	2	Yarra Ranges Shire Council	2
RSPCA (Victoria)	7	Not subject to the FOI Act	4
South Gippsland Shire Council	7		
Southern Metropolitan Cemeteries Trust	1		
St Vincent's Health	4		
		Total	607

² Effective from 1 February 2021, the functions of the Department of Health and Human Services were separated into two new agencies, the Department of Health and the Department of Families, Fairness and Housing.

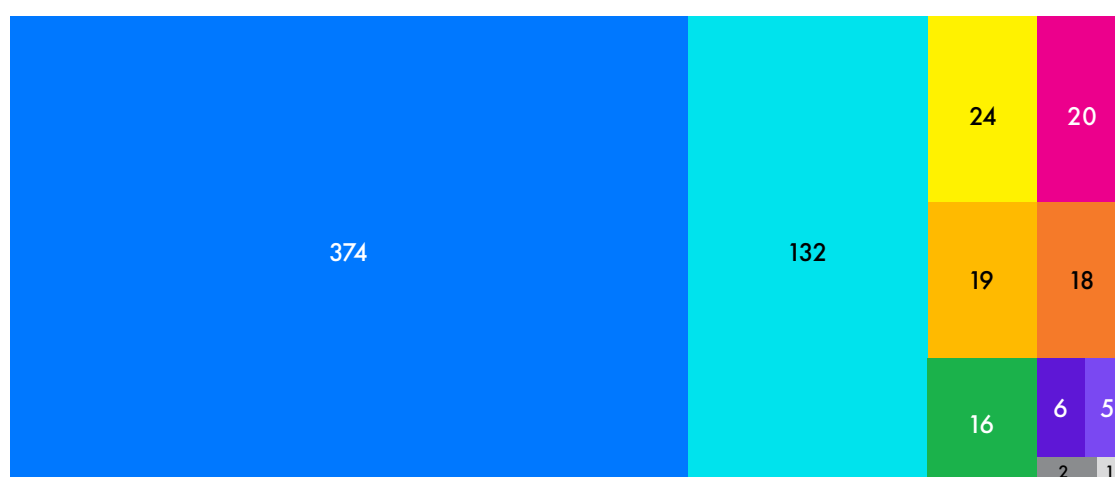
4 FREEDOM OF INFORMATION

REVIEW APPLICATION OUTCOMES

In 2020-21, OVIC finalised 617 review applications compared to 712 applications in 2019-20.

As at 30 June 2021, 163 review applications remain to be finalised. This represents a decrease of 5.8% compared to the number of open reviews on 30 June 2020. Of the open reviews, six were received in a previous financial year.

In 2020-21, review applications were finalised by:

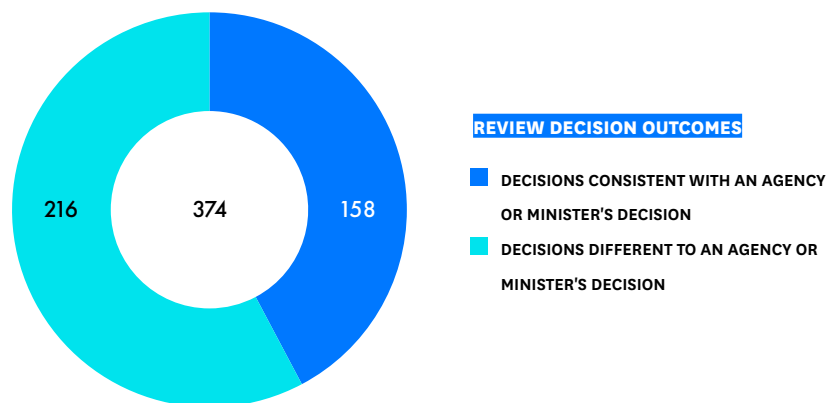


a formal decision made by a Commissioner		374	60.6%
informal resolution facilitated with OVIC's assistance		132	21.4%
a fresh decision made by an agency following informal resolution by OVIC and:			
the applicant responded and agreed with the fresh decision		19	3.1%
the applicant did not respond and was taken to agree with the fresh decision		16	2.6%
a fresh decision was made by an agency on its own accord, and the applicant did not respond and was taken to agree with the fresh decision		5	0.8%
a Commissioner dismissed a review application on the basis:			
a review was not appropriate in the circumstances		18	2.9%
the applicant could not be contacted following reasonable attempts to do so		6	1%
a review would be more appropriately dealt with by VCAT		2	0.3%
a review was finalised by a negotiated agreement		1	0.2%
the applicant elected to seek review by VCAT as a decision was not made by a Commissioner within time		24	3.9%
a Commissioner declined to accept a review application as it falls outside their review jurisdiction under the FOI Act		20	3.2%

REVIEW DECISION OUTCOMES

The FOI Act outlines that exceptions and exemptions in the Act should only be relied on by agencies and Ministers when it is necessary to protect essential public interests and the private and business affairs of individuals.

Of the 374 review decisions made by the Commissioners in 2020-21, 216 (57.8%) differed to decisions originally made by an agency or Minister. This reflects OVIC's commitment to upholding the object of the FOI Act, to ensure fair public access to government information.



Decisions made by the Commissioners that varied a decision by an agency or Minister to refuse access to a document, may involve determining:

- a document or part of a document is not exempt from release;
- multiple exemptions relied on by an agency or Minister are not necessary;
- the processing of an FOI request will not substantially and unreasonably divert the resources of an agency; and
- it was not apparent from the terms of an FOI request that all documents would be exempt.

In 2020-21, common issues in review applications included:

- **All requested documents would be exempt (section 25A(5))** – agencies refused to process an application based on the terms of the request on the basis that all documents would be exempt. In some cases, the Commissioners were not satisfied that it was apparent that all documents would be exempt, whilst in other cases, agencies were able to demonstrate that all requirements of section 25A(5) were met and access to documents was refused.

4 FREEDOM OF INFORMATION

- **Substantial and unreasonable diversion of an agency's resources (section 25A(1))** – agencies refused to process FOI requests, claiming to do so would substantially and unreasonably divert the agency's resources from its other functions.

Where agencies relied on section 25(1) to refuse an applicant's FOI request without identifying any documents, the Commissioners sought further information about the agency's estimates for the number of documents, work involved in processing the request, and the agency's existing number of FOI matters and staffing. Where required, OVIC inspected a sample of documents to determine if the use of section 25A(1) was justified.

- **Secrecy provision (section 38)** – the application by an agency of a general secrecy or confidentiality provision in legislation it administers as a mechanism for engaging the secrecy exemption under section 38 of the FOI Act. The Commissioners continue to carefully consider the application of a secrecy or confidentiality provision relied on by an agency and the application of any exceptions to the provision.

In 2020-21, the use of section 38 of the FOI Act in conjunction with section 125 of the *Local Government Act 2020* (Vic) (**LG Act 2020**) was closely monitored. On 24 October 2020, the LG Act 2020 commenced.

The secrecy provision in section 125 of the LG Act 2020 replaced the secrecy provision in the former *Local Government Act 1989* (Vic).

This new secrecy provision changes the way Councils process certain FOI requests because 'confidential information' protected by the new secrecy provision overlaps with exemptions under the FOI Act. This overlap includes personal affairs information and commercial information held by Councils and has had a significant impact on local government agencies and public access to information held by local government. To assist agencies, OVIC released a practice note on the operation of section 125 of the LG Act 2020 and section 38 of the FOI Act and delivered an education session for local government agencies.

- **Personal affairs information and privacy (section 33)** – whether disclosing the personal affairs information of an agency officer, including their name and position title, in an agency document is reasonable in the circumstances.

The Commissioners consider the circumstances of each matter where personal affairs information of an individual (other than the applicant) is sought.

In the context of a document which reflects and records a public sector employee carrying out their usual work duties and responsibilities (regardless of their position and seniority within an agency), and in the absence of any special circumstances weighing against disclosure, the Commissioners generally consider the disclosure of the employee's name and position title would not be unreasonable.

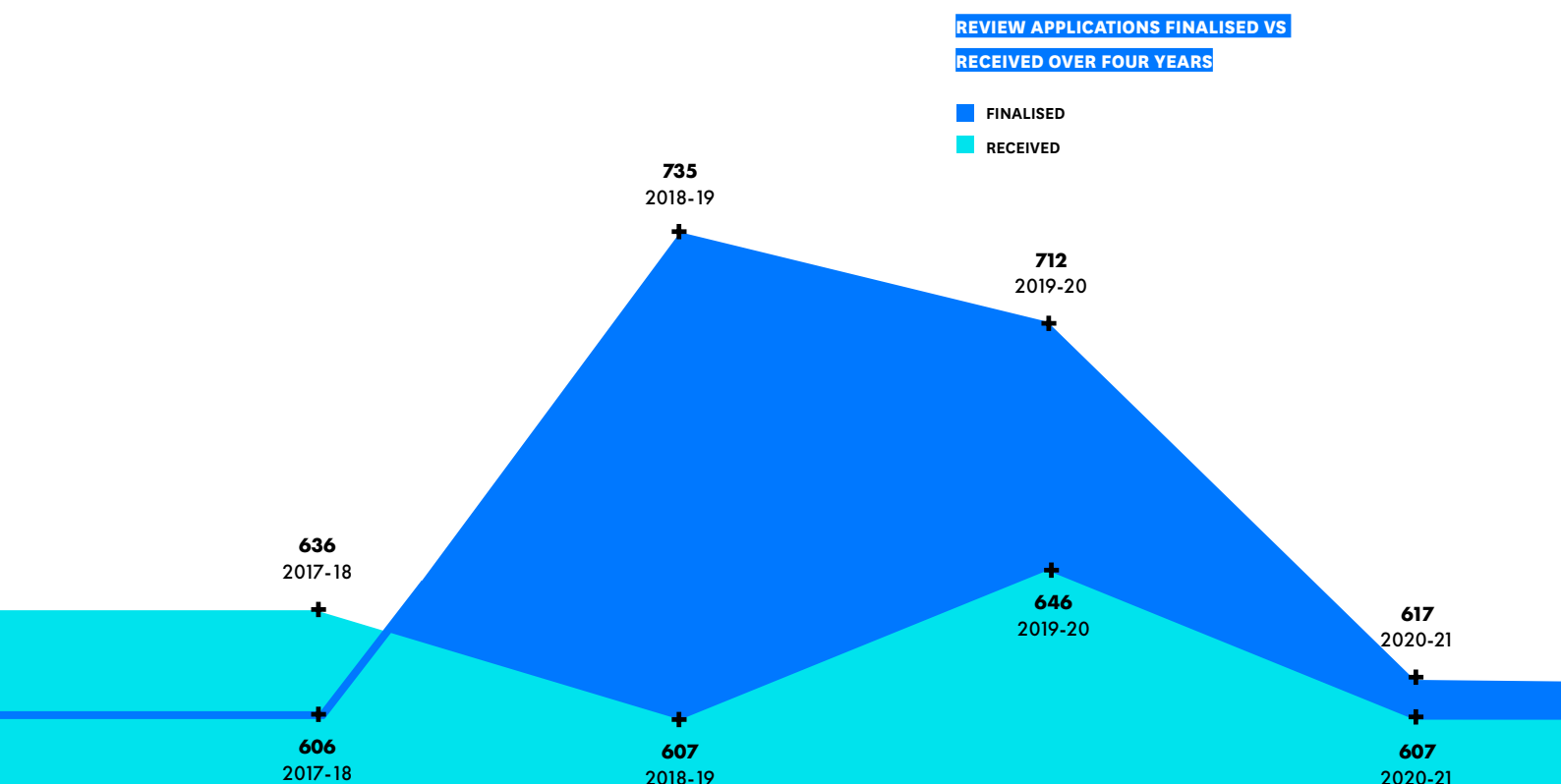
RESOLUTION OF REVIEW APPLICATIONS

OVIC has increased the informal resolution of FOI review applications and complaints. This 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. Informal resolution also promotes understanding and acceptance by agencies and the public of the FOI Act.

In 2020-21, OVIC allocated more staff resources to informal resolution and created the Informal Resolution team, which is led by a Principal Case Manager, and forms part of the Registry and Case Support team. The Informal Resolution team is responsible for the assessment and triage of incoming FOI review applications and complaints to identify opportunities for early and informal resolution. Where appropriate, the Informal Resolution team seeks to resolve review applications without the need for a formal decision.

In 2020-21, a total of 617 review applications were finalised, of which 168 applications (27.2%) were resolved through informal resolution with OVIC's assistance or where a fresh decision was made by an agency following OVIC's facilitation or where the review was finalised by a negotiated agreement.

OVIC's informal resolution process involves presenting an applicant, agency and/or Minister with resolution options for their consideration. This may involve providing a Commissioner's preliminary view on the merits of the review application, supported by a published Notice of Decision, relevant OVIC guidance material or practice notes.



4 FREEDOM OF INFORMATION

When information an applicant is seeking does not appear in a document, or when it is likely a Commissioner will make the same decision as the agency, we encourage an applicant to narrow the scope of their review application or withdraw their application. We may also seek further written submissions or clarification from an applicant or agency, where appropriate.

Where we do not consider a document is exempt, we invite the agency or Minister to disclose the document or make a fresh decision under the FOI Act to disclose more documents or information.

The informal resolution process can result in the following positive outcomes:

- the agency agrees to make a fresh decision or releases further information outside the FOI Act;
- an applicant withdraws their review application, either following a better understanding of the merits of their application or receiving advice about other ways to obtain the information they seek; and/or
- the number of documents subject to the review is narrowed with the agreement of the applicant, reducing the time taken to complete the review.

CASE STUDY

OVIC received an application seeking review of an agency's decision to refuse access to documents relating to a dispute concerning the applicant and a third party. OVIC's Informal Resolution team engaged with the applicant and the agency to discuss the agency's decision and to explore information resolution options.

The agency advised OVIC of the sensitivities associated with the documents – noting the documents contain complaints and witness statements provided during an investigation. The applicant advised OVIC they sought access to the documents to understand the outcome of the agency's intervention in the dispute.

OVIC staff provided the applicant with a link to an online published decision involving similar documents.

Subsequently, the applicant accepted it would be unlikely they would receive documents relating to complaints and witness statements and agreed to exclude those documents from the scope of their review application.

Having assessed the relevant documents and the written submissions from both parties, the agency was provided with a preliminary view on the merits of the agency's decision. Subsequently, the agency determined to reconsider its original decision and make a fresh decision under section 49M of the FOI Act.

In making its fresh decision, the agency released further information to the applicant. Additionally, the agency provided the applicant with a publicly available report related to the subject matter of the FOI request. As a result, the applicant agreed to withdraw their review application.

REVIEW DECISIONS MADE

<i>Agency or Minister</i>	<i>Same decision</i>	<i>Varied decision</i>	<i>Total</i>
Alfred Health	1	0	1
Ambulance Victoria	1	2	3
Austin Health	1	2	3
Australian Grand Prix Corporation	0	1	1
Bairnsdale Regional Health Service	2	2	4
Ballarat Health Services	2	1	3
Banyule City Council	0	1	1
Barwon Health	1	1	2
Bass Coast Shire Council	0	1	1
Bayside City Council	1	1	2
Bendigo Health Care Group	2	0	2
Bendigo Kangan Institute	0	1	1
Cardinia Shire Council	1	0	1
City of Boroondara	0	3	3
City of Greater Bendigo	0	1	1
City of Greater Dandenong	0	1	1
City of Greater Geelong	0	4	4
City of Port Phillip	0	2	2
Commission for Children and Young People	2	0	2
Country Fire Authority	2	2	4
Court Services Victoria	1	2	3
Deakin University	0	1	1
Department of Education and Training	2	13	15
Department of Environment, Land, Water and Planning	3	6	9
Department of Families, Fairness and Housing	4	3	7
Department of Health	3	3	6
Department of Health and Human Services ³	13	14	27

<i>Agency or Minister</i>	<i>Same decision</i>	<i>Varied decision</i>	<i>Total</i>
Department of Jobs, Precincts and Regions	0	8	8
Department of Justice and Community Safety	12	13	25
Department of Premier and Cabinet	3	2	5
Department of Transport	6	10	16
Department of Treasury and Finance	1	3	4
Disability Services Commissioner	0	1	1
East Gippsland Shire Council	1	2	3
Eastern Health	1	3	4
Emergency Services Telecommunications Authority	2	0	2
Environment Protection Authority	0	3	3
Essential Services Commission	1	0	1
Glen Eira City Council	2	1	3
Goulburn Broken Catchment Management Authority	0	2	2
Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	1	1	2
Hobsons Bay City Council	1	0	1
Horsham Rural City Council	0	1	1
Hume City Council	0	1	1
Kingston City Council	0	2	2
Macedon Ranges Shire Council	0	1	1
Major Transport Infrastructure Authority	0	10	10
Manningham City Council	1	1	2
Medical Panels	0	1	1
Mercy Hospitals Victoria Ltd	2	0	2
Mildura Rural City Council	0	1	1
Monash Health	0	4	4
Monash University	1	1	2

4 FREEDOM OF INFORMATION

REVIEW DECISIONS MADE (CONTINUED)

<i>Agency or Minister</i>	<i>Same decision</i>	<i>Varied decision</i>	<i>Total</i>
Moorabool Shire Council	1	1	2
Moreland City Council	0	1	1
Mornington Peninsula Shire	1	1	2
Mount Alexander Shire Council	0	1	1
Murrindindi Shire Council	0	2	2
National Gallery of Victoria	1	1	2
Northern Health	1	1	2
Office of Public Prosecutions	3	1	4
Office of the Chief Parliamentary Counsel Victoria	2	1	3
Office of the Road Safety Camera Commissioner	0	1	1
Otway Coast Committee	0	1	1
Parks Victoria	0	1	1
Peninsula Health	1	0	1
Premier of Victoria	0	1	1
Racing Victoria Limited	5	1	6
Rail Projects Victoria	0	1	1
RSPCA (Victoria)	3	2	5
South Gippsland Shire Council	2	0	2
St Vincent's Health	1	3	4
State Revenue Office	0	2	2
Suburban Rail Loop Authority	0	1	1
Swinburne University of Technology	1	1	2
The Royal Children's Hospital	1	2	3
Transport Safety Victoria	0	1	1
University of Melbourne	1	2	3
Victoria Legal Aid	0	1	1
Victoria Police	47	27	74
Victorian Building Authority	0	3	3

<i>Agency or Minister</i>	<i>Same decision</i>	<i>Varied decision</i>	<i>Total</i>
Victorian Commission for Gambling and Liquor Regulation	1	0	1
Victorian Institute of Forensic Medicine	0	1	1
Victorian Institute of Forensic Mental Health (t/a Forensicare)	0	1	1
Victorian Institute of Teaching	2	1	3
Victorian Ports Corporation (Melbourne)	0	1	1
Victorian WorkCover Authority	5	8	13
Western Region Water Corporation	2	0	2
Whittlesea City Council	0	1	1
Wyndham City Council	0	1	1
Yarra Ranges Shire Council	0	1	1
Total	158	216	374

3 Refer to footnote 2 on page 64

DISMISSAL OF REVIEWS

Agency	Total
Albury Wodonga Health	2
Architects Registration Board of Victoria	1
Bairnsdale Regional Health Service	1
Ballarat Health Services	1
Barwon Health	2
Bass Coast Health	1
Baw Baw Shire Council	1
Bendigo Health Care Group	1
Buloke Shire Council	1
Central Highlands Region Water Corporation	1
City of Greater Geelong	1
Department of Education and Training	4
Department of Environment, Land, Water and Planning	1
Department of Families, Fairness and Housing	1
Department of Health	1
Department of Health and Human Services ⁴	4
Department of Jobs, Precincts and Regions	4
Department of Justice and Community Safety	2
Department of Transport	3
Department of Treasury and Finance	1
Energy Safe Victoria	1
Environment Protection Authority	1
Game Management Authority	1
Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	1
Health Complaints Commissioner	1
Monash Health	1
Monash University	1
Portland District Health	1
Premier of Victoria	1

Agency	Total
RMIT University	2
RSPCA (Victoria)	1
The Royal Children's Hospital	2
Transport Safety Victoria	2
Victoria Police	13
Victorian WorkCover Authority	4
Total	67

⁴ Refer to footnote 2 on page 64

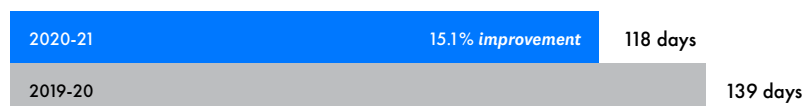
4 FREEDOM OF INFORMATION

TIMELINESS OF FINALISING REVIEWS

In 2020-21, OVIC completed 56.1% of reviews within the statutory timeframe (within 30 days or other extended time period agreed by the applicant). This represents a 16.9% improvement in timeliness compared to 2019-20.



The average timeframe to complete a review dropped from 139 days in 2019-20 to 118 days in 2020-21. This means the average number of days required to complete reviews this year dropped by 15.1%.



OVIC's target for finalising review applications within time is 60%. In 2019-20, we achieved 48%⁵. In 2020-21, we improved and finalised 56.1% of review applications within time.

Of the 374 formal review decisions made in 2020-21, 52.4% were completed within the statutory timeframe, being 30 days of the review application or other extended time period, as agreed by the applicant. Compared to last year, this is an improvement of 12.9% in our timeliness.

The following factors affect timeliness in making formal review decisions:

- the operating environment of Victorian public sector agencies was significantly impacted by the COVID-19 pandemic and the requirement for public sector employees to work remotely; and
- delays were experienced by OVIC due to modified work practices, including not being able to progress certain review applications due to the inability to conduct document inspections.

These delays were largely addressed by the *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020*, and later replaced with the *Justice Legislation Amendment (System Enhancements and Other Matters) Act 2021 (Justice Legislation Amendment Act)* which allowed us to receive documents via a new electronic file sharing platform.

⁵ Refer to page 14 of the 2019-20 OVIC Annual Report.

- prioritising the completion of complex and aged review applications;
- applicants not responding to, or refusing requests for extensions of time to complete a review;
- delays in agencies and applicants providing submissions or other responses to OVIC enquiries required to progress a review;
- the total volume of review applications and complaints received by OVIC;
- where a review application also involves a complaint made under the FOI Act and it is necessary to resolve an associated complaint prior to finalising the review;
- the complexity and volume of documents subject to review; and
- the time required to conduct a thorough review and assessment of documents subject to review and to prepare comprehensive reasons for decision to ensure a minority of matters are appealed to VCAT.

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

In 2021-22, our focus will continue to be on achieving our timeliness target.

APPEALS TO VCAT

An applicant can apply to VCAT for review of 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 provided in confidence.

In 2019-20, OVIC was notified of 57 applications made to VCAT seeking review of a decision made by the Commissioners. Thirty six applications were commenced by the applicant or third parties.

However, in 2020-21, OVIC was notified of 68 applications made to VCAT seeking review of a decision made by the Commissioners. Fifty two applications were commenced by the applicant or third parties. This is a 19.3% increase in the total number of applications to VCAT 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.

COMPLAINTS AND PROFESSIONAL STANDARDS

OVERVIEW

A complaint can be made about an agency or 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 (the FOI Professional Standards) or Part II (Publication of certain documents and information) of the FOI Act.

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; or
- a decision to release a document containing personal or business affairs information.

To be valid, a complaint must:

- be made in writing, unless an applicant 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 after the action or conduct occurred.

COMPLAINTS AND PROFESSIONAL STANDARDS TEAM

The Complaints and Professional Standards team attempts to resolve complaints informally or by agreement with the parties. The team is led by the Manager, Complaints and Professional Standards and is overseen by the Assistant Commissioner – Public Access Operations and Compliance.

OVIC's informal resolution process for complaints may involve:

- contacting a complainant to find out more about their complaint and clarifying what documents or resolution they are seeking;
- contacting an agency or Minister to make preliminary enquiries about the complaint and seeking a response;
- considering information provided by a complainant, agency or Minister, to assess ways to informally resolve the complaint;
- issuing a preliminary view or resolution options for consideration by the complainant, agency or Minister;
- following up with a complainant, agency or Minister to obtain further information and propose resolution options for consideration; and
- identifying and monitoring agency compliance with the Professional Standards through requests for further information or written submissions.

If informal resolution of a complaint is unsuccessful, we may attempt to conciliate a complaint, with the agreement of the parties.

If conciliation is unsuccessful, or is not appropriate in the circumstances, we may dismiss a complaint or make recommendations or directions to the relevant agency, principal officer, or Minister. Recommendations may include improvements to FOI policies, procedures, and systems. Directions may include directing an agency to process a request by a certain date.

COMPLAINTS RECEIVED

In 2020-21, OVIC received 739 complaints. This is a 41.6% increase from 2019-20.

As at 30 June 2021, 198 complaints remained open, compared to 62 open complaints as at 30 June 2020. Of the 198 complaints remaining at the end of the year, 166 concern agency delays in processing FOI requests.

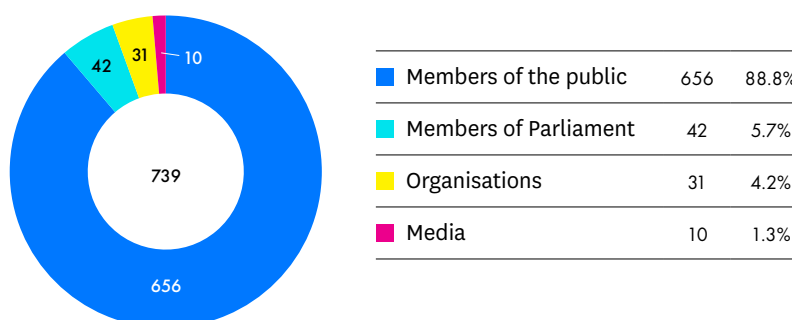
Of the complaints received in 2020-21, 479 concerned agency delays in making FOI decisions within statutory or agreed timeframes. Challenges associated with the COVID-19 pandemic had a significant impact on some agencies being able to meet their statutory obligations.

Throughout the year, OVIC held regular stakeholder meetings to monitor compliance by agencies under the FOI Act and the Professional Standards. We also provided complainants with details regarding their right to apply to VCAT on the basis of a deemed decision of an agency to refuse an FOI request under the FOI Act.

While most complaints concerned delays by agencies in processing FOI requests, other complaints related to:

- a decision a document does not exist or cannot be located;
- the adequacy of document searches conducted by an agency; and
- general handling complaints, such as the obligation on an agency to assist an applicant to make a valid request under the FOI Act or a request that can be processed without involving a substantial or unreasonable diversion of the agency's resources.

Complainants fall into four general categories:



4 FREEDOM OF INFORMATION

AGENCIES AND MINISTERS SUBJECT TO A COMPLAINT RECEIVED IN 2020-21

Albury Wodonga Health	1	Department of Health and Human Services ⁶	21
Alfred Health	3	Department of Jobs, Precincts and Regions	16
Allianz Australia Workers' Compensation (Victoria) Limited	1	Department of Justice and Community Safety	29
Ambulance Victoria	3	Department of Premier and Cabinet	20
Austin Health	1	Department of Transport	57
Australian Grand Prix Corporation	2	Department of Treasury and Finance	3
Bairnsdale Regional Health Service	15	Development Victoria	2
Ballarat General Cemeteries Trust	1	Energy Safe Victoria	1
Ballarat Health Services	1	Environment Protection Authority	8
Banyule City Council	4	Fire Rescue Victoria	1
Barwon Health	4	Frankston City Council	2
Bass Coast Shire Council	4	Game Management Authority	8
Bayside City Council	7	Goulburn Broken Catchment Management Authority	1
Bendigo Health Care Group	2	Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	1
Central Goldfields Shire Council	3	Greater Shepparton City Council	4
Chisholm Institute	1	Health Complaints Commissioner	2
City of Ballarat	4	Hepburn Shire Council	5
City of Boroondara	1	Heritage Council of Victoria	3
City of Casey	2	Hobsons Bay City Council	2
City of Greater Geelong	1	Horsham Rural City Council	1
City of Melbourne	2	Hume City Council	3
Corryong Health (previously known as Upper Murray Health and Community Services)	1	Kingston City Council	4
Country Fire Authority	1	Macedon Ranges Shire Council	2
Court Services Victoria	11	Major Transport Infrastructure Authority	6
Deakin University	1	Maribyrnong City Council	1
Department of Education and Training	5	Medical Panels	1
Department of Environment, Land, Water and Planning	11	Melbourne Health	1
Department of Families, Fairness and Housing	12	Melbourne Polytechnic	2
Department of Health	30	Mental Health Complaints Commissioner	2

Minister for Agriculture	2	Towong Shire Council	1
Minister for Education	3	Transport Accident Commission	4
Minister for Health	1	Transport Safety Victoria	1
Minister for Jobs, Innovation and Trade	1	University of Melbourne	16
Minister for Racing	1	V/Line Corporation	2
Monash Health	6	VicForests	1
Monash University	1	Victoria Legal Aid	1
Moonee Valley City Council	1	Victoria Police	214
Moreland City Council	1	Victorian Building Authority	6
Mornington Peninsula Shire	2	Victorian Civil and Administrative Tribunal	1
Moyne Shire Council	2	Victorian Equal Opportunity & Human Rights Commission	1
Municipal Association of Victoria	1	Victorian Government Solicitor	1
Murrindindi Shire Council	1	Victorian Institute of Teaching	4
National Gallery of Victoria	1	Victorian Legal Services Board	1
Nillumbik Shire Council	1	Victorian Ombudsman	3
North East Catchment Management Authority	1	Victorian Public Sector Commission	1
North East Region Water Corporation (t/a North East Water)	2	Victorian WorkCover Authority	13
Northern Health	4	Western District Health Service	1
Office of the Victorian Information Commissioner	1	Western Health	5
Parks Victoria	3	Western Region Water Corporation	6
Peninsula Health	6	Whittlesea City Council	1
Premier of Victoria	6	Wimmera Health Care Group	1
Racing Victoria Limited	4	Yarra Ranges Shire Council	2
RMIT University	1	Yarra Valley Water Corporation	2
RSPCA (Victoria)	14	Not subject to the FOI Act	8
Safer Care Victoria	1	Total	739
South East Water	3		
South Gippsland Shire Council	11		
State Revenue Office	2		
Swinburne University of Technology	12		
The Royal Children's Hospital	2		

6 Refer to footnote 2 on page 64

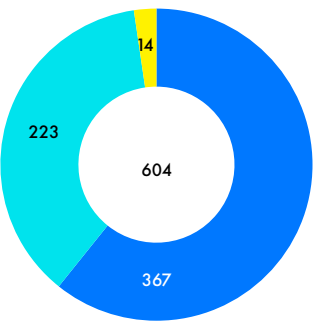
4 FREEDOM OF INFORMATION

COMPLAINTS OUTCOMES

In 2020-21, OVIC received 739 complaints. This is a 41.6% increase from 2019-20. In 2020-21, OVIC finalised 604 compared to 556 complaints in 2019-20. This is the largest number of complaints finalised in the past four years. No complaints were carried over from the previous financial year.

As at 30 June 2021, 198 complaints remain to be finalised and will be carried over into the new year.

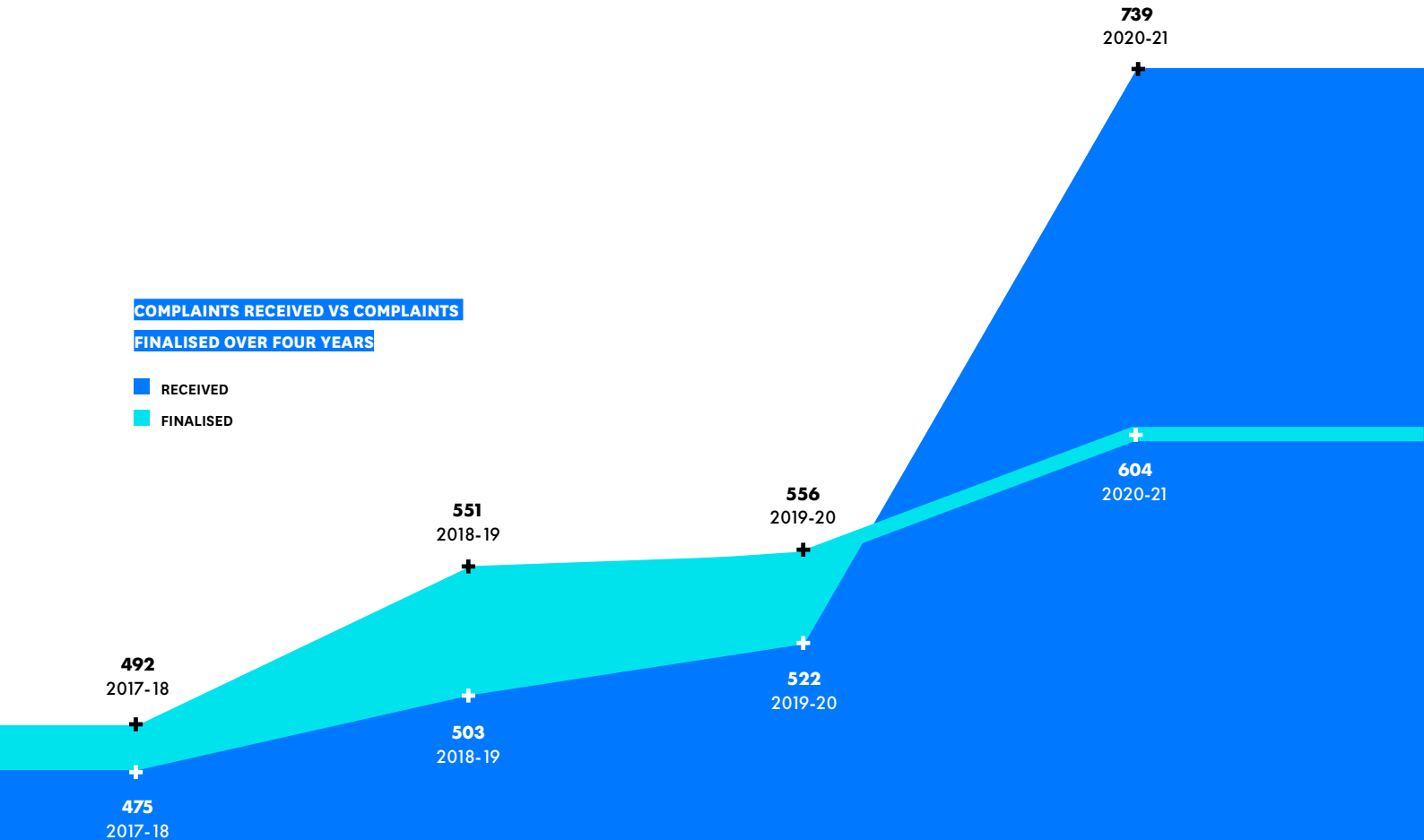
This year complaints were finalised by:



informal resolution facilitated with our assistance	367
a decision to dismiss or not accept a complaint	223
a decision that a complaint falls outside our jurisdiction under the FOI Act	14

COMPLAINTS RECEIVED VS COMPLAINTS FINALISED OVER FOUR YEARS

RECEIVED
FINALISED



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 of the FOI Act;
- 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.

CASE STUDY

An applicant submitted an FOI request to an agency by email, seeking access to documents. No application fee accompanied the request, with the applicant requesting details on how to make payment in the request. As the applicant did not receive a response following a number of requests, a complaint was made to OVIC.

Following enquiries by OVIC staff, the agency confirmed that the applicant's initial correspondence had not been responded to, citing factors such as the transition to remote working arrangements and an increase in the volume of incoming FOI requests, which had created a backlog that was actively being worked through.

As part of its response to OVIC, the agency outlined several actions that would be implemented regarding the handling of the applicant's FOI request.

This included further clarification so the request could be considered valid under section 17, and the availability of some documents that would fall under the terms of the applicant's FOI request being available outside of the FOI Act, through administrative release.

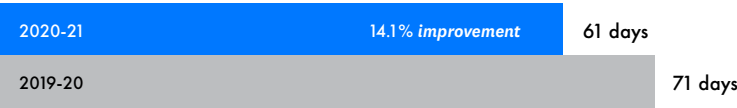
Additionally, the agency provided a detailed explanation regarding the delay in its decision letter to the applicant, including an acknowledgement and apology.

Following these actions, OVIC determined that by providing a detailed submission and reasons to both OVIC and the applicant, as well as finalising the FOI request with an acknowledgement and apology, the agency had addressed the complaint and rectified the concerns raised by the applicant. OVIC staff sought the applicant's agreement that no further action was required, and the matter was informally resolved.

4 FREEDOM OF INFORMATION

COMPLAINT TIMELINESS

In 2020-21, the average time taken to finalise a complaint was 61 days. This is a 14.1% improvement from 2019-20, where the average time was 71 days.



RECOMMENDATIONS MADE BY THE INFORMATION COMMISSIONER

After considering a complaint, we may make any recommendations under Part VIA of the FOI Act to an agency or Minister that the Commissioner considers appropriate.

No formal recommendations were made in 2020-21.

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

In 2020-21, we received 12 requests for access charge certificates and finalised 10. Two requests remained open as at 30 June 2021.

Of the 10 requests finalised this year:

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

AGENCY AND MINISTER COMPLAINT OUTCOMES IN 2020-21

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Albury Wodonga Health	0	0	1	1
Alfred Health	0	1	2	3
Allianz Australia Workers' Compensation (Victoria) Limited	1	0	0	1
Ambulance Victoria	0	1	2	3
Austin Health	0	0	1	1
Australian Grand Prix Corporation	0	0	2	2
Bairnsdale Regional Health Service	0	9	13	22
Ballarat General Cemeteries Trust	0	0	1	1
Ballarat Health Services	1	0	0	1
Banyule City Council	0	1	2	3
Barwon Health	0	3	0	3
Bass Coast Shire Council	0	3	1	4
Bayside City Council	0	2	4	6
Bendigo Health Care Group	1	0	1	2
Chisholm Institute	0	0	1	1
City of Ballarat	0	1	3	4
City of Boroondara	0	0	1	1
City of Casey	0	0	2	2
City of Greater Geelong	0	0	1	1
City of Melbourne	0	0	2	2
Corryong Health (previously known as Upper Murray Health and Community Services)	0	1	0	1
Country Fire Authority	0	2	1	3
Court Services Victoria	0	9	2	11
Deakin University	0	0	1	1
Department of Education and Training	0	5	1	6
Department of Environment, Land, Water and Planning	2	3	8	13
Department of Families, Fairness and Housing	0	2	5	7
Department of Health	0	5	8	13

4 FREEDOM OF INFORMATION

AGENCY AND MINISTER COMPLAINT OUTCOMES IN 2020-21 (CONTINUED)

<i>Agency</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>	<i>Total</i>
Department of Health and Human Services ⁷	1	11	13	25
Department of Jobs, Precincts and Regions	0	2	11	13
Department of Justice and Community Safety	0	8	17	25
Department of Premier and Cabinet	0	4	12	16
Department of Transport	0	19	36	55
Department of Treasury and Finance	0	1	2	3
Development Victoria	0	0	2	2
Eastern Health	0	0	1	1
Energy Safe Victoria	0	0	1	1
Environment Protection Authority	1	2	3	6
Fire Rescue Victoria	0	0	1	1
Frankston City Council	0	0	1	1
Game Management Authority	0	3	5	8
Goulburn Broken Catchment Management Authority	0	0	1	1
Goulburn-Murray Rural Water Corporation (t/a Goulburn-Murray Water)	0	1	0	1
Greater Shepparton City Council	0	0	1	1
Health Complaints Commissioner	0	2	0	2
Hepburn Shire Council	0	5	2	7
Heritage Council of Victoria	0	0	3	3
Hobsons Bay City Council	0	0	1	1
Horsham Rural City Council	0	0	1	1
Hume City Council	0	1	2	3
Kingston City Council	0	3	0	3
Macedon Ranges Shire Council	0	1	1	2
Major Transport Infrastructure Authority	0	0	4	4
Maribyrnong City Council	0	0	1	1
Medical Panels	0	1	0	1
Melbourne Health	0	0	1	1

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Melbourne Polytechnic	0	2	0	2
Mental Health Complaints Commissioner	0	0	2	2
Minister for Agriculture	0	0	1	1
Minister for Education	0	1	2	3
Minister for Jobs, Innovation and Trade	0	0	1	1
Monash Health	0	4	4	8
Moonee Valley City Council	0	0	1	1
Moreland City Council	0	0	1	1
Mornington Peninsula Shire	0	1	1	2
Moyne Shire Council	0	1	3	4
Muckatah Recreation Reserve Committee of Management	0	1	0	1
Municipal Association of Victoria	0	0	1	1
Murrindindi Shire Council	0	0	1	1
National Gallery of Victoria	0	1	0	1
Nillumbik Shire Council	0	0	1	1
North East Catchment Management Authority	0	0	1	1
North East Region Water Corporation (t/a North East Water)	0	0	2	2
Northern Health	0	1	3	4
Office of the Victorian Information Commissioner	0	1	0	1
Parks Victoria	0	1	3	4
Peninsula Health	0	2	5	7
Premier of Victoria	0	3	1	4
Racing Victoria Limited	0	2	3	5
RMIT University	0	0	1	1
RSPCA (Victoria)	0	10	4	14
Safer Care Victoria	0	1	0	1
South East Water	1	0	2	3
South Gippsland Shire Council	0	2	5	7
St Vincent's Health	0	1	0	1

4 FREEDOM OF INFORMATION

AGENCY AND MINISTER COMPLAINT OUTCOMES IN 2020-21 (CONTINUED)

<i>Agency</i>	<i>Complaint not in jurisdiction</i>	<i>Dismissed or not accepted</i>	<i>Withdrawn or resolved informally</i>	<i>Total</i>
State Revenue Office	0	1	0	1
Swinburne University of Technology	1	9	2	12
The Royal Children's Hospital	0	0	1	1
Towong Shire Council	0	0	1	1
Transport Accident Commission	0	0	3	3
Transport Safety Victoria	1	0	0	1
University of Melbourne	0	10	6	16
V/Line Corporation	0	1	0	1
Victoria Legal Aid	0	0	1	1
Victoria Police	0	32	85	117
Victorian Building Authority	0	3	4	7
Victorian Civil and Administrative Tribunal	0	0	1	1
Victorian Equal Opportunity & Human Rights Commission	0	1	0	1
Victorian Government Solicitor	0	1	0	1
Victorian Institute of Teaching	0	2	1	3
Victorian Legal Services Board	0	0	1	1
Victorian Ombudsman	0	1	1	2
Victorian Public Sector Commission	0	0	1	1
Victorian WorkCover Authority	2	8	3	13
Western District Health Service	0	0	1	1
Western Health	0	0	5	5
Western Region Water Corporation	0	4	2	6
Whittlesea City Council	0	0	1	1
Yarra Ranges Shire Council	0	2	2	4
Yarra Valley Water Corporation	0	1	0	1
Zoological Parks and Gardens Board	0	0	1	1
Not subject to the FOI Act	2	0	6	8
Total	14	223	367	604

⁷ Refer to footnote 2 on page 64

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.

The Professional Standards commenced operation on 2 December 2019. There are 33 Professional Standards based on 10 themes, which are binding and apply to Victorian government agencies subject to the FOI Act.

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.

Professional Standards complaints can be brought to OVIC’s attention by an applicant or complainant or can be identified by OVIC during the handling of an enquiry, review or complaint.

During 2020-21, the impact of the COVID-19 pandemic presented challenges to agencies in meeting their obligations under the Professional Standards. OVIC supported agencies by taking a flexible approach to enforcement under the FOI Act, particularly in relation to minor breaches of the Professional Standards, particularly those attributable to the impact of the pandemic.

OVIC also monitors agency practices under the FOI Act, through the Information Commissioner’s own motion investigation powers and data collected as part of OVIC’s annual report agency survey responses.

4 FREEDOM OF INFORMATION

This year, the most common Professional Standards engagements concerned Standards under themes 10, 2 and 8.

- Theme 10 concerns working with the Information Commissioner. Standard 10.3 prescribes an agency must respond to a request for documents by, or on behalf of, a Commissioner within requested or agreed timeframes.
- Theme 2 concerns an agency receiving an FOI request. Standard 2.4 prescribes an agency that receives a request that is not valid must take reasonable steps to notify an applicant within 21 days of receiving the request why the request is not valid, provide reasonable assistance and advise the request may be refused.
- Theme 8 concerns decisions and reasons for decision. Standard 8.2 requires an agency to explain its reasons why an exemption or exception applies and to address each limb of an exemption or exception.

Standard 8.4a concerns a written decision for a document or documents that cannot be located or do not exist. An agency's decision must summarise the document searches undertaken and may include the locations searches, method or types of searches undertaken and key word search terms used.

Under Standard 8.4b an agency must explain in its decision why a requested document does not exist or cannot be located.

PROFESSIONAL STANDARD OUTCOMES

If a Professional Standard has not been met, OVIC may:

- make enquiries with the agency to determine further information about its compliance;
- remind the agency of its obligation to comply with the Standards;
- encourage the agency to complete the Agency Self-Assessment Tool on OVIC's website;
- work with the agency to assist it to become compliant in the case of a minor breach;
- raise the Professional Standard issue at a meeting with the agency;
- write to the agency regarding the engagement;
- write a formal letter to the agency's principal officer in the case of a substantial or persistent breach; or
- make a recommendation to the agency in accordance with section 61L for complaints.

KEY PROJECTS

SECURE FILE SHARING PLATFORM

In response to the COVID-19 pandemic, the temporary *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* (Vic).

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 the coronavirus (COVID-19).

On 23 March 2021, the temporary regulations were replaced with the *Justice Legislation Amendment (System Enhancements and Other Matters) Act 2021* (**Justice Legislation Amendment Act**). Under section 147 of the Justice Legislation Amendment Act, an agency must provide the Information Commissioner with documents claimed to be exempt under sections 28, 29A, 31 or 31A of the FOI Act for inspection by secure electronic means.

In July 2020, OVIC launched a new secure file sharing platform (**the platform**) for the provision of confidential review documents in electronic form.

In March 2021, following a review of the platform and positive feedback from agencies on its usability and functionality, OVIC expanded the use of the platform to allow agencies the option to provide all documents subject to a review or complaint via the platform.

The combination of the Justice Legislation Amendment Act and the platform has allowed OVIC to carry out its functions more efficiently and reduce delays in receipt of documents.

PUBLICATION OF NOTICES OF DECISION

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

As at 30 June 2021, 437 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 issued to the applicant and agency.

The Victorian Information Commissioner AustLII page has been accessed over 42,000 times in the last 12 months.

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

4 FREEDOM OF INFORMATION

PROFESSIONAL STANDARDS SELF ASSESSMENT TOOL

On 2 December 2020, OVIC launched an online Professional Standards self-assessment tool (**the self-assessment tool**).

The self-assessment tool was designed to assist agencies in evaluating their compliance with the Professional Standards. It also allows agencies to identify and develop strategies to improve their FOI practices.

The self-assessment tool is voluntary, and the process takes approximately 15-20 minutes to complete. It is an interactive document consisting of 91 statements, across the 10 themes.

When completing the self-assessment tool, FOI practitioners have a choice of four responses for each statement. Responses to the initial self-assessment can be used as a starting point or benchmark to identify how current processes could be improved to satisfy obligations under the Professional Standards.

The self-assessment tool also includes useful links to OVIC's guidance material.

Agencies can complete the self-assessment tool several times per year and use the results to track improvements and maturity of FOI processes.

This year's Annual Report survey included new questions on the use of the Professional Standards self-assessment tool by agencies to which 9.2% of agencies responded.

As a result of undertaking the self-assessment using the tool, agencies reported improvements to their FOI processes including:

- implementation of proactive release of information procedures;
- updated information systems to record third party consultation;

- a more facilitative approach to processing FOI requests;
- the introduction of FOI processing checklists;
- improved recording of document searches; and
- an increase in awareness and use of OVIC's online guidance material.

Some agencies also reported further investment in internal agency FOI resources as a result of completing the self-assessment, with one agency stating it, "implemented training and appointed a second [FOI] officer".

In responding to the survey questions, agencies commented:

"As a result of using the self-assessment tool, we implemented a document search checklist and a document search template in the process to further enhance transparency and consistency on how documents are searched for".

"The tool was useful in identifying gaps and opportunities for improvement.... The themes have been utilised in the development of new policies and guidelines for staff and the new document management system development to remedy the gaps identified".

"The FOI Professional Standards have been a useful addition to the suite of documentation provided by OVIC".

KEY POLICY INITIATIVES

PROACTIVE AND INFORMAL RELEASE AND BEHAVIOURAL CHANGE PROJECT

OVIC recognises the importance of the proactive and informal release of information to promote transparency, accountability, and open government. In 2020-21, OVIC undertook a project to better understand how agencies proactively and informally release information and explore how OVIC can support agencies in this area.

Following the publication of a discussion paper on proactive and informal release in the Victorian public sector in March 2020, OVIC engaged an external consultant in April 2021 with expertise in behavioural change. The consultant assisted with conducting stakeholder consultation to identify practical ways OVIC can support agencies with proactive and informal release.

In May 2021, OVIC and the external consultant held 26 interviews with 34 individuals from a range of Victorian agencies in different sectors and regulators from other Australian and New Zealand jurisdictions.

The insights from these consultations will be used to outline practical ways OVIC can work with and support agencies to increase the amount of government held information they proactively and informally release.

MONASH UNIVERSITY – CULTURE OF FOI RESEARCH

In 2020-21, Monash University conducted research into information access culture in Victoria, an extension of a pilot study undertaken in 2019. The research gathered insights from approximately 30 agencies across the health and local government sectors, from statutory authorities, and government departments.

The insights gathered from the research will assist OVIC to gain a deeper understanding of the culture of FOI in the Victorian public sector. This will enable us to develop education and awareness programs that will help agencies enhance their administration of the Act. The research will also contribute to the future direction of Victoria's information access system.

4 FREEDOM OF INFORMATION

MULTI-JURISDICTIONAL FOI RESEARCH – CULTURE OF ADMINISTERING FOI IN AUSTRALIA

In 2020-21, Monash University made a successful application to the Australian Research Council to conduct research into the culture of administering FOI. The Office of the Information Commissioner – Western Australia, the South Australian Ombudsman and OVIC are supporting Monash University to undertake this study which will be undertaken over the next three years.

The aims of the research are to:

- capture and analyse how FOI officers view information access and the factors that shape their attitudes towards implementing FOI;
- determine the factors that play a key role in building FOI culture within agencies;
- identify and develop practical measures that can be implemented by regulators to improve these cultures; and
- identify any additional measures that may be required to improve the interface between records management and FOI practice.

FOI GUIDELINES PROJECT

OVIC is currently undertaking a significant project to draft commentary for the FOI Guidelines (**Guidelines**). The Guidelines will include:

- commentary on each section of the FOI Act;
- case study examples;
- relevant Court, Tribunal and OVIC decisions;
- relevant FOI Professional Standards; and
- links to other resources such as OVIC's FOI templates.

The Guidelines are intended to enhance agency practice and assist in understanding and applying the FOI Act consistent with the purpose and object of the Act.

The Guidelines will provide the public with clear and accessible guidance on the FOI Act to assist them in exercising their right to access government held information.

Draft content for each Part of the FOI Act will be available for public consultation in 2021-22.

SUBMISSIONS

In 2020-21, OVIC made four submissions relating to transparency and open government.

At a glance:

- a submission to Safer Care Victoria regarding its consultation on a Statutory Duty of Candour, noting OVIC's strong interest in promoting and enhancing transparency and access to information;
- a submission to the Open Government Partnership regarding its consultation on draft concepts on the Third National Action Plan, noting support for the draft concept on Open by Design;
- a submission to the Legislative Council's Legal and Social Issues Committee's Inquiry into the Management of Child Sex Offender Information, noting considerations for broader access to sex offender information and interaction with existing information access regimes; and
- a submission to the Royal Commission into the Casino Operator and Licence encouraging reform to the *Gambling Regulation Act 2003* (Vic) to improve transparency, accountability, and public trust in the government's regulation of the gambling industry.

STAKEHOLDER ENGAGEMENT

INTERNATIONAL CONFERENCE OF INFORMATION COMMISSIONERS

OVIC is a member of 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 Commissioners attended the 12th ICIC Conference on 23 and 24 June 2021. In a closed session ICIC members adopted an important resolution for the proactive publication of information relating to the COVID-19 pandemic. OVIC was proud to be a co-sponsor of the resolution, and strongly supports proactive and informal release of information, but particularly in times of crisis.

ASSOCIATION OF INFORMATION ACCESS COMMISSIONERS

In November 2020 and June 2021, OVIC attended meetings of the Association of Information Access Commissioners (AIAC). Typically, the bi-annual meeting is attended by Information Commissioners and Ombudsmen in person from across Australia and New Zealand, however, due to the COVID-19 pandemic, the meetings were held virtually.

PUBLIC ACCESS AGENCY REFERENCE GROUP

OVIC hosts quarterly Public Access Agency Reference Group meetings to engage with agencies about OVIC's work, and agencies' experiences, operating environments and ideas regarding the operation and administration of the FOI Act by Victorian public sector agencies.

In 2020-21, the Reference Group discussed increasing FOI workloads, resourcing, challenges with remote work arrangements due to the COVID-19 pandemic, OVIC's education and training and other OVIC initiatives.

The Reference Group is an important forum which informs OVIC's initiatives to support agencies in administering the FOI Act. Minutes from Reference Group meetings are published on OVIC's website.

VICTORIAN PUBLIC HEALTH SECTOR FOI FORUM

On 28 April 2021, OVIC hosted its first Victorian Public Health Sector FOI Forum. The virtual forum addressed key and common operational, policy and legal issues in the processing and handling of requests for information, including under the FOI Act.

The aim of the forum was to promote best practice in access to information by public health sector agencies. The event included a keynote speech from Dr Norman Swan, Physician, Journalist and Host of The Health Report, ABC Radio National and was followed by a panel discussion with health sector agencies moderated by Dr Swan.

VICTORIAN LOCAL GOVERNMENT TRANSPARENCY AND INTEGRITY FOI FORUM

On 5 November 2020, OVIC hosted its first Victorian Local Government Transparency and Integrity FOI Forum. The focus of this virtual forum was to promote public transparency and integrity in the local government sector through greater public access to information under the FOI Act and the new *Local Government Act 2020* (Vic).

The forum addressed key operational, policy and legal issues experienced by local government agencies in the processing and handling of FOI requests. It also promoted best practice in access to information by local government agencies, their principal officers and FOI practitioners. The event included presentations from OVIC, the Independent Broad-based Anti-Corruption Commission, Local Government Victoria, and was followed by an interactive panel discussion.

4 FREEDOM OF INFORMATION

INTERNATIONAL ACCESS TO INFORMATION DAY

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

In 2020, OVIC celebrated IAID over one week, exploring the theme: *Building trust through transparency*.

Activities included:

- an opening address to launch IAID from Information Commissioner, Sven Bluemmel, and a message from the former Victorian Attorney-General, The Hon. Jill Hennessy MP;
- a panel discussion hosted by Information Governance ANZ with the Information and Privacy Commission, New South Wales on the right to access information and the use of algorithms in government decision-making;
- a special Information Access series webinar featuring a panel discussion on best practice in providing information and negotiating positive outcomes with applicants; and
- animations published for Victorian government agencies about access to information and proactive and informal release.

VICTORIAN FOI REGIONAL ROADSHOWS

In 2020-21, OVIC focused on engaging rural and regional stakeholders by hosting a series of five virtual roadshows across Victoria, in the Western, Central, North Western, South Eastern and North Eastern regions.

The roadshows were targeted at local government, public health service providers and other local agencies and were attended by over 100 participants.

The roadshows featured discussions on FOI, presentations from OVIC staff and external guest speakers, panel discussions and Q&A sessions. They featured discussions on approaches to processing FOI requests, to promote the object and spirit of the FOI Act, increase awareness of OVIC's functions and promote OVIC's training and education activities.

INFORMATION ACCESS SERIES

OVIC hosts regular Information Access Series webinars for Victorian FOI practitioners to promote best practice in FOI across the Victorian public sector. In 2020-21, these sessions were delivered via webinar making them more accessible. This resulted in an increased participant rate of 94% compared to the previous year. The webinars focused on timely, relevant issues affecting agencies and key stakeholders, and covered topics such as:

- **FOI Professional Standards 12 months on** - a refresher on the FOI Professional Standards and trends that OVIC observed in the first 12 months of operation;
- **FOI in 2020** - an annual review of key published OVIC decisions and matters determined by the VCAT and the Victorian Supreme Court to promote better understanding of the FOI Act;
- **Plain English writing** - practical guidance on clear communication for FOI practitioners;
- **Vicarious trauma** - explaining what vicarious trauma is, how to identify it and strategies for managing it;
- **High conflict training** - delivered by the High Conflict Institute to help FOI practitioners improve their interactions with applicants, complainants, or clients with high conflict tendencies when handling FOI requests; and
- **Dealing with large requests** and where all documents are exempt, making fresh decisions and dealing with an amendment request delivered by OVIC staff.

PRESENTATIONS

In 2020-21, the Information Commissioner and/or Public Access Deputy Commissioner participated in the following presentations:

- InnovationAus Podcast - on FOI and COVID-19;
- Victorian Society for Computers and the Law webinar on Information Rights in Victoria;
- Appeared before a public hearing for the Victorian Parliament's Legal and Social Issues Committee's Inquiry into the Management of Child Sex Offender Information;
- Accountability in action: the Audit Office and the Ombudsman seminar;
- Victoria Law Foundation Laneway Breakfast;
- Regulators' Forum Meeting hosted by Better Regulation Victoria; and
- Keynote at the annual Leo Cussen FOI and Privacy Conference.

GUIDANCE

In 2020-21, OVIC developed and improved our suite of guidance to support agencies and applicants.

OVIC published new guidance for the public, to promote public understanding and acceptance of when a document or information may be exempt from access under the FOI Act. The new guidance uses simple language to summarise each exemption in the FOI Act, with an example of a document or information that may be exempt.

OVIC also published the following practice notes:

- **Procedural Practice Note 20: Overview of the FOI Act and the responsibilities of Victorian public sector officers.** This practice note aims to build resilience in the Victorian public sector, by improving all officers' understanding and acceptance of the role they play in ensuring that an agency meets its responsibilities under the FOI Act;
- **Procedural Practice Note 21: FOI and section 125 of the *Local Government Act 2020 (Vic)*.** This practice note provides guidance to Councils on the overlap between the operation of exemptions under the FOI Act and the new secrecy provision in section 125 of the *Local Government Act 2020 (Vic)*;
- **Procedural Practice Note 22: When an access charge certificate may be issued by a Commissioner permitting an applicant to make an access charges review application to the Tribunal.** This practice note enhances transparency of OVIC decision making processes, by outlining the principles a Commissioner considers when determining whether to issue an access charges certificate under section 50(1)(g) the FOI Act; and
- **Procedural Practice Note 23: Noting and briefing processes on FOI decisions.** This practice note aims to improve the timeliness of decision making by agencies and Ministers when undertaking a noting or briefing process before a decision is made by an officer of an agency under the FOI Act.

OVIC also undertook significant work and consultation to develop a practice note on Part II of the FOI Act that provides a modern approach to complying with the publication requirements in Part II. OVIC will publish this new practice note in 2021-22.

AGENCY FOI INFORMATION SERVICE

In June 2021, OVIC established the Agency FOI Information Service to provide tailored information and guidance to Victorian public sector FOI practitioners. Agencies will receive tailored information and guidance from experienced and skilled OVIC staff when they email in their questions on FOI. OVIC staff will assist them in administering the FOI Act in accordance with the purpose and object of the FOI Act and the Professional Standards. We also published a video to promote this new service.



ANIMATIONS TARGETING MEMBERS OF THE PUBLIC

In 2020-21, OVIC developed three new animated videos to promote understanding and acceptance of the FOI Act to members of the public. The videos focused on:

- Accessing your health records;
- Requesting amendments to your information; and
- Tips for making your FOI request.



5

REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

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108	ADMINISTRATION OF THE FOI ACT

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

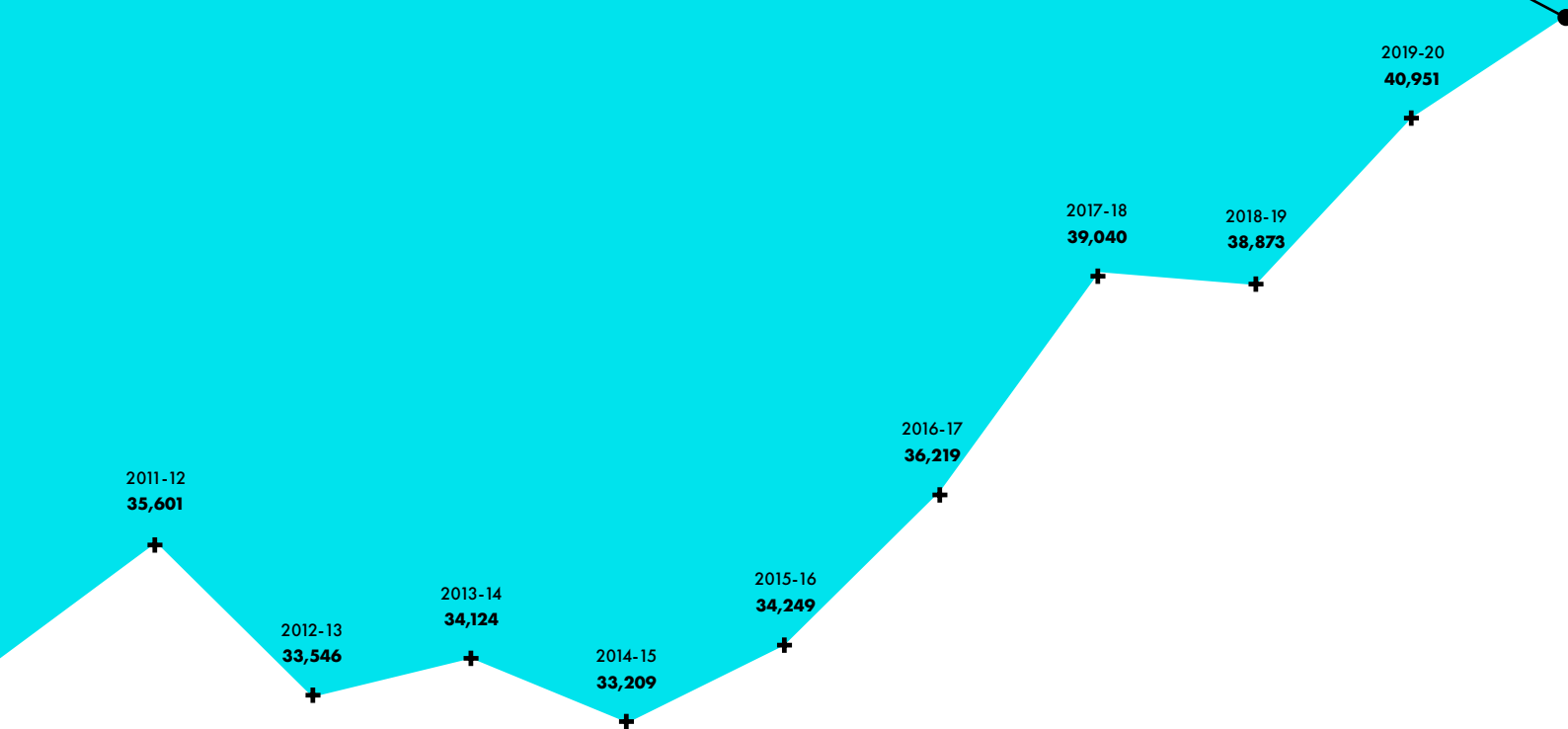
In 2020-21, Victorian government agencies reported receiving 42,249 freedom of information (FOI) requests.

This is an increase of 3.16% from 2019-20 and is a record high for FOI requests made in a year.

**TOTAL FOI REQUESTS PER YEAR
FROM 2011-12 TO 2020-21**

2020-21

42,249 FOI Requests



REPORT ON THE OPERATION OF THE FOI ACT IN VICTORIA

GOVERNMENT BODIES COVERED BY THE FOI ACT

The FOI Act provides the right to apply for access to documents held by the wide range of agencies⁸ 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 1,000 agencies subject to the FOI Act. This data is provided through an electronic survey which ensures that information required in this report under section 64 of the FOI Act is provided on a uniform basis.

All agencies completed the survey for 2020-21. The Information Commissioner thanks agencies for completing the survey and for their cooperation.

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.

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 identify trends and determine if improvements have occurred over time.

REQUESTS AND APPEALS

The number of FOI requests reported in 2020-21 was 42,249. This is an increase of 3.16% from last year and is a record high for FOI requests made in a year.

Agencies also reported a record high 6,064 FOI requests outstanding at 30 June 2021. This is a significant increase when compared to an average of 3,370 outstanding FOI requests in the four preceding years.

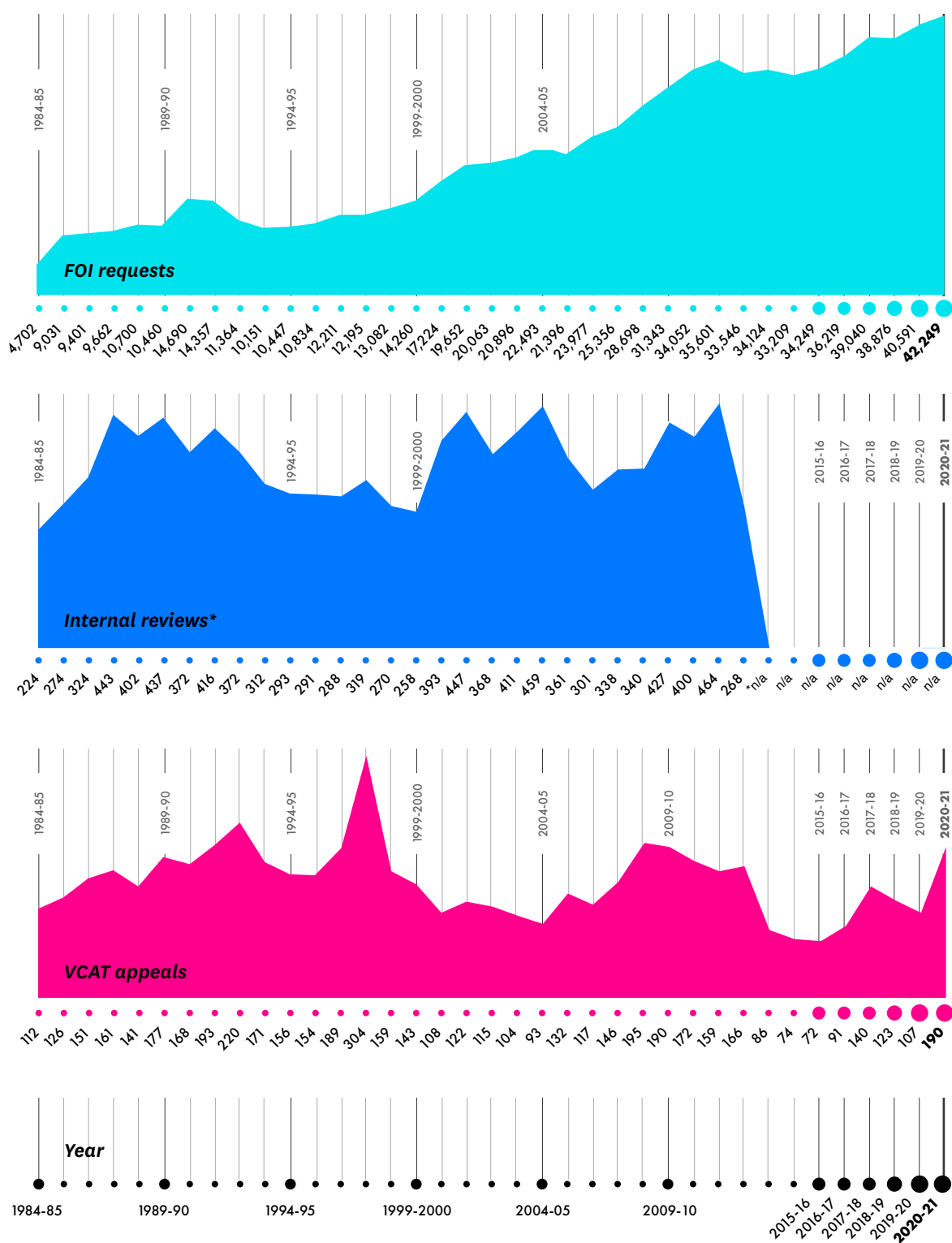
Agencies reported that 190 appeals to the Victorian Civil and Administrative Tribunal (**VCAT**) were lodged in 2020-21. Of the 32 cases decided by VCAT, agency decisions were affirmed in full in 26 cases. It was also reported that VCAT varied agency decisions in 5 cases and overturned agency decisions in 1 case. Agencies reported that 79 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.

⁸ The term 'agency/agencies' includes Ministers.

NUMBER OF REQUESTS, INTERNAL REVIEWS AND APPEALS REPORTED BY AGENCIES

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

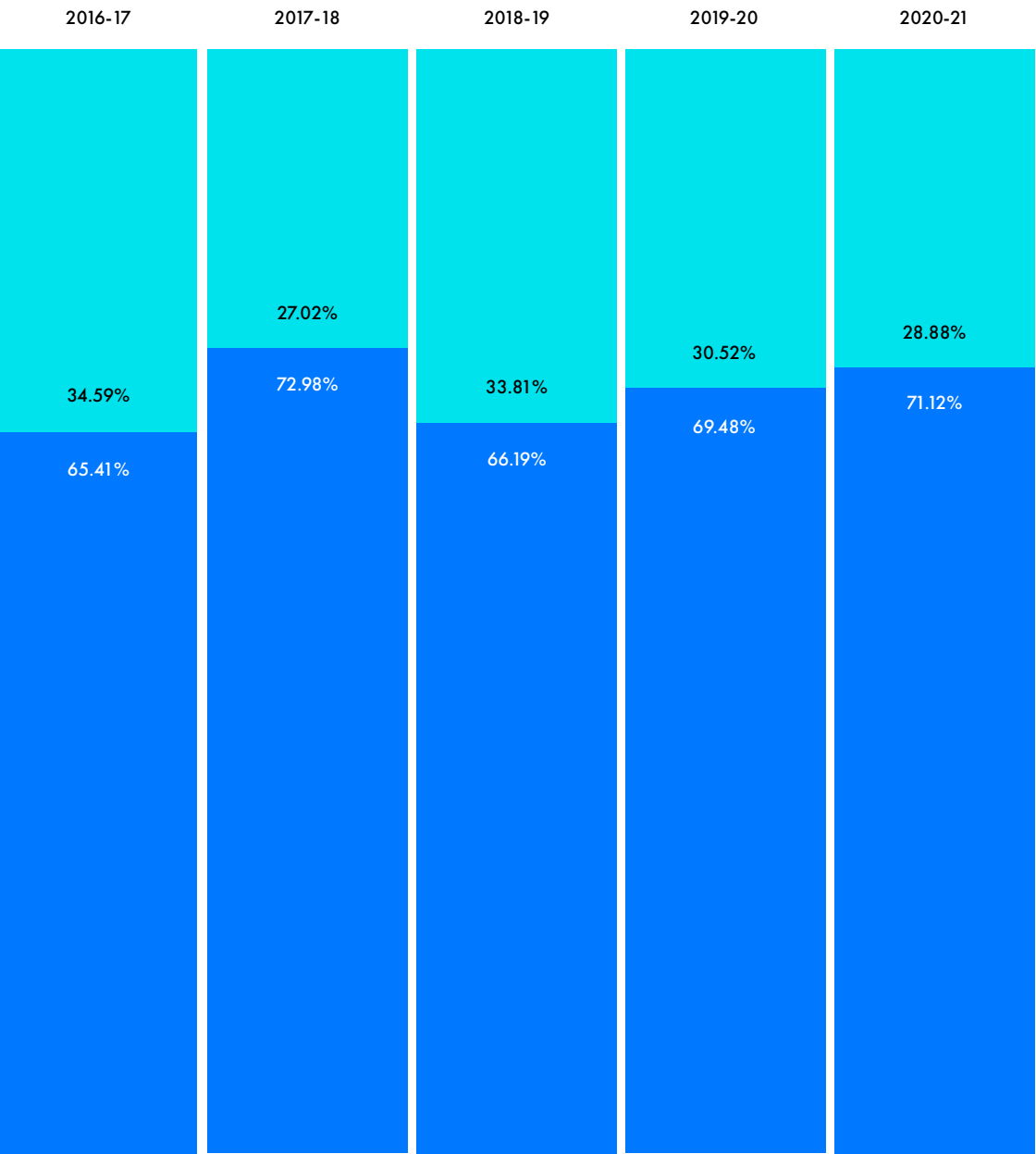


SOURCES OF FOI REQUESTS

In 2020-21, personal requests (for information mainly relating to the applicants themselves) represented 71.12% of total requests received. Non-personal requests represented 28.88% of total requests received. Non-personal requests include those made by Members of Parliament and the media.

TYPES OF FOI REQUESTS

- 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.

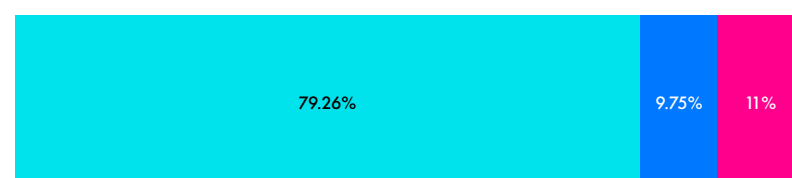
There are limited exceptions to how calendar days are calculated for responding to valid FOI requests:




- 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 79.26% of requests were processed within the requirements of section 21 in 2020-21. This has increased from 79.02% last year.

Agencies also reported that 11% of requests were processed more than 45 days outside of the requirements of section 21. This has increased from 7.78% last year.

TIMELINESS OF TOTAL REQUESTS PROCESSED



Processed within the requirements of section 21 of the FOI Act		79.26%
Processed outside the requirements of section 21 of the FOI Act by 45 days or less		9.75%
Processed outside the requirements of section 21 of the FOI Act by more than 45 days		11%

5 REPORT ON THE OPERATION OF THE FOI ACT

ACCESS DECISIONS

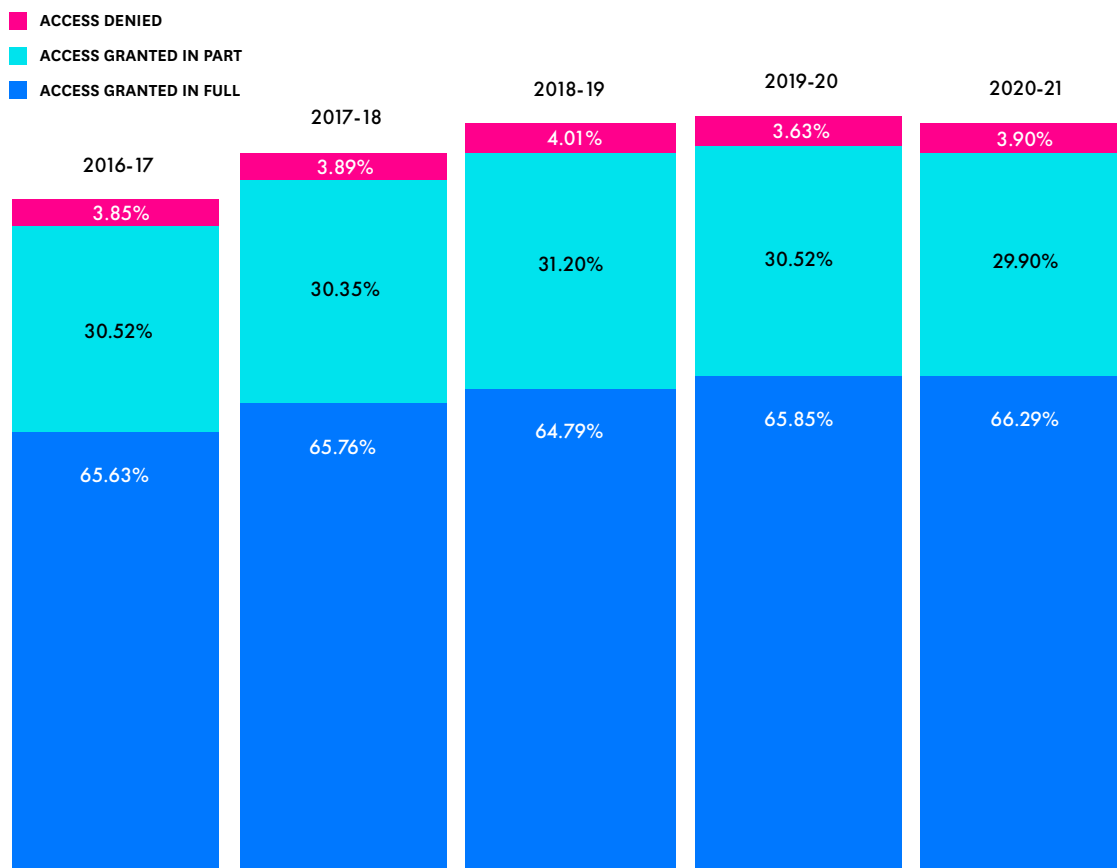
The information provided by agencies about their access decisions does not include situations where a request was received and one of the following applied:

- the applicant did not proceed with the request;
- the request had not been decided at the end of the 2020-21 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 data on agency access decisions reveals:

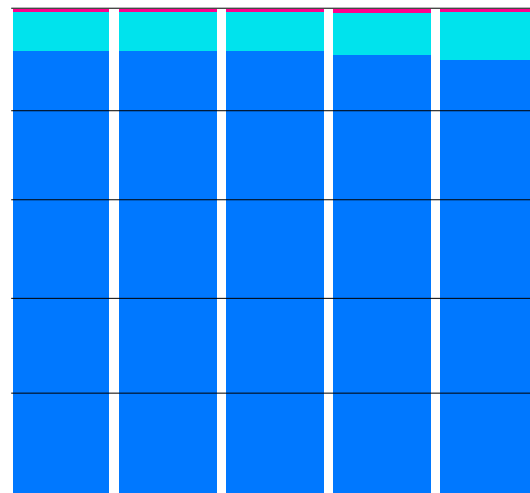
- there has been a downward trend on the number of applications granted in full by health sector agencies from 91.94% in 2017-18 to 89.99% in 2020-21; and
- there has been a general upward trend by the government and emergency sectors in the number of applications granted in full.

FOI DECISIONS FOR THE PAST FIVE YEARS (PERCENTAGE)



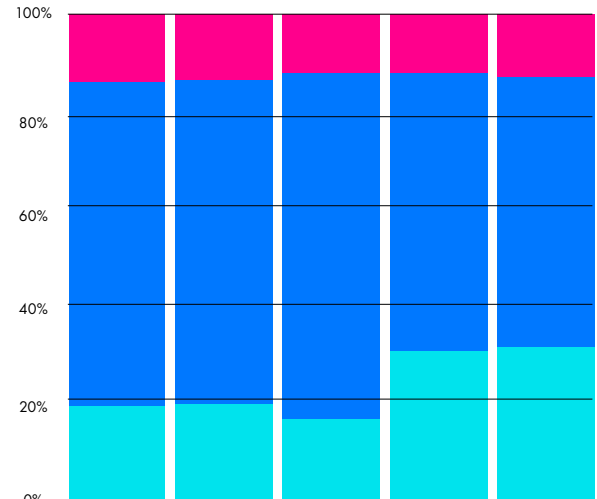
FIVE YEARS OF ACCESS DECISIONS BY SECTOR

HEALTH



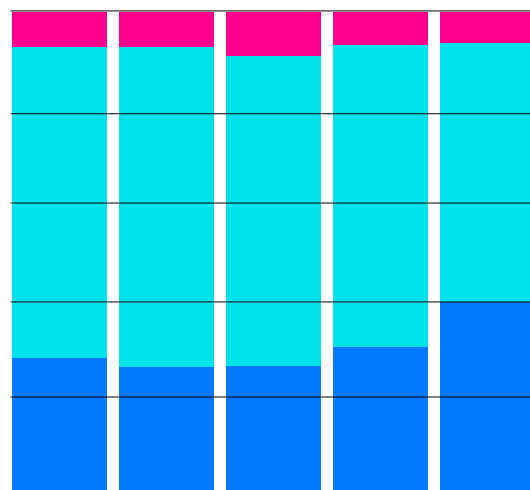
Year	2016-17	2017-18	2018-19	2019-20	2020-21
Full access	91.71%	91.94%	91.75%	90.95%	89.99%
Part access	7.87%	7.72%	7.79%	8.73%	9.65%
Access denied	0.43%	0.33%	0.45%	0.32%	0.36%

GOVERNMENT



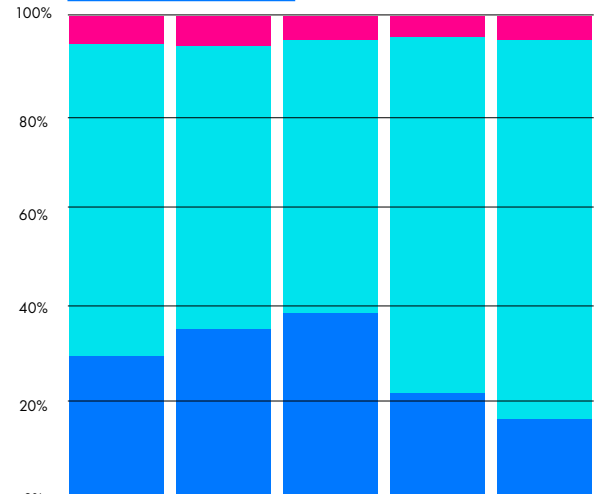
Year	2016-17	2017-18	2018-19	2019-20	2020-21
Full access	19.45%	19.91%	16.72%	30.64%	31.41%
Part access	66.86%	66.47%	71.15%	57.37%	56.03%
Access denied	13.69%	13.62%	12.14%	12.00%	12.55%

EMERGENCY



Year	2016-17	2017-18	2018-19	2019-20	2020-21
Full access	28.46%	26.73%	27.05%	30.87%	40.29%
Part access	64.61%	66.24%	63.95%	62.45%	53.45%
Access denied	6.93%	7.04%	8.99%	6.68%	6.26%

STATUTORY AUTHORITIES



Year	2016-17	2017-18	2018-19	2019-20	2020-21
Full access	29.78%	35.50%	38.66%	22.12%	17.07%
Part access	64.47%	58.69%	56.39%	73.70%	78.20%
Access denied	5.75%	5.82%	4.95%	4.18%	4.73%

5 REPORT ON THE OPERATION OF THE FOI ACT

EXEMPTIONS

In 2020-21, 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 30:** internal working documents containing opinions, advice, or recommendations where it would not be in the public interest for those documents to be released;

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

5. **Section 35:** information obtained in confidence.

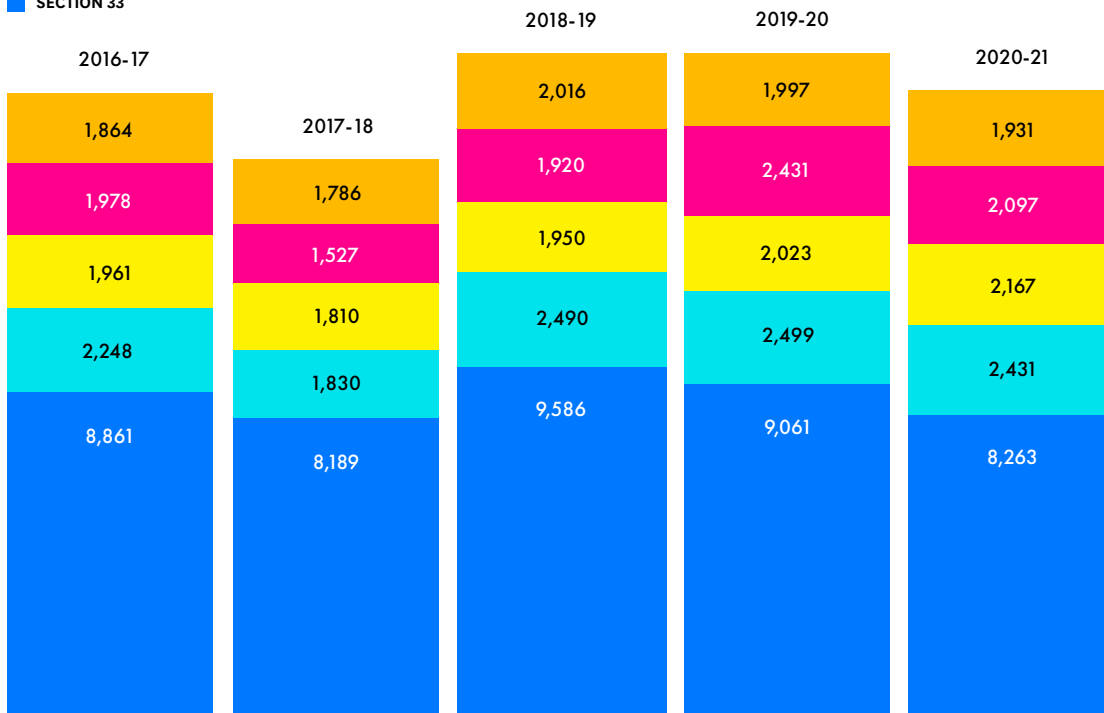
The five most frequently claimed grounds for exemption account for around 88% of all exemptions cited.

There was a substantial decrease in the number of times an exemption under section 33 of the FOI Act was claimed in 2020-21.

It is likely that this is due to the significant increase in outstanding FOI requests reported this year.

EXEMPTIONS MOST COMMONLY CITED IN ORIGINAL DECISION

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



ALL PROVISIONS CITED IN 2020-21 DECISIONS

<i>Exemptions</i>	<i>Original decisions</i>	<i>VCAT appeals</i>
s.23	2	0
s.24(1)	2	0
s.24A(1)	5	0
s.25A(1)	370	7
s.25A(5)	396	2
s.28	175	0
s.29	29	1
s.29A	4	1
s.29B	2	0
s.30	2,167	8
s.31	2,097	2
s.31A	6	0
s.32	802	6
s.33	8,263	16
s.34	440	7
s.35	1,931	6
s.36	19	0
s.38	2,431	4
s.38A	5	0
s.38A	16	0
Total	19,146	60

■ THE FIVE MOST FREQUENTLY CLAIMED GROUNDS
FOR EXEMPTION ACCOUNT FOR AROUND 88% OF
EXEMPTIONS CITED.

APPLICATION FEES AND ACCESS CHARGES

Costs associated with FOI comprise the application fee and access charges.

In 2020-21, application fees were \$29.60. Agencies reported application fee revenue of \$892,067.74 in 2020-21.

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 2020-21 was \$359,108.12.

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 2020-21, agencies collected \$958,127.56 in access charges. The total amount of access charges waived was \$181,400.73.

5 REPORT ON THE OPERATION OF THE FOI ACT

TOP 30 AGENCIES

The top 30 agencies received a total of 35,517 FOI requests in 2020-21.
This accounts for approximately 84% of all requests received.

TOP 30 AGENCIES		NON-PERSONAL	PERSONAL	TOTAL
1	Victoria Police	3,566	616	4,182
2	Alfred Health	1,719	875	2,594
3	Melbourne Health	1,716	850	2,566
4	Ambulance Victoria	2,490	28	2,518
5	Monash Health	1,991	3	1,994
6	Transport Accident Commission	1,773	16	1,789
7	Department of Transport	125	1,577	1,702
8	Eastern Health	1,129	375	1,504
9	Western Health	1,490	1	1,491
10	Austin Health	1,162	316	1,478
11	Victorian WorkCover Authority (t/a WorkSafe)	127	1,216	1,343
12	Department of Justice and Community Safety	1,025	116	1,141
13	Department of Health ⁹	892	178	1,070
14	Northern Health	751	277	1,028
15	Barwon Health	742	203	945
16	St Vincent's Health	887	25	912
17	Peninsula Health	578	172	750
18	Department of Families, Fairness and Housing	699	36	735
19	Mercy Hospitals Victoria Ltd	718	0	718
20	Royal Children's Hospital	401	314	715
21	Ballarat Health Services	493	196	689
22	Albury Wodonga Health	505	1	506
23	Bendigo Health Care Group	342	148	490
24	Victorian Building Authority	0	486	486
25	Department of Education and Training	388	77	465
26	Fire Rescue Victoria	0	452	452
27	Latrobe Regional Hospital	389	0	389
28	Goulburn Valley Health	331	0	331
29	Royal Women's Hospital	274	0	274
30	South West Healthcare	260	0	260

⁹ Refer to footnote 2 on page 64

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 2020-21.

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 5 notices were served under section 12 in 2020-21. In 4 cases, the decision made by the Principal Officer was adverse to the claim made.

ALL PROVISIONS CITED IN 2020-21 DECISIONS

Agency	<i>Decisions adverse to claim</i>	<i>Specification notices</i>
University of Melbourne	2	3
Department of Justice and Community Safety	2	2

READING ROOMS PROVIDED BY AGENCIES

One hundred and sixteen 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;
- website content; and
- social media platforms.

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 ADMINISTRATING THE FOI ACT

Consultation requirements

Amendments to the FOI Act on 1 September 2017 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

In 2020-21, 9.09% 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;
- diversion of staff to COVID-19 related activities and staff required to take leave during the pandemic;
- 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 10.33% of agencies on the application of the FOI Act.

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;
- limits to current record keeping and IT systems adversely impacting the processing of FOI requests whilst working remotely;
- 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 21.9% 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.

Thirty-six agencies (compared to 43 agencies in 2019-20) reported that releasing information proactively led to a decrease in FOI requests being received or having to be processed.

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APPENDICES

113	OVIC DISCLOSURE INDEX
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129	AGENCIES THAT DID NOT RECEIVE FOI REQUESTS
134	APPEALS TO VCAT
137	EXEMPTIONS CITED
147	NAMES AND TITLES OF DECISION MAKERS
161	FEES AND CHARGES

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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 Justice and Community Safety'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.

Legislation	Requirement	Page reference
Standing Directions & Financial Reporting Directions		
Report of operations		
Charter and purpose		
FRD 22H	Manner of establishment	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
Management and structure		
FRD 22H	Organisational structure	Page 10

Legislation	Requirement	Page reference
<i>Standing Directions & Financial Reporting Directions</i>		
<i>Financial and other information</i>		
FRD 8D	Performance against output performance measures	Page 13-14
FRD 10A	Disclosure index	Page 113-114
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.

In 2020-21, 312 agencies reported receiving one or more FOI requests. Approximately half of those agencies received fewer than 10 requests and 14.7% received more than 100.

The remaining agencies reported they did not receive a request in 2020-21.

The access outcomes reported by agencies are listed for all requests decided in 2020-21, including those that were received prior to the start of the financial year and then decided in 2020-21.

Two hundred and eighty one agencies reported making a decision to grant access in full or part, or to deny access in full.

There were 1,150 Committees of Management under the Department of Environment, Land, Water and Planning (**DEWLP**) in 2020-21. DEWLP advised that three of these Committees received an FOI request in 2020-21.

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 2020-21. 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 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 they granted access in full, in part or denied access to documents, as reported by agencies.

APPENDIX E FEES AND CHARGES

In 2020-21, 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 hardship. This appendix shows the fees and charges collected and waived, as reported by agencies, in 2020-21.

APPENDIX A - PART 1

REQUESTS RECEIVED BY AGENCIES

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Totals	30,041	12,203	22,952	10,354	1,317	11,734
Accident Compensation Conciliation Service*	5	0	0	0	0	6
Akoonah Park Committee of Management	0	2	0	1	0	1
Albury Wodonga Health	505	1	483	4	1	21
Alexandra District Health	3	6	8	0	0	1
Alfred Health	1,719	875	2,533	32	2	325
Alpine Health	4	9	14	0	0	1
Alpine Shire Council*	0	1	0	1	0	0
Ambulance Victoria	2,490	28	1,733	516	2	349
Architects Registration Board of Victoria	1	1	1	1	0	1
Assistant Treasurer of Victoria (includes Minister for Regulatory Reform)*	0	2	1	0	0	1
Attorney-General	1	5	0	1	0	5
Austin Health (includes Austin Hospital/ Heidelberg Repatriation Hospital/Royal Talbot Rehabilitation Centre)	1,162	316	1,264	53	5	289
Australian Grand Prix Corporation	0	3	1	2	0	1
Bairnsdale Regional Health Service*	99	3	90	9	1	6
Ballarat General Cemeteries Trust	0	2	1	0	0	1
Ballarat Health Services	493	196	586	64	4	67
Banyule City Council*	2	20	1	11	0	16
Barwon Coast Committee of Management Incorporated	1	0	0	0	0	2
Barwon Health	742	203	655	180	10	100
Barwon Region Water Corporation	2	1	3	1	0	0
Bass Coast Health	19	63	76	2	0	9
Bass Coast Shire Council	1	29	2	6	0	32
Baw Baw Shire Council	0	49	30	9	2	12

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Bayside City Council	0	23	16	6	1	6
Beaufort and Skipton Health Service*	5	0	5	0	0	0
Beechworth Health Service*	8	0	6	0	0	2
Benalla Health*	24	0	20	0	0	4
Benalla Rural City Council*	0	1	0	0	0	2
Bendigo Health Care Group	342	148	310	110	19	77
Bendigo Kangan Institute*	0	1	0	0	0	1
Boort District Health	1	2	3	0	0	0
Borough of Queenscliffe*	1	0	0	1	0	0
Box Hill Institute	1	1	1	0	0	1
Brimbank City Council	0	35	9	9	1	20
Buloke Shire Council	0	0	0	1	0	0
Bushfire Recovery Victoria	1	0	0	1	0	0
Calvary Health Care Bethlehem*	3	0	3	0	0	0
Campaspe Shire Council*	2	17	0	7	2	14
Cardinia Shire Council	0	14	1	8	1	7
Casterton Memorial Hospital*	0	2	2	0	0	0
Castlemaine Health (includes Maldon Hospital)	17	0	18	0	0	0
Cenitex	0	1	0	0	0	1
Central Gippsland Health Service	90	1	92	0	0	0
Central Gippsland Region Water Corporation (t/a Gippsland Water)	0	2	0	2	0	0
Central Goldfields Shire Council	0	9	0	0	0	10
Central Highlands Region Water Corporation	0	2	1	1	0	0
Central Highlands Rural Health	3	23	26	0	0	0
Chief Parliamentary Counsel Victoria	0	3	0	1	2	0
Chisholm Institute	2	8	8	1	0	1
City of Ballarat*	4	23	16	4	3	7
City of Boroondara	0	65	5	33	3	34
City of Casey	30	46	25	15	2	41

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
City of Darebin	0	35	2	25	3	6
City of Greater Bendigo*	1	36	19	10	1	9
City of Greater Dandenong*	1	32	15	2	4	15
City of Greater Geelong*	43	32	12	53	3	15
City of Melbourne*	5	56	25	16	1	40
City of Monash	0	42	13	3	3	27
City of Port Phillip	3	44	11	18	4	23
City of Stonnington*	4	80	9	26	2	49
City of Whitehorse	0	20	11	3	0	12
City West Water Corporation*	66	0	12	37	0	25
Cohuna District Hospital	10	0	10	0	0	0
Colac Area Health	64	7	63	6	0	8
Colac Otway Shire*	0	10	3	2	0	7
Coliban Region Water Corporation*	4	0	3	1	0	1
Commercial Passenger Vehicles Victoria	4	5	2	2	0	5
Commission for Children and Young People	6	0	0	0	5	1
Corangamite Catchment Management Authority	0	0	0	1	0	0
Corangamite Shire*	0	0	2	0	0	0
Corryong Health (previously known as Upper Murray Health and Community Services)*	1	0	0	0	0	1
Country Fire Authority	2	133	41	33	6	67
Court Services Victoria	26	18	1	2	4	41
COVID-19 Quarantine Victoria	1	6	0	1	1	5
Deakin University*	11	6	5	8	1	4
Dental Health Services Victoria	233	2	235	0	0	0
Department of Education and Training	388	77	96	215	25	163
Department of Environment, Land, Water and Planning	1	181	81	70	12	54
Department of Families, Fairness and Housing	699	36	32	414	104	481

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Department of Health	90	81	59	58	17	148
Department of Health and Human Services	892	178	64	500	189	591
Department of Jobs, Precincts and Regions*	13	154	21	74	24	71
Department of Justice and Community Safety (includes Business Licensing Authority/Estates Agent Council)*	1,025	116	36	876	128	273
Department of Premier and Cabinet	6	106	20	44	11	63
Department of Transport	125	1,577	882	293	122	525
Department of Treasury and Finance (includes Commissioner for Better Regulation/Victorian Government Purchasing Board/Red Tape Commissioner)*	0	60	21	18	3	35
Development Victoria	0	7	2	2	0	4
Disability Services Commissioner	3	0	4	0	0	0
Disciplinary Appeals Boards	0	1	0	1	0	0
Djerriwarrh Health Services	105	0	58	0	0	47
East Gippsland Catchment Management Authority	0	0	0	1	0	0
East Gippsland Region Water Corporation (t/a East Gippsland Water)	0	2	1	0	0	1
East Gippsland Shire Council*	8	14	7	12	1	4
East Grampians Health Service	57	19	48	0	0	29
East Wimmera Health Service*	22	0	22	0	0	0
Eastern Health (includes Angliss Hospital/Box Hill Hospital/Maroondah Hospital/Peter James Centre/Central East Area Mental Health Service)	1,129	375	663	691	10	219
Echuca Regional Health	29	85	114	0	0	0
Edenhope & District Memorial Hospital	8	0	5	0	0	3
Emergency Services Superannuation Board (t/a ESSSuper)	2	0	1	1	1	0
Emergency Services Telecommunications Authority*	44	3	0	0	44	5

Agency	Requests received		Outcomes of all requests received or decided in 2020-21¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other¹¹
Energy Safe Victoria*	10	37	35	5	6	8
Environment Protection Authority	1	90	29	14	4	50
Essential Services Commission	1	4	1	1	1	2
Family Safety Victoria	8	1	0	7	0	4
Federation University Australia	2	1	2	0	0	1
Film Victoria	2	0	0	1	0	1
Fire Rescue Victoria	0	452	4	445	4	0
Frankston City Council	2	17	9	7	0	11
Game Management Authority	0	10	2	8	2	2
Gannawarra Shire Council*	0	0	0	0	0	2
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	0	5	4	1	0	3
Gippsland Ports Committee of Management Incorporated*	0	1	0	0	0	1
Gippsland Southern Health Service	29	0	25	0	0	4
Glen Eira City Council*	4	50	13	8	3	30
Glenelg Shire Council*	1	0	0	0	0	1
Golden Plains Shire Council	2	14	1	10	3	3
Gordon Institute of TAFE	2	1	0	2	0	1
Goulburn Broken Catchment Management Authority	0	13	0	1	0	13
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	0	1	0	0	0	1
Goulburn Valley Health (includes Yea and District Memorial Hospital)	331	0	331	0	0	0
Goulburn Valley Region Water Corporation	0	2	2	0	0	0
Goulburn-Murray Rural Water Corporation	3	13	7	5	0	7
Grand Ridge Trail Committee of Management	0	1	0	0	0	1
Great Ocean Road Health	21	0	15	0	0	6
Greater Shepparton City Council	1	24	12	2	0	13
Greyhound Racing Victoria*	0	4	4	0	0	0

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Health Complaints Commissioner	1	1	0	0	0	2
Heathcote Health	8	0	8	0	0	0
Hepburn Shire Council*	6	5	1	3	0	10
Heritage Council of Victoria	4	0	3	0	0	3
Hesse Rural Health Service	1	0	1	0	0	0
Heywood Rural Health	2	0	2	0	0	0
Hindmarsh Shire Council*	1	0	0	0	0	5
Hobsons Bay City Council	14	16	14	15	1	0
Holmesglen Institute*	2	1	0	2	0	1
Horsham Rural City Council	0	6	0	5	0	2
Hume City Council*	0	41	8	8	1	27
Independent Broad-based Anti-corruption Commission	9	4	1	2	2	9
Indigo Shire Council (includes Carlyle Cemetery Trust/Chiltern (Old) Cemetery Trust)	1	7	0	2	0	6
Inglewood and Districts Health Service	1	5	6	0	0	0
Judicial College of Victoria	0	1	0	0	0	1
Kerang District Health	12	0	12	0	0	0
Kilmore and District Hospital	36	6	32	2	0	12
Kingston City Council*	0	39	6	10	0	27
Knox City Council*	4	16	2	14	0	6
Kyabram and District Health Services	13	0	13	0	0	0
La Trobe University	15	4	14	3	0	4
Labour Hire Authority	0	4	0	0	4	0
Latrobe City Council*	3	10	1	6	1	7
Latrobe Regional Hospital	389	0	320	3	0	76
Local Government Inspectorate	4	0	2	2	0	1
Loddon Shire Council*	0	2	0	0	0	3
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water) (includes First Mildura Irrigation Trust)	1	0	2	0	0	0

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Macedon Ranges Shire Council	4	10	3	3	2	12
Major Transport Infrastructure Authority*	1	40	6	20	5	15
Mallee Track Health and Community Service	1	13	11	0	4	3
Manningham City Council*	1	26	9	11	0	10
Mansfield District Hospital	4	15	19	0	0	0
Mansfield Shire Council	2	1	2	0	1	2
Maribyrnong City Council	1	25	17	4	3	8
Maroondah City Council*	2	18	1	13	0	7
Maryborough District Health Service	31	0	31	0	0	0
Medical Panels	4	0	0	2	1	1
Melbourne Health	1,716	850	2,017	61	1	556
Melbourne Polytechnic	2	1	2	0	0	1
Melbourne Water*	8	21	22	3	0	16
Melton City Council	2	18	16	2	0	3
Mental Health Complaints Commissioner	6	0	1	6	0	0
Mental Health Tribunal	23	0	0	0	0	23
Mercy Hospitals Victoria Ltd*	718	0	565	65	0	105
Mildura Base Public Hospital*	134	0	114	0	0	20
Mildura Rural City Council	1	13	1	15	1	3
Minister for Agriculture	0	4	1	1	0	2
Minister for Child Protection	0	1	0	0	0	1
Minister for Consumer Affairs, Gaming and Liquor Regulation	0	1	0	0	0	1
Minister for Crime Prevention	0	1	1	0	0	0
Minister for Education	0	2	1	0	0	1
Minister for Employment	1	0	0	0	0	1
Minister for Energy, Environment and Climate Change	3	0	1	1	0	2
Minister for Health	0	7	0	0	0	7
Minister for Housing	0	1	0	0	0	1

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Minister for Industry Support and Recovery*	0	1	0	0	0	1
Minister for Local Government	0	4	2	0	0	2
Minister for Multicultural Affairs	0	1	0	0	0	1
Minister for Planning	0	3	0	0	0	4
Minister for Police and Emergency Services	0	4	1	2	0	2
Minister for Ports and Freight (includes Minister for Fishing and Boating)	0	2	0	0	0	2
Minister for Prevention of Family Violence	1	1	1	1	0	0
Minister for Public Transport (includes Minister for Roads and Road Safety)	0	1	0	0	0	2
Minister for Tourism, Sport and Major Events	0	1	0	0	0	1
Minister for Training and Skills and Higher Education	0	1	0	0	0	1
Minister for Transport Infrastructure (includes Minister for the Coordination of Transport: COVID-19/Minister for Suburban Rail Loop)	0	5	0	1	0	5
Minister for Water	0	0	0	0	0	1
Minister for Workplace Safety	0	1	0	0	0	1
Mitchell Shire Council*	0	20	3	9	0	9
Moira Shire Council	0	6	0	3	0	3
Monash Health	1,991	3	1,780	111	4	174
Monash University*	21	15	10	3	12	14
Moonee Valley City Council*	5	46	20	2	2	29
Moorabool Shire Council	0	6	0	4	2	1
Moreland City Council*	0	29	9	18	0	6
Mornington Peninsula Shire*	11	85	21	41	1	65
Mount Alexander Shire Council	8	1	1	6	3	0
Mount Buller and Mount Stirling Alpine Resort Management Board	0	1	1	0	0	0
Moyne Health Services*	1	0	1	0	0	0

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Moyne Shire Council*	0	5	1	3	0	2
Muckatah Recreation Reserve Committee of Management	0	1	0	1	0	1
Municipal Association of Victoria	2	1	0	0	0	3
Murrindindi Shire Council*	1	10	2	5	0	6
NCN Health	10	30	37	0	0	3
Nillumbik Shire Council*	2	8	5	5	1	0
North East Region Water Corporation (t/a North East Water)	0	3	0	2	0	1
Northeast Health Wangaratta	178	23	201	0	0	0
Northern Grampians Shire Council	1	2	2	0	0	1
Northern Health	751	277	893	76	2	64
Office of Public Prosecutions*	68	5	19	42	5	62
Office of the Victorian Information Commissioner	2	21	9	7	0	7
Omeo District Health*	4	0	3	0	0	1
Orbost Regional Health	46	0	42	0	0	4
Parks Victoria	14	19	12	12	0	16
Peninsula Health	578	172	610	35	1	165
Peter MacCallum Cancer Centre	104	21	125	0	0	0
Phillip Island Nature Park Board of Management	0	1	1	0	0	0
Portland District Health	46	0	0	45	1	0
Premier of Victoria	1	20	1	3	0	21
Pyrenees Shire Council*	0	3	3	0	0	0
Queen Elizabeth Centre	6	0	6	0	0	0
Racing Integrity Commissioner	1	0	0	0	0	1
Racing Victoria Limited	8	6	1	6	2	5
RMIT University*	0	9	1	3	6	1
Robinvale District Health Services	15	2	17	0	0	0
Rochester and Elmore District Health Service	2	1	2	0	0	1

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Royal Children's Hospital	401	314	364	261	0	117
Royal Society for the Prevention of Cruelty to Animals	25	5	1	13	0	18
Royal Victorian Eye and Ear Hospital	35	137	176	0	0	19
Royal Women's Hospital	274	0	245	29	0	15
Rural City of Wangaratta*	0	8	3	1	1	4
Rural Northwest Health	5	0	5	0	0	0
Safer Care Victoria	7	7	0	2	2	11
Scientific Advisory Committee	0	1	0	1	0	0
Seymour Health*	3	32	35	0	0	0
South East Water	0	21	12	3	0	9
South Gippsland Hospital	0	8	8	0	0	0
South Gippsland Region Water Corporation (t/a South Gippsland Water)	2	0	0	2	0	0
South Gippsland Shire Council	0	16	4	5	2	8
South West Healthcare	260	0	218	27	0	20
South West Institute of TAFE	0	1	0	0	0	1
Southern Grampians Shire Council	1	2	0	4	0	0
Southern Metropolitan Cemeteries Trust	0	1	0	1	0	0
St Vincent's Health	887	25	848	27	2	52
State Electricity Commission of Victoria	5	1	6	0	0	0
State Revenue Office	4	19	19	14	0	6
Stawell Regional Health	16	0	14	1	0	2
Strathbogie Shire Council	0	9	0	7	1	1
Suburban Rail Loop Authority	0	5	0	1	3	2
Sunraysia Institute of TAFE	0	1	0	0	0	1
Surf Coast Shire Council	3	14	2	2	3	12
Sustainability Victoria	0	1	0	2	0	0
Swan Hill District Health	129	0	119	1	0	12
Swan Hill Rural City Council	2	6	0	4	2	3
Swinburne University of Technology	9	2	0	0	2	9

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
TAFE Gippsland	1	1	1	0	0	1
Tallangatta Health Service	1	0	0	0	0	1
Timboon and District Healthcare Service*	1	7	8	0	0	0
Towong Shire Council	0	3	1	2	1	0
Transport Accident Commission	1,773	16	262	1,331	6	479
Transport Safety Victoria	31	12	11	7	0	33
Treasurer of Victoria (includes Minister for the Coordination of Treasury and Finance: COVID-19/Minister for Economic Development)	0	5	4	0	0	2
Tweddle Child + Family Health Service	4	0	5	0	0	1
University of Divinity	0	2	1	0	0	1
University of Melbourne*	45	28	31	20	9	24
V/Line Corporation	14	13	5	22	1	1
VicForests	0	19	7	4	0	12
Victoria Legal Aid*	17	0	2	6	1	12
Victoria Police	3,566	616	104	1,524	232	3,050
Victoria State Emergency Service	22	2	25	0	0	4
Victoria University	13	4	14	0	3	2
Victorian Auditor-General's Office	0	5	0	0	4	2
Victorian Building Authority	0	486	165	112	19	267
Victorian Commission for Gambling and Liquor Regulation	4	17	8	6	5	3
Victorian Curriculum and Assessment Authority	2	2	2	1	1	0
Victorian Electoral Commission	13	1	0	0	1	14
Victorian Equal Opportunity and Human Rights Commission	1	2	0	2	0	1
Victorian Fisheries Authority	0	6	6	0	1	0
Victorian Government Solicitor's Office	1	0	0	1	0	0
Victorian Inspectorate	1	0	0	0	0	1
Victorian Institute of Forensic Medicine	2	1	0	3	0	0

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REQUESTS RECEIVED BY AGENCIES (CONTINUED)

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Victorian Institute of Forensic Mental Health	71	0	40	29	0	2
Victorian Institute of Teaching*	22	0	9	1	13	0
Victorian Legal Services Board (includes Victorian Legal Services Commissioner)*	5	0	0	5	0	5
Victorian Managed Insurance Authority*	12	0	3	5	3	3
Victorian Ombudsman	28	1	7	0	1	21
Victorian Planning Authority	0	3	2	2	0	1
Victorian Ports Corporation (Melbourne)	0	0	0	2	0	0
Victorian Public Sector Commission	1	3	1	1	1	1
Victorian Rail Track (t/a VicTrack)	11	2	0	1	0	12
Victorian Registration and Qualifications Authority	2	3	1	1	1	2
Victorian WorkCover Authority (t/a WorkSafe)	127	1,216	25	866	99	458
Wannon Region Water Corporation	0	4	4	0	0	0
Warrnambool City Council	0	7	0	2	0	9
Wellington Shire Council	0	9	2	5	0	2
West Gippsland Healthcare Group	114	0	106	0	0	10
West Wimmera Health Service	49	13	49	0	0	13
West Wimmera Shire Council	0	1	0	1	0	0
Western District Health Service	63	30	90	0	0	3
Western Health (includes Sunshine Hospital/Western Hospital/Williamstown Hospital)	1,490	1	1,256	32	2	479
Western Region Water Corporation	1	12	0	3	1	10
Whittlesea City Council	4	28	6	24	3	3
William Angliss Institute of TAFE*	0	1	0	0	0	1
Wimmera Health Care Group	36	87	113	1	2	9
Wodonga City Council	0	3	1	1	0	3
Wodonga Institute of TAFE	0	1	0	0	0	1
Wyndham City Council*	5	42	10	13	3	27

Agency	Requests received		Outcomes of all requests received or decided in 2020-21 ¹⁰			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ¹¹
Yarra City Council*	8	66	26	36	2	10
Yarra Ranges Shire Council*	0	30	10	15	2	10
Yarra Valley Water Corporation*	7	14	29	0	0	0
Yarram and District Health Service	2	2	4	0	0	0
Yarrawonga Health	4	6	6	0	0	4
Yooralla	0	2	2	0	0	0
Zoological Parks and Gardens Board	0	0	1	0	0	0

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

¹⁰ Outcomes include all requests decided in 2020-21, including those which were received in the previous financial year but decided in 2020-21.

¹¹ '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 2020-21 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	Cape Bridgewater Cemetery Trust
Adass Israel Cemetery Trust	Benambra Cemetery Trust	Cape Clear Cemetery Trust
Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993	Bendoc Cemetery Trust	Caramut Cemetery Trust
Adult, Community and Further Education Board	Berriwillock Cemetery Trust	Carisbrook Cemetery Trust
Alberton Cemetery Trust	Berwick and Harkaway Cemeteries Trust	Carlsruhe Cemetery Trust
Alexandra Cemetery Trust	Bethanga Cemetery Trust	Carngham Cemetery Trust
Alma Cemetery Trust	Beulah Cemetery Trust	Carrajung Cemetery Trust
Alpine Resorts Coordinating Council	Birchip Cemetery Trust	Carwarp Cemetery Trust
AMES Australia (previously known as Adult Multicultural Education Services)	Blackheath Cemetery Trust	Casey-Cardinia Library Corporation*
Amherst Cemetery Trust	Blackwood Cemetery Trust	Cassilis Cemetery Trust
Amphitheatre Cemetery Trust	Bleak House Cemetery Trust	Casterton (New) Cemetery Trust
Antwerp Cemetery Trust	Blue Mountain Cemetery Trust	Casterton (Old) Cemetery Trust
Apollo Bay Cemetery Trust	Boinka Cemetery Trust	Castlemaine Public Cemetery Trust
Appeal Costs Board	Boolarra Cemetery Trust	Cathcart Cemetery Trust
Apsley Cemetery Trust	Boorhaman Cemetery Trust	Cathkin Cemetery Trust
Ararat Cemetery Trust	Boort Cemetery Trust	Caulfield Racecourse Reserve Trust
Ararat Rural City Council	Boram Boram Cemetery Trust	Cavendish Cemetery Trust
Arthurs Creek Cemetery Trust	Boroondara Cemetery Trust	Charlton Cemetery Trust
Ashens Cemetery Trust	Bowman's Forest Cemetery Trust	Chetwynd Cemetery Trust
Australian Centre for the Moving Image	Box Hill Cemetery Trust	Chewton Cemetery Trust
Avenel Cemetery Trust	Branxholme Cemetery Trust	Chief Investigator Transport Safety
Avoca Cemetery Trust	Briagolong Cemetery Trust	Chiltern (New) Cemetery Trust
Bairnsdale Cemetery Trust	Bridgewater Cemetery Trust	Clarendon Cemetery Trust
Ballan Cemetery Trust	Bright Cemetery Trust	Clear Lake Cemetery Trust
Ballangeich Cemetery Trust	Brim Cemetery Trust	Clunes Cemetery Trust
Balmoral Cemetery Trust	Brimpaen Cemetery Trust	Cobden Cemetery Trust
Bambra Cemetery Trust	Broadford Cemetery Trust	Cobram Cemetery Trust
Bannerton Cemetery Trust	Bruthen Cemetery Trust	Coghill's Creek Cemetery Trust
Bannockburn Cemetery Trust	Buangor Cemetery Trust	Cohuna Cemetery Trust
Banyule Cemeteries Trust	Buchan Cemetery Trust	Colbinabbin Cemetery Trust
Baringhup Cemetery Trust	Buckland Cemetery Trust	Coleraine Cemetery Trust
Barkly Cemetery Trust	Bulla Cemetery Trust	Commissioner for Environmental Sustainability
Barmah Cemetery Trust	Bullarto Cemetery Trust	Concongella Cemetery Trust
Barnawartha Cemetery Trust	Bumberrah Cemetery Trust	Condah Cemetery Trust
Barwon South West Waste and Resource Recovery Group	Bung Bong and Wareek Cemetery Trust	Coongulmerang Cemetery Trust
Bealiba Cemetery Trust	Bungaree Cemetery Trust	Corack Cemetery Trust
Beaufort Cemetery Trust	Buninyong Cemetery Trust	Corangamite Regional Library Corporation
Beechworth Cemetery Trust	Bunyip Cemetery Trust	Corinella Cemetery Trust
Beenak Cemetery Trust	Burrum Burrum Cemetery Trust	Corop Cemetery Trust
Bellbrae Cemetery Trust	Byaduk Cemetery Trust	Corryong Cemeteries Trust
	Byaduk North Cemetery Trust	Cowangie Cemetery Trust
	Camperdown Cemetery Trust	
	Cann River Cemetery Trust	

Cranbourne Cemetery Trust	Emerald Tourist Railway Board	Gray's Bridge Cemetery Trust
Cressy Cemetery Trust	Ensay Cemetery Trust	Graytown Cemetery Trust
Creswick Cemetery Trust	Epping Cemetery Trust	Great Ocean Road Coast and Parks Authority (includes Great Ocean Road Coast Committee)
Crib Point Cemetery Trust	Estate Agents Council	Great Western Cemetery Trust
Crowlands Cemetery Trust	Eureka (Chinkapook) Cemetery Trust	Greater Metropolitan Cemeteries Trust
Cudgewa (Wabba) Cemetery Trust	Euroa Cemetery Trust	Green Hill Cemetery Trust
Culgoa (Kaniera) Cemetery Trust	Falls Creek Alpine Resort Management Board	Green Lake Cemetery Trust
Dahwedarre Cemetery Trust	Ferntree Gully Cemetery Trust	Greendale Cemetery Trust
Dairy Food Safety Victoria	Firearms Appeals Committee	Greta Cemetery Trust
Dargo Cemetery Trust	Footscray Cemetery Trust	Guildford Cemetery Trust
Darlington Cemeteries Trust	Foster Cemetery Trust	Hamilton Cemetery Trust
Darraweit Guim Cemetery Trust	Franklinford Cemetery Trust	Harcourt Cemetery Trust
Dartmoor Cemetery Trust	Frankston Cemetery Trust	Harness Racing Victoria
Daylesford Cemetery Trust	French Island Cemetery Trust	Harrietville Cemetery Trust
Deep Lead Cemetery Trust	Fryerstown Cemetery Trust	Harrow Cemetery Trust
Deputy Premier of Victoria	Gaffney's Creek Cemetery Trust	Havilah Cemetery Trust
Dergholm Cemetery Trust	Garvoc Cemetery Trust	Hawkesdale Cemetery Trust
Derrinallum Cemetery Trust	Geelong Cemeteries Trust	Hazelwood Cemetery Trust
Devenish Cemetery Trust	Geelong Performing Arts Centre Trust	HealthShare Victoria
Digby Cemetery Trust	Geelong Regional Library Corporation*	Heathcote Cemetery Trust
Dimboola Cemetery Trust	Gembrook Cemetery Trust	Hexham Cemetery Trust
Donald Cemetery Trust	Gippsland Waste and Resource Recovery Group	Heyfield Cemetery Trust
Donnybrook Cemetery Trust	Gipsy Point Cemetery Trust	Heywood Cemetery Trust
Dookie Cemetery Trust	Glenelg Hopkins Catchment Management Authority*	Hopetoun Cemetery Trust
Dookie East Cemetery Trust	Glengower Cemetery Trust	Horsham Cemetery Trust
Dowling Forest Cemetery Trust	Glenlyon Cemetery Trust	Hotspur Cemetery Trust
Drik Drik Cemetery Trust	Glenmaggie Cemetery Trust	Indigo North Health Inc.
Drouin Cemetery Trust	Glenorchy Cemetery Trust	Infrastructure Victoria*
Drouin West Cemetery Trust	Glenthompson Cemetery Trust	Inglewood Cemetery Trust
Dunkeld Cemetery Trust	Gobur Cemetery Trust	Inverleigh Cemetery Trust
Dunolly (New) Cemetery Trust	Goldfields Library Corporation*	Inverloch Cemetery Trust
Dunolly (Old) Cemetery Trust	Goorong Cemetery Trust	Jeparit Cemetery Trust
Durham Ox Cemetery Trust	Gordon (New) Cemetery Trust	Jerro Cemetery Trust
East Gippsland Shire Cemeteries Trust	Gordon (Old) Cemetery Trust	John Foord (Wahgunyah) Cemetery Trust
Eastern Regional Libraries Corporation	Gormandale Cemetery Trust	Joyce's Creek Cemetery Trust
Echuca Cemetery Trust	Goulburn Valley Regional Library Corporation	Kangaroo Ground Cemetery Trust
Eddington Cemetery Trust	Goulburn Valley Waste and Resource Recovery Group	Kardinia Park Stadium Trust
Eganstown Cemetery Trust	Gowangardie Cemetery Trust	Karnak Cemetery Trust
Eildon Weir Cemetery Trust	Grampians Central West Waste and Resource Recovery Group	Katamatite Cemetery Trust
Elaine Cemetery Trust	Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Katandra Cemetery Trust
Eldorado Cemetery Trust	Granite Flat Cemetery Trust	Katyil Cemetery Trust
Electoral Boundaries Commission*	Grantville Cemetery Trust	Kenmare Cemetery Trust
Ellerslie Cemetery Trust	Granya Cemetery Trust	Kerang Cemetery Trust
Elmhurst Cemetery Trust		Kialla West Cemetery Trust
Elmore Cemetery Trust		Kiata Cemetery Trust
Elphinstone Cemetery Trust		
Eltham Cemetery Trust		

6 APPENDICES

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Kiewa Cemetery Trust	Malmsbury Cemetery Trust	Minister for Resources
Kilcunda Cemetery Trust	Manangatang Cemetery Trust	Minister for Small Business
Kilmore Cemetery Trust	Mansfield Cemetery Trust	Minister for Solar Homes
Kilnoorat Cemetery Trust	Marlo Cemetery Trust	Minister for Suburban Development
Kinglake Ranges Cemetery Trust	Marong Cemetery Trust	Minister for the Coordination of Education and Training: COVID-19
Kingower Cemetery Trust	Maryborough Cemetery Trust	Minister for the Coordination of Environment, Land, Water and Planning: COVID-19
Koetong Cemetery Trust	Maryknoll Cemetery Trust	Minister for the Coordination of Health and Human Services: COVID-19
Koondrook Cemetery Trust	Marysville Cemetery Trust	Minister for the Coordination of Jobs, Precincts and Regions: COVID-19
Kooweerup Regional Health Service	Matlock Cemetery Trust	Minister for the Coordination of Justice and Community Safety: COVID-19
Korong Vale Cemetery Trust	Meenyan Cemetery Trust	Minister for Trade
Korumburra Cemetery Trust	Melbourne and Olympic Parks Trust	Minister for Veterans
Kyabram Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust	Minister for Victim Support
Kyneton Cemetery Trust	Melbourne Convention and Exhibition Trust	Minister for Women
Laen North Cemetery Trust	Melbourne Cricket Ground Trust	Minister for Youth
Lake Boga Cemetery Trust	Melbourne Market Authority	Minister for Youth Justice
Lake Bolac Cemetery Trust	Melton Cemetery Trust	Minyip Cemetery Trust
Lake Rowan Cemetery Trust	Mental Health Reform Victoria	Miram Cemetery Trust
Lakes Entrance Cemetery Trust	Merbein Cemetery Trust	Mirboo North Cemetery Trust
Lalbert Cemetery Trust	Meredith Cemetery Trust	Mitiamo Cemetery Trust
Lancefield Cemetery Trust	Meringur Cemetery Trust	Mitta Mitta Cemetery Trust
Land Tax Hardship Relief Board	Merino Cemetery Trust	Moe Memorial Park Trust
Landsborough Cemetery Trust	Merit Protection Boards	Moliagul Cemetery Trust
Lang Lang Cemetery Trust	Metropolitan Waste and Resource Recovery Group	Moonambel Cemetery Trust
Latrobe Valley Authority*	Milawa Cemetery Trust	Moondarra Cemetery Trust
Learmonth Cemetery Trust	Mildura Cemetery Trust	Moonlight Head Cemetery Trust
Legal Practitioners' Liability Committee*	Minimay Cemetery Trust	Moorngag Cemetery Trust
Leongatha Cemetery Trust	Minister for Aboriginal Affairs	Mooroopna Cemetery Trust
Lethbridge Cemetery Trust	Minister for Ambulance Services	Mornington Peninsula Cemetery Trust
Lexton Cemetery Trust	Minister for Business Precincts	Morrison's Cemetery Trust
Linton Cemetery Trust	Minister for Community Sport	Mortlake Cemetery Trust
Lismore Cemetery Trust	Minister for Corrections	Mount Cole Cemetery Trust
Loch Ard Cemetery Trust	Minister for Creative Industries	Mount Egerton Cemetery Trust
Lockwood Cemetery Trust	Minister for Cross Border Coordination	Mount Hotham Alpine Resort Management Board
Loddon Mallee Waste and Resource Recovery Group	Minister for Disability, Ageing and Carers	Mount Prospect Cemetery Trust
Longwood Cemetery Trust	Minister for Early Childhood	Moyston Cemetery Trust
Lorquon Cemetery Trust	Minister for Equality	Muckleford Cemetery Trust
Macarthur Cemetery Trust	Minister for Government Services	Murchison Cemetery Trust
Macedon Cemetery Trust	Minister for Industrial Relations	Murray Valley Wine Grape Industry Development Committee
Maddingley Cemetery Trust	Minister for Innovation, Medical Research and the Digital Economy	Murrayville Cemetery Trust
Maffra Cemetery Trust	Minister for Mental Health	Murtoa Cemetery Trust
Majorca Cemetery Trust	Minister for Racing	Museums Victoria*
Maldon Cemetery Trust	Minister for Regional Development	
Mallacoota Cemetery Trust		
Mallee Catchment Management Authority*		

Myrtleford Cemetery Trust	Pompapiel Cemetery Trust	Sandford Cemetery Trust
Mysia Cemetery Trust	Poowong Cemetery Trust	Sandy Creek Cemetery Trust
Mystic Park Cemetery Trust	Port Campbell Cemetery Trust	Scotts Creek Cemetery Trust
Nagambie Cemetery Trust	Port Fairy Cemetery Trust	Sea Lake Cemetery Trust
Nandaly Cemetery Trust	Port of Hastings Development Authority	Sentencing Advisory Council
Narimanga Cemetery Trust	Port Phillip and Westernport Catchment Management Authority	Service Victoria
Narracan Cemetery Trust	Portland (North) Cemetery Trust	Seymour Cemetery Trust
Narrawong Cemetery Trust	Portland (South) Cemetery Trust	Sheep Hills Cemetery Trust
Nathalia Cemetery Trust	Post Sentence Authority	Shelford Cemetery Trust
Natimuk Cemetery Trust	PrimeSafe	Shepparton Cemetery Trust
National Gallery of Victoria*	Professional Boxing and Combat Sports Board	Shrine of Remembrance Trustees*
National Parks Advisory Council	Public Record Office Victoria*	Skipton Cemetery Trust
Natte Yallock Cemetery Trust	Public Records Advisory Council*	Smeaton Cemetery Trust
Navarre Cemetery Trust	Public Sector Gender Equality Commissioner	Smythesdale Cemetery Trust
Neerim Cemetery Trust	Public Transport Access Committee	Southern Alpine Resort Management Board
Nelson Cemetery Trust	Pyramid Hill Cemetery Trust	Speed Cemetery Trust
Netherby Cemetery Trust	Quambatook Cemetery Trust	Spring Hill Cemetery Trust
Newbridge Cemetery Trust	Quantong Cemetery Trust	Spring Lead Cemetery Trust
Newstead Cemetery Trust	Queen Victoria Women's Centre Trust	St Arnaud Cemetery Trust
Nhill Cemetery Trust	Queenstown Cemetery Trust	Staffordshire Reef Cemetery Trust
Nillumbik Cemetery Trust	Rainbow Cemetery Trust	Stanley Cemetery Trust
Nirranda Cemetery Trust	Raywood Cemetery Trust	State Library of Victoria*
North Central Catchment Management Authority*	Red Cliffs Cemetery Trust	State Sport Centres Trust
North East Catchment Management Authority	Redbank Cemetery Trust	Steiglitz Cemetery Trust
North East Link State Tolling Corporation	Redcastle Cemetery Trust	Stratford Cemetery Trust
North East Waste and Resource Recovery Group	Remembrance Parks Central Victoria	Strathbogie Cemetery Trust
Numurkah Wunghnu Cemetery Trust	Residential Tenancies Bond Authority	Strathdownie Cemetery Trust
Nurrabil Cemetery Trust	Respect Victoria	Streatham Cemetery Trust
Nyah Cemetery Trust	Rheola Cemetery Trust	Stuart Mill Cemetery Trust
Nyora Cemetery Trust	Riddells Creek Cemetery Trust	Sunbury Cemetery Trust
Office of the Family Violence Reform Implementation Monitor	Ripplebrook Cemetery Trust	Surveyors Registration Board of Victoria
Omeo Cemetery Trust	Road Safety Camera Commissioner	Sutton Grange Cemetery Trust
Orbost Cemetery Trust	Robinvale Cemetery Trust	Swan Hill Cemetery Trust
Ouyen Cemetery Trust	Rochester Cemetery Trust	Swanwater West Cemetery Trust
Pakenham Cemetery Trust	Rokewood Cemetery Trust	Talgarno Cemetery Trust
Panmure Cemetery Trust	Roseberry Cemetery Trust	Tallangatta Cemetery Trust
Pannoo-bamawm Cemetery Trust	Rosedale Cemetery Trust	Tallarook Cemetery Trust
Patho Cemetery Trust	Rothwell Cemetery Trust	Taradale Cemetery Trust
Paynesville Cemetery Trust	Royal Botanic Gardens Board*	Tarnagulla Cemetery Trust
Phillip Island Cemetery Trust	Runnymede Cemetery Trust	Tarrawingee Cemetery Trust
Pimpinio Cemetery Trust	Rupanyup Cemetery Trust	Tarrayoukian Cemetery Trust
Pine Lodge Cemetery Trust	Rushworth Cemetery Trust	Tarwin Lower Cemetery Trust
Pleasant Creek Cemetery Trust	Rye Cemetery Trust	Tatura Cemetery Trust
Polkemmet Cemetery Trust	Sale Cemetery Trust	Tatyoony Cemetery Trust
	San Remo Cemetery Trust	Tawonga Cemetery Trust
		Teesdale Cemetery Trust

6 APPENDICES

AGENCIES THAT DID NOT RECEIVE FOI REQUESTS (CONTINUED)

Terang and Mortlake Health Service	Victorian Local Government Grants Commission	Winiam Cemetery Trust
Terang Cemetery Trust	Victorian Marine and Coastal Council	Winton Cemetery Trust
Terrapee Cemetery Trust	Victorian Mining Warden*	Wodonga Cemetery Trust
Thoona Cemetery Trust	Victorian Multicultural Commission	Wonthaggi Cemetery Trust
Thorpdale Cemetery Trust	Victorian Pharmacy Authority	Woodend Cemetery Trust
Timor Cemetery Trust	Victorian Professional Standards Council	Woods Point Cemetery Trust
Tongala Cemetery Trust	Victorian Regional Channels Authority	Woodside Cemetery Trust
Toosan Cemetery Trust	Victorian Responsible Gambling Foundation	Woolsthorpe Cemetery Trust
Toolamba Cemetery Trust	Victorian Small Business Commission	Woomelang Cemetery Trust
Toongabbie Cemetery Trust	Victorian Strawberry Industry Development Committee	Woorak Cemetery Trust
Toora Cemetery Trust	Victorian Veterans Council	Woorndoo Cemetery Trust
Towanninie Cemetery Trust	Violet Town Cemetery Trust	Woosang Cemetery Trust
Tower Hill Cemetery Trust	Waanyarra Cemetery Trust	WorkCover Advisory Committee
Trafalgar Cemetery Trust	Waitchie Cemetery Trust	Wycheproof Cemetery Trust
Traralgon Cemetery Trust	Walhalla Cemetery Trust	Wychitella Cemetery Trust
Trentham Cemetery Trust	Wallan Cemetery Trust	Yabba Cemetery Trust
Trust for Nature (Victoria)	Walpeup Cemetery Trust	Yackandandah Cemetery Trust
Tungamah Cemetery Trust	Walwa Cemetery Trust	Yalca North Cemetery Trust
Tutye Cemetery Trust	Wangaratta Cemetery Trust	Yallourn Cemetery Trust
Tyaak Cemetery Trust	Warracknabeal Cemetery Trust	Yambuk Cemetery Trust
Tylden Cemetery Trust	Warragul Cemetery Trust	Yan Yean Cemetery Trust
Underbool Cemetery Trust	Warrnambool Cemetery Trust	Yarck Cemetery Trust
Upper Regions (Wail) Cemetery Trust	Watchem Cemetery Trust	Yarra Plenty Regional Library*
Upper Yarra Cemetery Trust	Waterloo Cemetery Trust	Yarragon Cemetery Trust
Vaughan Cemetery Trust	Waubra Cemetery Trust	Yarram Cemetery Trust
Veterinary Practitioners Registration Board of Victoria	Wedderburn Cemetery Trust	Yarrawonga and District Cemetery Trust
Victorian Aboriginal Heritage Council	Welshpool Cemetery Trust	Yarrayne Cemetery Trust
Victorian Agency for Health Information	Werona and Kooroocheang Cemetery Trust	Yarriambiack Shire Council
Victorian Arts Centre Trust*	Werrimull Cemetery Trust	Yea Cemetery Trust
Victorian Asbestos Eradication Agency	West Gippsland Catchment Management Authority	
Victorian Assisted Reproductive Treatment Authority	West Gippsland Regional Library Corporation*	
Victorian Catchment Management Council	West Wimmera Cemetery Trust	
Victorian Disability Advisory Council	Westernport Region Water Corporation	
Victorian Disability Worker Commission (includes Victorian Disability Worker Commissioner)	Whitefield Cemetery Trust	
Victorian Environmental Assessment Council	Whitehorse Manningham Regional Library Corporation	
Victorian Environmental Water Holder	Whroo Cemetery Trust	
Victorian Government Architect	Wickliffe Cemetery Trust	
Victorian Health Promotion Foundation (t/a VicHealth)	Willaura Cemetery Trust	
Victorian Independent Remuneration Tribunal	Willow Grove Cemetery Trust	
Victorian Law Reform Commission	Wimmera Catchment Management Authority	
Victorian Legal Admissions Board*	Wimmera Regional Library Corporation*	

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

APPENDIX B

APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL 2020-21¹²

<i>Agency</i>	<i>Appeals lodged</i>	<i>Appeals withdrawn from VCAT¹³</i>	<i>Decided by VCAT</i>	<i>Agency decision confirmed¹⁴</i>	<i>Agency decision varied</i>	<i>Agency decision overturned</i>	<i>Other¹⁵</i>
Totals	190	79	32	26	5	1	255
Accident Compensation Conciliation Service	1	0	0	0	0	0	0
Alfred Health	0	0	0	0	0	0	1
Ambulance Victoria	1	0	0	0	0	0	1
Ballarat Health Services	1	0	0	0	0	0	2
Barwon Health	0	0	0	0	0	0	1
Bayside City Council	0	1	0	0	0	0	1
Bendigo Kangan Institute	1	0	0	0	0	0	1
Chief Parliamentary Counsel Victoria	3	0	1	1	0	0	2
City of Boroondara	1	1	0	0	0	0	4
City of Greater Bendigo	1	0	0	0	0	0	1
City of Greater Geelong	3	1	1	1	0	0	2
City of Port Phillip	2	0	2	1	1	0	1
Commission for Children and Young People	1	1	0	0	0	0	1
Country Fire Authority	0	1	0	0	0	0	1
Court Services Victoria	1	0	1	1	0	0	0
Department of Education and Training	2	0	2	2	0	0	9
Department of Environment, Land, Water and Planning	5	5	0	0	0	0	7
Department of Families, Fairness and Housing	5	1	0	0	0	0	5
Department of Health	9	3	0	0	0	0	9
Department of Health and Human Services	11	3	1	1	0	0	15
Department of Jobs, Precincts and Regions	2	2	0	0	0	0	3
Department of Justice and Community Safety	17	14	0	0	0	0	23
Department of Premier and Cabinet	10	5	0	0	0	0	11
Department of Transport	18	6	6	6	0	0	17
Development Victoria	4	3	0	0	0	0	5
Eastern Health	2	0	0	0	0	0	2

6 APPENDICES

APPEALS TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL 2020-21 (CONTINUED)

Agency	Appeals lodged	Appeals withdrawn from VCAT ¹³	Decided by VCAT	Agency decision confirmed ¹⁴	Agency decision varied	Agency decision overturned	Other ¹⁵
Emergency Services Telecommunications Authority	1	0	0	0	0	0	1
Environment Protection Authority	11	2	1	0	1	0	12
Frankston City Council	0	0	1	1	0	0	0
Greater Shepparton City Council	1	1	0	0	0	0	1
Horsham Rural City Council	0	0	0	0	0	0	1
Indigo Shire Council	2	1	0	0	0	0	2
Kingston City Council	1	0	0	0	0	0	1
Macedon Ranges Shire Council	1	0	1	0	0	1	2
Major Transport Infrastructure Authority	3	1	0	0	0	0	5
Manningham City Council	1	0	0	0	0	0	1
Medical Panels	1	1	0	0	0	0	1
Melbourne Health	0	0	1	1	0	0	0
Minister for Local Government	1	1	0	0	0	0	1
Monash Health	2	0	0	0	0	0	3
Moyne Shire Council	1	1	0	0	0	0	1
Murrindindi Shire Council	1	0	0	0	0	0	1
Office of Public Prosecutions	1	1	0	0	0	0	1
Premier of Victoria	1	1	0	0	0	0	1
Racing Victoria Limited	5	1	0	0	0	0	5
Royal Society for the Prevention of Cruelty to Animals	3	0	0	0	0	0	3
South Gippsland Shire Council	1	0	0	0	0	0	2
State Revenue Office	0	0	7	6	1	0	0
Stawell Regional Health	0	1	0	0	0	0	1
Suburban Rail Loop Authority	2	0	2	2	0	0	2
Surf Coast Shire Council	1	0	0	0	0	0	1
Transport Accident Commission	0	0	0	0	0	0	1
University of Melbourne	1	0	0	0	0	0	1
V/Line Corporation	1	0	0	0	0	0	1
Victoria Police	31	14	3	1	2	0	57
Victorian Building Authority	8	4	0	0	0	0	10

Agency	Appeals lodged	Appeals withdrawn from VCAT¹³	Decided by VCAT	Agency decision confirmed¹⁴	Agency decision varied	Agency decision overturned	Other¹⁵
Victorian Commission for Gambling and Liquor Regulation	0	1	1	1	0	0	1
Victorian Equal Opportunity and Human Rights Commission	1	0	0	0	0	0	1
Victorian Institute of Teaching	2	0	0	0	0	0	4
Victorian Legal Services Board	0	0	0	0	0	0	1
Victorian Ports Corporation (Melbourne)	1	0	0	0	0	0	1
Victorian WorkCover Authority (t/a WorkSafe)	2	1	1	1	0	0	2
Western Region Water Corporation	1	0	0	0	0	0	1

¹² The data in this table is based on the number and type of decisions handed down by the Tribunal in 2020-21, whether or not those decisions were as a result of appeals lodged in that year or previous years. This is necessary given the time that can pass between an appeal being lodged, the mediation and other processes that can occur prior to a formal hearing, and a final decision being handed down by the Tribunal.

¹³ 'Appeals withdrawn from VCAT' figures are also included in the 'Other' column.

¹⁴ 'VCAT agency decision confirmed' includes situations where a case was struck out, or the matter was dismissed.

¹⁵ 'Other' includes cases that were withdrawn or settled prior to the VCAT hearing or not yet decided by the Tribunal.

6 APPENDICES

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>
Akoonah Park Committee of Management	s.33(1) x 1	
Albury Wodonga Health	s.30(1) x 1 s.33(1) x 5 s.35(1)(b) x 2	
Alfred Health	s.31(1)(a) x 1 s.33(1) x 25 s.33(4) x 2 s.35(1)(b) x 22 s.38 x 11	
Alpine Shire Council	s.30(1) x 1 s.33(1) x 1	
Ambulance Victoria	s.30(1) x 4 s.33(1) x 510 s.35(1)(a) x 1 s.35(1)(b) x 3	
Architects Registration Board of Victoria	s.25A(5) x 1 s.35(1)(b) x 1	
Attorney-General	s.33(1) x 1	
Austin Health	s.25A(1) x 2 s.30(1) x 2 s.32(1) x 1 s.33(1) x 41 s.35(1)(b) x 19 s.38 x 1	
Australian Grand Prix Corporation	s.29A x 1 s.34(1)(a) x 1 s.34(4)(a) x 1	
Bairnsdale Regional Health Service	s.31(1)(c) x 9 s.33(4) x 1	
Ballarat Health Services	s.30(1) x 2 s.31(1)(a) x 10 s.33(1) x 25 s.35(1)(b) x 45 s.38 x 1	
Banyule City Council	s.33(1) x 11 s.34(1)(b) x 1	
Barwon Health	s.25A(1) x 3 s.30(1) x 5 s.33(1) x 187 s.35(1)(b) x 83 s.38 x 8	
Barwon Region Water Corporation	s.30(1) x 1	
Bass Coast Health	s.33(1) x 2 s.35(1)(b) x 2	
Bass Coast Shire Council	s.32(1) x 1 s.33(1) x 5	

<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>
Baw Baw Shire Council	s.30(1) x 2 s.33(1) x 6 s.35(1)(a) x 2 s.35(1)(b) x 2 s.38 x 1	
Bayside City Council	s.30(1) x 2 s.32(1) x 4 s.33(1) x 1 s.34(1)(b) x 2 s.34(4)(a) x 4	
Bendigo Health Care Group	s.25A(1) x 20 s.30(1) x 3 s.33(1) x 93 s.35(1)(a) x 1 s.35(1)(b) x 25 s.38 x 1	
Borough of Queenscliffe	s.33(1) x 1	
Brimbank City Council	s.30(1) x 1 s.32(1) x 3 s.33(1) x 4 s.34(1)(b) x 3 s.35(1)(b) x 1	
Buloke Shire Council	s.33(1) x 1	
Bushfire Recovery Victoria	s.33(1) x 1	
Campaspe Shire Council	s.30(1) x 1 s.33(1) x 8 s.35(1)(b) x 1	
Cardinia Shire Council	s.32(1) x 1 s.33(1) x 5 s.35(1)(a) x 1 s.35(1)(b) x 2	
Central Gippsland Region Water Corporation (t/a Gippsland Water)	s.34(1)(a) x 2	
Central Highlands Region Water Corporation	s.32(1) x 1	
Chief Parliamentary Counsel Victoria	s.32(1) x 2 s.33(1) x 1	s.32(1) x 1
Chisholm Institute	s.32(1) x 1	
City of Ballarat	s.25A(1) x 1 s.33(1) x 4 s.34(1)(b) x 2 s.35(1)(a) x 1	
City of Boroondara	s.32(1) x 1 s.33(1) x 27 s.34(1)(b) x 5	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
City of Boroondara (continued)	s.35(1)(b) x 2 s.38 x 1 s.36(2)(b) x 1	
City of Casey	s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 15 s.34(1)(b) x 3 s.35(1)(b) x 2 s.38 x 1	
City of Darebin	s.30(1) x 1 s.33(1) x 24 s.35(1)(a) x 1 s.38 x 1 s.36(2)(a) x 1	
City of Greater Bendigo	s.33(1) x 8 s.34(4)(a) x 1 s.35(1)(b) x 4 s.38 x 2	
City of Greater Dandenong	s.25A(1) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.33(6) x 2 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
City of Greater Geelong	s.25A(5) x 17 s.30(1) x 6 s.33(1) x 49 s.34(1)(a) x 8 s.35(1)(b) x 10 s.38A(1)(d) x 1	s.33(1) x 1 s.34(1)(a) x 1
City of Melbourne	s.30(1) x 7 s.31(1)(d) x 2 s.32(1) x 4 s.33(1) x 8 s.34(1)(b) x 6 s.35(1)(b) x 3	
City of Monash	s.30(1) x 1 s.33(1) x 3 s.34(1)(b) x 2 s.35(1)(b) x 2 s.38 x 1	
City of Port Phillip	s.30(1) x 1 s.32(1) x 3 s.33(1) x 16 s.34(1)(a) x 3 s.34(4)(a) x 1 s.35(1)(b) x 1 s.38 x 2	s.33(1) x 1 s.38 x 1
City of Stonnington	s.30(1) x 3 s.32(1) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
	s.33(1) x 24 s.34(1)(b) x 3 s.34(4)(a) x 1 s.35(1)(b) x 4	
City of Whitehorse	s.30(1) x 1 s.32(1) x 1 s.33(1) x 3 s.35(1)(b) x 2	
City West Water Corporation	s.30(1) x 14 s.32(1) x 6 s.33(1) x 6 s.34(4)(a) x 28	
Colac Area Health	s.33(1) x 2 s.35(1)(a) x 4	
Colac Otway Shire	s.33(1) x 2 s.35(1)(b) x 1	
Coliban Region Water Corporation	s.33(1) x 1	
Commercial Passenger Vehicles Victoria	s.28(1)(d) x 1 s.30(1) x 2 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1	
Commission for Children and Young People	s.25A(5) x 5 s.31(1)(a) x 5 s.31(1)(c) x 5 s.33(1) x 5 s.35(1)(b) x 5 s.38 x 5	
Corangamite Catchment Management Authority	s.33(1) x 1 s.34(1)(a) x 1	
Country Fire Authority	s.28(1)(a) x 1 s.30(1) x 10 s.31(1)(a) x 1 s.31(1)(b) x 3 s.32(1) x 11 s.33(1) x 20 s.34(4)(a) x 2 s.35(1)(a) x 7 s.35(1)(b) x 7 s.36(1)(b) x 8	
Court Services Victoria	s.25A(5) x 3 s.30(1) x 3 s.31(1)(d) x 1 s.31(1)(e) x 1 s.33(1) x 4 s.24A(1) x 1 s.29B x 2	s.25A(5) x 1 s.29A x 1 s.31(1)(d) x 1 s.33(1) x 1

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EXEMPTIONS CITED (CONTINUED)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)	Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
COVID-19 Quarantine Victoria	s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 2 s.34(1)(b) x 1			s.31(1)(b) x 1 s.31(1)(c) x 107 s.31(1)(d) x 1 s.32(1) x 6 s.33(1) x 373 s.34(1)(b) x 4 s.35(1)(a) x 1 s.35(1)(b) x 150 s.38 x 109	
Deakin University	s.30(1) x 4 s.32(1) x 1 s.33(1) x 7 s.33(6) x 1 s.35(1)(a) x 2				
Department of Education and Training	s.25A(1) x 10 s.25A(5) x 5 s.28(1)(b) x 1 s.28(1)(ba) x 2 s.28(1)(c) x 1 s.28(1)(d) x 4 s.29(a) x 2 s.29(b) x 1 s.30(1) x 81 s.31(1)(a) x 8 s.31(1)(b) x 2 s.31(1)(d) x 2 s.32(1) x 23 s.33(1) x 185 s.34(1)(a) x 1 s.34(1)(b) x 6 s.35(1)(a) x 4 s.35(1)(b) x 61 s.36(1)(a) x 1 s.38 x 28	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 2	Department of Health	s.25A(1) x 10 s.25A(5) x 5 s.28(1)(d) x 1 s.29(a) x 1 s.30(1) x 19 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 57 s.35(1)(a) x 1 s.35(1)(b) x 7	
			Department of Health and Human Services	s.25A(1) x 67 s.25A(5) x 102 s.28(1)(b) x 1 s.28(1)(ba) x 4 s.29(a) x 5 s.29(b) x 2 s.30(1) x 33 s.31(1)(a) x 132 s.31(1)(c) x 287 s.31(1)(d) x 1 s.32(1) x 3 s.33(1) x 607 s.34(1)(b) x 4 s.34(4)(a) x 6 s.35(1)(a) x 4 s.35(1)(b) x 352 s.38 x 295	s.35(1)(b) x 1
Department of Environment, Land, Water and Planning	s.25A(1) x 3 s.28(1)(b) x 3 s.28(1)(ba) x 5 s.28(1)(c) x 5 s.28(1)(d) x 14 s.29(b) x 3 s.30(1) x 41 s.31(1)(a) x 3 s.31(1)(b) x 1 s.32(1) x 14 s.33(1) x 36 s.34(1)(a) x 3 s.34(1)(b) x 8 s.34(4)(a) x 10 s.35(1)(a) x 2 s.35(1)(b) x 8 s.36(1)(a) x 1 s.36(1)(b) x 1		Department of Jobs, Precincts and Regions	s.25A(1) x 10 s.25A(5) x 1 s.28(1)(a) x 2 s.28(1)(b) x 2 s.28(1)(ba) x 9 s.28(1)(d) x 5 s.30(1) x 20 s.31(1)(d) x 1 s.32(1) x 2 s.33(1) x 55 s.34(1)(b) x 11 s.34(4)(a) x 28 s.35(1)(a) x 1 s.35(1)(b) x 8 s.38 x 5	
Department of Families, Fairness and Housing	s.25A(1) x 38 s.25A(5) x 57 s.28(1)(c) x 1 s.30(1) x 15 s.31(1)(a) x 19				

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Department of Justice and Community Safety	s.25A(1) x 73 s.25A(5) x 16 s.28(1)(a) x 1 s.28(1)(b) x 6 s.28(1)(ba) x 8 s.28(1)(c) x 2 s.28(1)(d) x 14 s.30(1) x 281 s.31(1)(a) x 449 s.31(1)(b) x 2 s.31(1)(c) x 1 s.31(1)(d) x 313 s.31(1)(e) x 1 s.32(1) x 10 s.33(1) x 908 s.33(7) x 1 s.34(1)(a) x 2 s.34(1)(b) x 8 s.34(4)(a) x 1 s.34(4)(c) x 1 s.35(1)(a) x 6 s.35(1)(b) x 37 s.36(1)(b) x 1 s.38 x 837			s.33(1) x 118 s.34(1)(a) x 1 s.34(1)(b) x 15 s.34(4)(a) x 8 s.35(1)(b) x 26 s.38 x 251	
Department of Premier and Cabinet	s.25A(1) x 1 s.25A(5) x 4 s.28(1)(a) x 1 s.28(1)(b) x 7 s.28(1)(ba) x 2 s.28(1)(c) x 6 s.28(1)(d) x 12 s.29(a) x 7 s.29(b) x 3 s.30(1) x 19 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 2 s.32(1) x 12 s.33(1) x 37 s.34(1)(b) x 7 s.34(4)(a) x 3 s.35(1)(a) x 1 s.35(1)(b) x 3		Department of Treasury and Finance	s.28(1)(b) x 5 s.28(1)(ba) x 3 s.28(1)(c) x 2 s.28(1)(d) x 12 s.30(1) x 13 s.32(1) x 4 s.33(1) x 1 s.34(1)(b) x 8 s.34(4)(a) x 8 s.38 x 1	
Department of Transport	s.25A(1) x 5 s.25A(5) x 35 s.28(1)(b) x 12 s.28(1)(ba) x 2 s.28(1)(c) x 3 s.28(1)(d) x 4 s.29(a) x 1 s.30(1) x 32 s.31(1)(a) x 5 s.31(1)(d) x 2 s.32(1) x 8	s.25A(1) x 5 s.29(a) x 1 s.30(1) x 1 s.34(4)(a) x 1	Development Victoria	s.28(1)(b) x 2 s.30(1) x 1 s.32(1) x 2 s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 2	
			Disciplinary Appeals Boards	s.33(1) x 1 s.35(1)(b) x 1	
			East Gippsland Catchment Management Authority	s.33(1) x 1	
			East Gippsland Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 12 s.34(1)(b) x 1	
			Eastern Health	s.25A(1) x 2 s.25A(5) x 4 s.30(1) x 23 s.31(1)(a) x 1 s.32(1) x 9 s.33(1) x 645 s.33(4) x 3 s.35(1)(b) x 228 s.38 x 7	
			Emergency Services Superannuation Board (t/a ESSSuper)	s.30(1) x 2	
			Emergency Services Telecommunications Authority	s.31(1)(a) x 1 s.31(1)(d) x 1 s.33(1) x 37 s.38 x 44	
			Energy Safe Victoria	s.31(1)(a) x 3 s.33(1) x 7 s.34(1)(b) x 3 s.35(1)(b) x 5	

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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>
Environment Protection Authority	s.25A(1) x 4 s.30(1) x 3 s.31(1)(a) x 2 s.33(1) x 8 s.34(1)(a) x 2 s.34(1)(b) x 14 s.35(1)(b) x 1	s.34(1)(b) x 1	Goulburn-Murray Rural Water Corporation	s.30(1) x 2 s.33(1) x 1 s.34(1)(b) x 2 s.34(4)(a) x 1 s.35(1)(b) x 1	
Essential Services Commission	s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 1		Greater Shepparton City Council	s.30(1) x 2 s.32(1) x 2 s.38 x 2	
Family Safety Victoria	s.31(1)(a) x 1 s.31(1)(c) x 1 s.33(1) x 5 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 3		Hepburn Shire Council	s.31(1)(a) x 1 s.31(1)(b) x 1 s.33(1) x 1 s.34(1)(a) x 1	
Film Victoria	s.33(1) x 1 s.34(1)(a) x 1		Hobsons Bay City Council	s.32(1) x 2 s.33(1) x 15 s.38A(1)(a) x 1	
Fire Rescue Victoria	s.30(1) x 30 s.31(1)(a) x 4 s.33(1) x 446		Holmesglen Institute	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 1	
Frankston City Council	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 6 s.35(1)(b) x 2	s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	Horsham Rural City Council	s.30(1) x 2 s.32(1) x 1 s.33(1) x 1 s.34(4)(a) x 2 s.35(1)(b) x 1 s.38A(1)(a) x 1 s.36(2)(b) x 1	
Game Management Authority	s.25A(1) x 2 s.30(1) x 4 s.31(1)(d) x 1 s.33(1) x 6		Hume City Council	s.29(b) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(d) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(b) x 2	
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	s.33(1) x 1		Independent Broad-based Anti-corruption Commission	s.30(1) x 1 s.31A x 3	
Glen Eira City Council	s.25A(5) x 2 s.30(1) x 5 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 5 s.34(1)(b) x 1 s.35(1)(b) x 4		Indigo Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.23 x 1	
Golden Plains Shire Council	s.30(1) x 4 s.31(1)(a) x 1 s.31(1)(b) x 1 s.32(1) x 2 s.33(1) x 11 s.34(1)(a) x 1 s.34(1)(b) x 3		Kilmore and District Hospital	s.33(4) x 2	
Gordon Institute of TAFE	s.33(1) x 2		Kingston City Council	s.30(1) x 2 s.32(1) x 1 s.33(1) x 8 s.34(1)(b) x 3 s.34(4)(a) x 1 s.36(1)(b) x 3 s.38 x 2	
Goulburn Broken Catchment Management Authority	s.31(1)(a) x 1 s.31(1)(b) x 1 s.32(1) x 1				

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Knox City Council	s.25A(1) x 2 s.30(1) x 4 s.31(1)(a) x 1 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 11 s.34(1)(a) x 2 s.34(1)(b) x 2 s.35(1)(b) x 3 s.38 x 1 s.23 x 1	
La Trobe University	s.30(1) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Labour Hire Authority	s.25A(1) x 3 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	
Latrobe City Council	s.33(1) x 6 s.35(1)(a) x 1	
Latrobe Regional Hospital	s.35(1)(a) x 3	
Local Government Inspectorate	s.31(1)(a) x 2	
Macedon Ranges Shire Council	s.30(1) x 2 s.32(1) x 1 s.35(1)(a) x 1 s.38 x 2	
Major Transport Infrastructure Authority	s.25A(1) x 2 s.28(1)(b) x 4 s.28(1)(d) x 1 s.29(a) x 1 s.30(1) x 12 s.32(1) x 3 s.33(1) x 8 s.34(1)(b) x 6 s.34(4)(a) x 4 s.35(1)(b) x 2 s.24(1) x 1	
Mallee Track Health and Community Service	s.31(1)(c) x 4	
Manningham City Council	s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 11 s.35(1)(b) x 3	
Mansfield Shire Council	s.33(1) x 1	
Maribyrnong City Council	s.30(1) x 1 s.32(1) x 2 s.33(1) x 3	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
	s.35(1)(b) x 2 s.38A(1)(a) x 1	
Maroondah City Council	s.25A(1) x 1 s.32(1) x 1 s.33(1) x 12 s.34(1)(b) x 1	
Medical Panels	s.30(1) x 3 s.33(1) x 2	
Melbourne Health	s.30(1) x 2 s.32(1) x 1 s.33(1) x 21 s.33(4) x 1 s.35(1)(a) x 1 s.35(1)(b) x 43	s.33(1) x 1 s.35(1)(b) x 1
Melbourne Water	s.30(1) x 2 s.33(1) x 1 s.35(1)(a) x 2	
Melton City Council	s.32(1) x 2	
Mental Health Complaints Commissioner	s.30(1) x 3 s.33(1) x 6 s.35(1)(b) x 3	
Mercy Hospitals Victoria Ltd	s.33(1) x 59 s.35(1)(b) x 52	
Mildura Rural City Council	s.30(1) x 2 s.31(1)(c) x 1 s.31(1)(d) x 1 s.33(1) x 16 s.34(1)(b) x 1 s.35(1)(b) x 1	
Minister for Agriculture	s.33(1) x 1 s.35(1)(b) x 1	
Minister for Energy, Environment and Climate Change	s.30(1) x 1 s.33(1) x 1	
Minister for Police and Emergency Services	s.33(1) x 2	
Minister for Prevention of Family Violence	s.30(1) x 1 s.33(1) x 1 s.35(1)(a) x 1	
Minister for Transport Infrastructure	s.33(1) x 1	
Mitchell Shire Council	s.33(1) x 9	
Moira Shire Council	s.33(1) x 3 s.35(1)(b) x 1	
Monash Health	s.30(1) x 19 s.32(1) x 1 s.33(1) x 61 s.33(4) x 2 s.35(1)(a) x 1 s.35(1)(b) x 46 s.38 x 23	

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EXEMPTIONS CITED (CONTINUED)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Monash University	s.25A(1) x 5 s.25A(5) x 2 s.30(1) x 4 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 6 s.34(4)(a) x 1 s.35(1)(b) x 2	
Moonee Valley City Council	s.31(1)(a) x 1 s.33(1) x 2 s.35(1)(b) x 3	
Moorabool Shire Council	s.25A(5) x 1 s.30(1) x 3 s.32(1) x 3 s.33(1) x 5 s.34(1)(b) x 2	
Moreland City Council	s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 17 s.34(1)(b) x 3 s.35(1)(b) x 2	
Mornington Peninsula Shire	s.32(1) x 1 s.33(1) x 37 s.34(1)(a) x 1 s.34(1)(b) x 2 s.35(1)(a) x 1	
Mount Alexander Shire Council	s.33(1) x 9	
Moyne Shire Council	s.25A(1) x 2 s.32(1) x 1 s.33(1) x 1	
Muckatah Recreation Reserve Committee of Management	s.32(1) x 1 s.33(1) x 1	
Murrindindi Shire Council	s.25A(5) x 4 s.33(1) x 5 s.34(1)(a) x 1 s.35(1)(a) x 1 s.24A(1) x 2	
Nillumbik Shire Council	s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 1 s.33(6) x 1 s.35(1)(b) x 1	
North East Region Water Corporation (t/a North East Water)	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1	
Northern Health	s.25A(1) x 2 s.30(1) x 3 s.33(1) x 65 s.35(1)(a) x 24	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Office of Public Prosecutions	s.25A(1) x 8 s.25A(5) x 2 s.30(1) x 1 s.32(1) x 2 s.33(1) x 23 s.35(1)(b) x 11	
Office of the Victorian Information Commissioner	s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 4 s.33(1) x 2 s.35(1)(b) x 2	
Parks Victoria	s.25A(1) x 1 s.30(1) x 2 s.33(1) x 6 s.34(1)(b) x 5 s.34(4)(a) x 3 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 1	
Peninsula Health	s.25A(1) x 2 s.30(1) x 3 s.31(1)(c) x 1 s.33(1) x 26 s.35(1)(b) x 6	
Portland District Health	s.33(1) x 46	
Premier of Victoria	s.33(1) x 3 s.34(1)(b) x 1	
Racing Victoria Limited	s.30(1) x 1 s.33(1) x 7 s.35(1)(b) x 2	
RMIT University	s.25A(1) x 3 s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 3 s.34(4)(a) x 3 s.35(1)(b) x 2	
Royal Children's Hospital	s.30(1) x 10 s.32(1) x 2 s.33(1) x 200 s.35(1)(b) x 66	
Royal Society for the Prevention of Cruelty to Animals	s.31(1)(a) x 2 s.31(1)(c) x 2 s.33(1) x 12 s.35(1)(b) x 8	
Royal Women's Hospital	s.30(1) x 10 s.33(1) x 19 s.35(1)(a) x 1	
Rural City of Wangaratta	s.33(1) x 2 s.34(1)(b) x 1	
Safer Care Victoria	s.25A(1) x 2 s.33(1) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Scientific Advisory Committee	s.33(1) x 1	
South East Water	s.31(1)(a) x 3 s.31(1)(b) x 3	
South Gippsland Region Water Corporation (t/a South Gippsland Water)	s.30(1) x 1 s.33(1) x 2	
South Gippsland Shire Council	s.31(1)(a) x 1 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 4 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 1	
South West Healthcare	s.33(1) x 15 s.35(1)(a) x 1 s.35(1)(b) x 14	
Southern Grampians Shire Council	s.30(1) x 1 s.33(1) x 2 s.35(1)(a) x 1 s.35(1)(b) x 2	
Southern Metropolitan Cemeteries Trust	s.33(1) x 1	
St Vincent's Health	s.25A(1) x 1 s.31(1)(d) x 1 s.33(1) x 5 s.33(4) x 1 s.35(1)(b) x 21 s.38 x 2	
State Revenue Office	s.30(1) x 5 s.32(1) x 3 s.33(1) x 9 s.34(1)(b) x 3 s.34(4)(a) x 3	s.30(1) x 3 s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 5 s.34(4)(a) x 3 s.38 x 2
Stawell Regional Health	s.33(1) x 1	
Strathbogie Shire Council	s.25A(1) x 1 s.33(1) x 7	
Suburban Rail Loop Authority	s.25A(1) x 2 s.28(1)(ba) x 1 s.30(1) x 1 s.34(1)(b) x 1	s.25A(1) x 2
Surf Coast Shire Council	s.30(1) x 2 s.33(1) x 4 s.34(1)(a) x 1 s.35(1)(a) x 4 s.36(1)(b) x 1	
Sustainability Victoria	s.30(1) x 2 s.33(1) x 2 s.34(1)(a) x 2 s.35(1)(b) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Swan Hill District Health	s.33(1) x 1	
Swan Hill Rural City Council	s.25A(5) x 1 s.30(1) x 1 s.33(1) x 4 s.34(1)(b) x 1 s.34(4)(a) x 1 s.38 x 2	
Swinburne University of Technology	s.25A(1) x 1 s.24A(1) x 1	
Towong Shire Council	s.25A(1) x 1 s.33(1) x 2	
Transport Accident Commission	s.30(1) x 1056 s.32(1) x 491 s.33(1) x 158 s.38 x 483	
Transport Safety Victoria	s.30(1) x 3 s.31(1)(a) x 3 s.35(1)(b) x 2 s.38 x 4	
University of Melbourne	s.25A(1) x 4 s.25A(5) x 1 s.30(1) x 7 s.31(1)(a) x 1 s.31(1)(c) x 1 s.32(1) x 4 s.33(1) x 18 s.34(1)(b) x 1 s.34(4)(a) x 3 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 1	
V/Line Corporation	s.30(1) x 5 s.32(1) x 3 s.33(1) x 11 s.34(1)(a) x 1 s.34(1)(b) x 3 s.31A x 1	
VicForests	s.30(1) x 3 s.32(1) x 1 s.33(1) x 4 s.34(1)(b) x 1 s.35(1)(b) x 1	
Victoria Legal Aid	s.30(1) x 2 s.33(1) x 4 s.33(4) x 1 s.35(1)(a) x 1 s.35(1)(b) 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>
Victoria Police	s.25A(1) x 59 s.25A(5) x 65 s.29(b) x 2 s.29A x 3 s.30(1) x 145 s.31(1)(a) x 119 s.31(1)(b) x 88 s.31(1)(c) x 1 s.31(1)(d) x 295 s.31(1)(e) x 11 s.31(3) x 9 s.32(1) x 15 s.33(1) x 1361 s.33(6) x 15 s.34(1)(a) x 3 s.34(1)(b) x 5 s.34(4)(b) x 1 s.35(1)(b) x 222 s.38 x 269 s.31(4) x 4 s.31A x 1	s.33(1) x 2 s.35(1)(b) x 1
Victoria University	s.25A(1) x 1 s.25A(5) x 1 s.33(1) x 1 s.34(4)(a) x 1	
Victorian Auditor-General's Office	s.25A(5) x 4	
Victorian Building Authority	s.25A(1) x 3 s.30(1) x 28 s.31(1)(a) x 12 s.31(1)(b) x 4 s.31(1)(d) x 6 s.32(1) x 4 s.33(1) x 71 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 5	
Victorian Commission for Gambling and Liquor Regulation	s.25A(5) x 4 s.30(1) x 3 s.33(1) x 3 s.38 x 7	s.25A(5) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.38 x 1
Victorian Curriculum and Assessment Authority	s.25A(1) x 1 s.32(1) x 1 s.33(1) x 1	
Victorian Electoral Commission	s.25A(5) x 1	
Victorian Equal Opportunity and Human Rights Commission	s.30(1) x 2 s.32(1) x 2 s.33(1) 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>
Victorian Fisheries Authority	s.31(1)(c) x 1	
Victorian Government Solicitor's Office	s.32(1) x 1 s.33(1) x 1 s.34(4)(a) x 1	
Victorian Institute of Forensic Medicine	s.30(1) x 2 s.33(1) x 3	
Victorian Institute of Forensic Mental Health	s.33(1) x 29 s.35(1)(a) x 5	
Victorian Institute of Teaching	s.25A(1) x 3 s.30(1) x 8 s.31(1)(a) x 9 s.31(1)(c) x 8	
Victorian Legal Services Board	s.25A(1) x 1 s.30(1) x 3 s.31(1)(a) x 2 s.32(1) x 1 s.35(1)(a) x 2 s.38 x 3	
Victorian Managed Insurance Authority	s.32(1) x 3 s.33(1) x 5 s.34(4)(a) x 1	
Victorian Ombudsman	s.33(1) x 1	
Victorian Planning Authority	s.30(1) x 1 s.33(1) x 1 s.35(1)(a) x 1	
Victorian Ports Corporation (Melbourne)	s.28(1)(b) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.38 x 1 s.24(1) x 1	
Victorian Public Sector Commission	s.25A(5) x 1 s.31A x 1	
Victorian Rail Track (t/a VicTrack)	s.33(1) x 1	
Victorian Registration and Qualifications Authority	s.25A(1) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.35(1)(b) x 2 s.38 x 1	
Victorian WorkCover Authority (t/a WorkSafe)	s.25A(1) x 6 s.25A(5) x 47 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.30(1) x 35 s.31(1)(a) x 70 s.31(1)(b) x 3 s.31(1)(d) x 6	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 1

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
	s.32(1) x 85	
	s.33(1) x 871	
	s.34(1)(a) x 52	
	s.34(1)(b) x 29	
	s.34(4)(a) x 7	
	s.35(1)(a) x 2	
	s.35(1)(b) x 82	
	s.38 x 3	
Warrnambool City Council	s.34(1)(a) x 1	
	s.35(1)(b) x 1	
Wellington Shire Council	s.25A(5) x 3	
	s.33(1) x 1	
	s.35(1)(b) x 1	
West Wimmera Shire Council	s.34(1)(a) x 1	
	s.38A(1)(a) x 1	
Western Health	s.25A(5) x 1	
	s.30(1) x 20	
	s.33(1) x 8	
	s.35(1)(a) x 4	
	s.24A(1) x 1	
Western Region Water Corporation	s.33(1) x 4	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Whittlesea City Council	s.25A(5) x 1	
	s.30(1) x 3	
	s.33(1) x 23	
	s.33(6) x 2	
	s.34(1)(b) x 1	
	s.35(1)(a) x 1	
Wimmera Health Care Group	s.33(1) x 3	
Wodonga City Council	s.33(1) x 1	
Wyndham City Council	s.33(1) x 12	
	s.34(1)(b) x 2	
	s.35(1)(b) x 1	
	s.38 x 2	
Yarra City Council	s.30(1) x 2	
	s.33(1) x 36	
Yarra Ranges Shire Council	s.30(1) x 2	
	s.32(1) x 2	
	s.33(1) x 17	
	s.35(1)(b) x 4	
	s.38 x 3	

6 APPENDICES

APPENDIX D

NAMES AND TITLES OF DECISION MAKERS

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Akoonah Park Committee of Management	Gayle Joyce (Manager)	[0 - 1 - 0]
Albury Wodonga Health	Wendy Sutcliffe (Health Information Manager)	[483 - 4 - 1]
Alexandra District Health	Debbie Rogers (Chief Executive Officer)	[5 - 0 - 0]
	Leonie Berry (Health Information Manager)	[3 - 0 - 0]
Alfred Health	Diana Battaglia (FOI Manager)	[3 - 4 - 0]
	Dr Sudeep Saraf (Program Director Alfred Mental & Addiction Health)	[203 - 16 - 0]
	Dr Lee Hamley (Director of Medical Services)	[2327 - 12 - 2]
Alpine Health	Nick Shaw (Chief Executive Officer)	[14 - 0 - 0]
Alpine Shire Council	Belinda Schultz (Governance Officer)	[0 - 1 - 0]
Ambulance Victoria	Paul Maclean (FOI Manager)	[621 - 140 - 2]
	Tina White (FOI Officer)	[804 - 350 - 0]
	Kelly McNair (FOI Officer)	[308 - 26 - 0]
Architects Registration Board of Victoria	Fiona Gjoni (Manager Registration)	[1 - 1 - 0]
Assistant Treasurer of Victoria	Mark Hamilton-Smith (FOI Manager)	[1 - 0 - 0]
Attorney-General	Bryan Sketchley (FOI Team Leader)	[0 - 1 - 0]
Austin Health	Dr Tony Chan (Dr and FOI Reviewer)	[797 - 0 - 0]
	Mardi Stephens (FOI Manager)	[269 - 8 - 5]
	Kate Wendt (Health Information Manager)	[4 - 0 - 0]
	Su Ann Teoh (Legal Counsel)	[2 - 0 - 0]
	Aileen Shuey (Consultant Psychiatrist)	[4 - 0 - 0]
	Dr Charu Ghandi (Clinical Director)	[63 - 8 - 0]
	Christina Lambros (Manager CL Psych)	[31 - 0 - 0]
	Dilani Wijeratne (Consultant Psych)	[6 - 5 - 0]
	Hiranthi Perera (Consultant Psychiatrist)	[3 - 0 - 0]
	Jessica Hamer (Consultant Psychiatrist)	[9 - 0 - 0]
	Dr Leeanne Fisher (Clinical Director - CYMHS)	[16 - 9 - 0]
	Dr Revindran Nair (Consultant Psych)	[2 - 0 - 0]
	Prof Richard Kanaan (Professor in Psychiatry)	[6 - 0 - 0]
	Vesna Karopoulos (Manager Community Recovery Program)	[1 - 1 - 0]
	Christine Jackson (Consultant Psychiatrist)	[11 - 1 - 0]
	Diana Kavelj (Psychiatric Nurse)	[4 - 0 - 0]
	Julie Hume (Divisional Manager - MHS)	[5 - 0 - 0]
	Joy Quek (Consultant Psychiatrist)	[1 - 1 - 0]
	Dr Marie O'Shea (Director Clinical Neuropsychology)	[1 - 1 - 0]
	Nigel Mitton (Psychiatric Nurse)	[4 - 3 - 0]
	Shamila Lawrence (Consultant NEAMHS)	[7 - 1 - 0]
	Tiba Maloof (Consultant Psych)	[4 - 5 - 0]
	Dr Victoria Harpwood (Clinical Director MHS)	[9 - 4 - 0]
	Hanna Cheng (Consultant CYMHS)	[0 - 3 - 0]
	Emily McLean (Manager CCS)	[1 - 3 - 0]
	Kon Kamateros (Psychologist)	[4 - 0 - 0]
Australian Grand Prix Corporation	James Rosengarten (FOI Officer)	[1 - 2 - 0]
Bairnsdale Regional Health Service	Juliette Wenn (Health Information Manager)	[76 - 3 - 0]
	Alice Lay (Health Information Manager)	[6 - 1 - 0]
	David McConachy (Director of Medical Services)	[1 - 3 - 0]
	Jane Clemm (Health Information Manager)	[2 - 1 - 0]
	Lindy Washington (Director of Medical Services)	[5 - 1 - 1]
Ballarat General Cemeteries Trust	Annie De Jong (Chief Executive Officer)	[1 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Ballarat Health Services	Linda Danvers (Medico Legal Medical Officer)	[372 - 33 - 4]
	Anoop Lalitha (Clinical Director of Mental Health)	[76 - 29 - 0]
	Pauline Basilio (Manager of Health Information Services)	[3 - 0 - 0]
	Serin Maidlow (Registrar)	[14 - 0 - 0]
	Anna Glenn (FOI Officer)	[72 - 1 - 0]
	Ann Sharman (FOI Officer)	[10 - 0 - 0]
	Gina Costigan (FOI Officer)	[39 - 1 - 0]
Banyule City Council	Emily Outlaw (Council Business Team Leader)	[0 - 1 - 0]
	Evvie Lambriadis (FOI Officer)	[0 - 5 - 0]
	Vivien Ferlaine (Governance Coordinator)	[1 - 0 - 0]
	Lia Morgan (FOI Officer)	[0 - 5 - 0]
Barwon Health	Ann Gardner (FOI Officer)	[114 - 61 - 0]
	Jennifer McCarthey (FOI Officer)	[124 - 22 - 0]
	Jodie Thompson (FOI Officer)	[15 - 8 - 0]
	Virginia Morton (FOI Officer)	[15 - 8 - 0]
	Melisa Robinson (FOI Manager)	[23 - 3 - 7]
	Fiona Nelson (Lawyer)	[0 - 11 - 0]
	Bernadine McNamara (Legal Counsel)	[0 - 1 - 0]
	Tania Nenov (Lawyer)	[0 - 1 - 0]
Barwon Region Water Corporation	Fiona Harland (FOI Officer)	[364 - 65 - 3]
	Michael Watson (Secretary)	[1 - 1 - 0]
Bass Coast Health	Adam Cunningham (Secretary)	[2 - 0 - 0]
	Renee Kelsall (Chief Medical Officer)	[4 - 1 - 0]
	Bruce Waxman (Chief Medical Officer)	[4 - 0 - 0]
	Emilia Pezzi (Director HIS)	[63 - 1 - 0]
	Kelly McRae (Director Quality and Innovation)	[3 - 0 - 0]
	Noni Bourke (Executive Director)	[2 - 0 - 0]
Bass Coast Shire Council	Renee Beasley (FOI Officer)	[1 - 0 - 0]
	Kristy Grattan (FOI Officer)	[1 - 2 - 0]
	Robyn Borley (FOI & Information Privacy Manager)	[0 - 4 - 0]
Baw Baw Shire Council	Christian Thomas (Manager Customer Service)	[1 - 2 - 0]
	Robyn D'Arcy (FOI Officer)	[29 - 7 - 2]
Bayside City Council	Karen Brown (Governance Coordinator)	[16 - 6 - 1]
Beaufort and Skipton Health Service	Meryn Pease (Chief Executive Officer)	[5 - 0 - 0]
Beechworth Health Service	Shell Morphy (FOI Officer)	[6 - 0 - 0]
Benalla Health	Janine Holland (Chief Executive Officer)	[19 - 0 - 0]
	Andrew Nitschke (Acting Chief Executive Officer)	[1 - 0 - 0]
Bendigo Health Care Group	Sue Roberts (FOI Officer)	[96 - 42 - 11]
	Kersten Webster (FOI Officer)	[15 - 3 - 2]
	Kelly Stansall (FOI Officer)	[72 - 27 - 6]
	Yonna Eadie (Health Information Manager)	[74 - 29 - 0]
	Bernadette Lamb (Health Information Manager)	[45 - 5 - 0]
	Ruby Neal (Health Information Manager)	[8 - 4 - 0]
Boort District Health	Donna Doyle (FOI Manager)	[3 - 0 - 0]
Borough of Queenscliffe	Phillip Carruthers (General Manager Organisational Performance and Community Services)	[0 - 1 - 0]
Box Hill Institute	Laura Macpherson (Executive Director Strategy & Corporate Services)	[1 - 0 - 0]
Brimbank City Council	Mate Klisanin (Legal and Privacy Officer)	[9 - 9 - 1]
Buloke Shire Council	Jen Hewett (Governance Officer)	[0 - 1 - 0]
Bushfire Recovery Victoria	Lee Miezi (Chief Executive Officer)	[0 - 1 - 0]

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NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Calvary Health Care Bethlehem	Mark Heenan (Director of Medical Services)	[3 - 0 - 0]
Campaspe Shire Council	Andrew Cowin (Manager Governance and Strategy)	[0 - 4 - 2]
	Fleur Cousins (General Manager Corporate)	[0 - 3 - 0]
Cardinia Shire Council	Doug Evans (Manager Governance)	[1 - 8 - 1]
Casterton Memorial Hospital	Owen Stephens (Chief Executive Officer)	[2 - 0 - 0]
Castlemaine Health	Julie Best (FOI Officer)	[18 - 0 - 0]
Central Gippsland Health Service	Sharon Shaw (Health Information Manager)	[3 - 0 - 0]
	Lisa Fuessel (Health Information Manager)	[3 - 0 - 0]
	Harvey Lee (Director of Medical Services)	[7 - 0 - 0]
	Frank Evans (Chief Executive Officer)	[71 - 0 - 0]
	Mark Dykgraaf (Chief Executive Officer)	[8 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	Amy Phillips (Governance Leader)	[0 - 2 - 0]
Central Highlands Region Water Corporation	Leesa Bolt (FOI Officer)	[1 - 1 - 0]
Central Highlands Rural Health	Maree Cuddihy (Chief Executive Officer)	[26 - 0 - 0]
Chief Parliamentary Counsel Victoria	Marina Farnan (Chief Parliamentary Counsel)	[0 - 1 - 2]
Chisholm Institute	Sally Rogers (FOI Officer)	[8 - 1 - 0]
City of Ballarat	Sarah Cuthbert (FOI Officer)	[16 - 4 - 3]
City of Boroondara	Elizabeth Manou (Senior Governance Officer)	[2 - 14 - 0]
	Helen Pavlidis (Senior Governance Officer)	[1 - 9 - 1]
	Chris Hurley (Integrity Coordinator)	[1 - 8 - 1]
	David Thompson (Manager Governance)	[0 - 1 - 0]
	Kirstin Ritchie (Coordinator Governance)	[1 - 1 - 1]
City of Casey	Kane Ireson (Compliance Officer)	[10 - 8 - 0]
	Julia Donaldson (Compliance Officer)	[2 - 3 - 0]
	Claire Haby (Compliance Officer)	[12 - 4 - 2]
	Alice Woolven (Legal Support Officer)	[1 - 0 - 0]
City of Darebin	Angelo Luczek (Records Coordinator)	[2 - 25 - 3]
City of Greater Bendigo	Rebecca Maple (FOI Officer)	[17 - 9 - 1]
	Jennifer Nolan (FOI Officer)	[2 - 1 - 0]
City of Greater Dandenong	April Seymour (FOI Officer)	[4 - 1 - 2]
	Dani Trimble (FOI Officer)	[5 - 1 - 2]
	Kaye Peterson (FOI Officer)	[3 - 0 - 0]
	Luisa Kimball (FOI Officer)	[3 - 0 - 0]
City of Greater Geelong	Lauren Richardson (Governance Officer)	[1 - 21 - 2]
	Dorna Blyszczak (Senior Governance Officer)	[11 - 32 - 1]
City of Melbourne	Chelvi Arunagiri (FOI Officer)	[12 - 10 - 1]
	Peter Gannoni (FOI Officer)	[13 - 4 - 0]
	Samantha Oliver (FOI Officer)	[0 - 2 - 0]
City of Monash	Rob Pedder (FOI Officer)	[13 - 3 - 3]
City of Port Phillip	Joanne Shea (FOI Officer)	[9 - 17 - 4]
	Alli Griffin (FOI and Privacy Officer)	[2 - 1 - 0]
City of Stonnington	Lucy Bastick (FOI Officer)	[9 - 26 - 2]
City of Whitehorse	Jenny Russell (Team Leader Governance)	[1 - 2 - 0]
	Ralph Anania (Governance Project Officer)	[10 - 1 - 0]
City West Water Corporation	Rosalind Robson (Legal Counsel - Governance, FOI & Privacy)	[12 - 37 - 0]
Cohuna District Hospital	Wendy Lunghusen (FOI Manager)	[10 - 0 - 0]
Colac Area Health	Didir Imran (Director of Medical Services)	[36 - 6 - 0]
	Donna Bell (Health Information Manager)	[8 - 0 - 0]
	Ian MacKay (Director of Medical Services)	[16 - 0 - 0]
	Anne McGuane (Director of Medical Services)	[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
Colac Otway Shire	Errol Lawrence (FOI Officer)	[0 - 2 - 0]
	Peter Brown (Chief Executive Officer)	[1 - 0 - 0]
	Marlo Emmitt (FOI Officer)	[2 - 0 - 0]
Coliban Region Water Corporation	Darren Masters (FOI Officer)	[3 - 1 - 0]
Commercial Passenger Vehicles Victoria	Jessica Turnes Lopez (FOI Officer)	[0 - 1 - 0]
	Isabell Fu (FOI Officer)	[1 - 1 - 0]
	Sonia Hancock (FOI Officer)	[1 - 0 - 0]
Commission for Children and Young People	Annie Tinney (Chief Executive Officer)	[0 - 0 - 5]
Corangamite Catchment Management Authority	John Riddiford (Chief Executive Officer)	[0 - 1 - 0]
Corangamite Shire	Leah Teal (Records Coordinator)	[2 - 0 - 0]
Country Fire Authority	Monica Barnes (FOI & Information Privacy Manager)	[40 - 33 - 6]
	Bruce Russell (Executive Director Legal & Corporate Compliance)	[1 - 0 - 0]
Court Services Victoria	Cybele Stockley (Manager, Legal and Governance)	[1 - 2 - 4]
COVID-19 Quarantine Victoria	Dr Emma Cassar (Commissioner and State Controller)	[0 - 1 - 1]
Deakin University	Sandra Mussett (FOI Officer)	[5 - 8 - 1]
Dental Health Services Victoria	Mila Bobadilla (FOI Officer)	[233 - 0 - 0]
	Edward Howarth (FOI Manager)	[2 - 0 - 0]
Department of Education and Training	Jane Taylor (FOI Manager)	[17 - 25 - 6]
	Todd Roscoe (Acting FOI Manager)	[19 - 51 - 9]
	Gaven Sturma (FOI Team Leader)	[58 - 135 - 9]
	Melissa Zarif (Acting FOI Team Leader)	[2 - 4 - 1]
Department of Environment, Land, Water and Planning	Ari Perlow (Senior FOI Officer)	[16 - 24 - 4]
	Bena Asafu-Adjaye (FOI Officer)	[26 - 8 - 1]
	Kim Reeves (Principal Advisor FOI & Privacy)	[6 - 15 - 1]
	Roopinder Dhillon (Senior FOI Officer)	[22 - 9 - 1]
	Stuart Atkins (Manager FOI & Privacy)	[10 - 13 - 5]
	Veronica Finn (Senior FOI Officer)	[1 - 1 - 0]
Department of Families, Fairness and Housing	Nicole Aff (FOI Officer)	[0 - 23 - 8]
	Annalise Bamford (Executive Director)	[0 - 1 - 1]
	Jay Cadiramen (FOI Officer)	[5 - 16 - 0]
	Christine Callaghan (FOI Officer)	[0 - 0 - 15]
	Tracey Capek (FOI Officer)	[0 - 0 - 12]
	Josie Collings (FOI Officer)	[1 - 0 - 5]
	Miriam Conrick (FOI Officer)	[5 - 35 - 1]
	James Dassios (FOI Officer)	[1 - 41 - 1]
	Melissa Gardner (FOI Officer)	[1 - 20 - 4]
	Pneet Grewal (FOI Officer)	[1 - 16 - 4]
	Elena Keane (FOI Officer)	[4 - 8 - 0]
	Cheryl Kilmartin (FOI Officer)	[1 - 45 - 3]
	Ophelia Lobo (FOI Officer)	[0 - 0 - 10]
	Meagan Lowe (FOI Officer)	[0 - 0 - 2]
	Leanne MacAllister (FOI Officer)	[0 - 1 - 0]
	Noeline McKenzie (FOI Officer)	[4 - 91 - 0]
	Michael Mefflin (Acting Executive Director)	[0 - 1 - 0]
	Deena Morgan (FOI Officer)	[0 - 0 - 19]
	Jandeep Mundi (FOI Officer)	[3 - 44 - 0]
	Heather Murray (FOI Officer)	[0 - 1 - 0]
	Hamsa Nadir (FOI Officer)	[0 - 0 - 1]
	Jade Papathanasiou (FOI Officer)	[0 - 5 - 0]
	Robbie Peschel (FOI Officer)	[0 - 1 - 0]

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NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Department of Families, Fairness and Housing (continued)	Samantha Phipps (FOI Officer)	[2 - 38 - 0]
	Kerry Sayburn (Acting Executive Director)	[1 - 0 - 0]
	Lisa Scholes (FOI Manager)	[2 - 0 - 0]
	Diantha Schut (FOI Officer)	[0 - 0 - 18]
	Sally Yeoland (FOI Officer)	[1 - 27 - 0]
Department of Health	Sonia Rivalland (Director)	[41 - 37 - 15]
	Sean Morrison (Executive Director)	[5 - 11 - 1]
	Todd Roscoe (FOI Manager)	[13 - 10 - 1]
Department of Health and Human Services	Nicole Afif (FOI Officer)	[0 - 3 - 0]
	Kym Arthur (Acting Director)	[6 - 2 - 5]
	Cristina Aviles (FOI Officer)	[1 - 2 - 0]
	Annalise Bamford (Executive Director)	[12 - 16 - 26]
	Jay Cadiramen (FOI Officer)	[2 - 20 - 3]
	Christine Callaghan (FOI Officer)	[0 - 0 - 11]
	Tracey Capek (FOI Officer)	[0 - 0 - 19]
	Josie Collings (FOI Officer)	[1 - 2 - 78]
	Miriam Conrick (FOI Officer)	[2 - 37 - 5]
	James Dassios (FOI Officer)	[0 - 45 - 0]
	Melissa Gardner (FOI Officer)	[0 - 13 - 1]
	Pneet Grewal (FOI Officer)	[0 - 3 - 0]
	Cheryl Kilmartin (FOI Officer)	[3 - 47 - 1]
	Dallas McGar (FOI Officer)	[0 - 1 - 0]
	Noeline McKenzie (FOI Officer)	[18 - 117 - 0]
	Deena Morgan (FOI Officer)	[0 - 0 - 16]
	Jandeep Mundi (FOI Officer)	[13 - 55 - 0]
	Heather Murray (FOI Officer)	[0 - 0 - 16]
	Jade Papathanasiou (FOI Officer)	[0 - 12 - 2]
	Alexander Payne (FOI Officer)	[0 - 7 - 0]
	Robbie Peschel (FOI Officer)	[2 - 34 - 0]
	Samantha Phipps (FOI Officer)	[1 - 56 - 3]
	Lisa Scholes (FOI Manager)	[2 - 3 - 0]
	Diantha Schut (FOI Officer)	[0 - 0 - 1]
	Sally Yeoland (FOI Officer)	[1 - 25 - 2]
Department of Jobs, Precincts and Regions	Alexandra Henderson (Acting FOI Manager)	[15 - 63 - 20]
	Kate Kulman (FOI Officer)	[6 - 11 - 4]
Department of Justice and Community Safety	Ezat Alam (FOI Officer)	[1 - 114 - 1]
	Seyhan Balkis (FOI Officer)	[0 - 36 - 4]
	Mike Cain (Senior FOI Officer)	[2 - 5 - 4]
	Alia Dib (FOI Officer)	[0 - 31 - 17]
	Jeremy Frampton (FOI Assistant Manager)	[1 - 6 - 0]
	Natasha Haslem (FOI Officer)	[4 - 79 - 7]
	Sophie Liakos (FOI Officer)	[1 - 54 - 3]
	Kathy Maikousis (FOI Manager (Requests))	[0 - 1 - 0]
	Claire McDonough (FOI Officer)	[9 - 83 - 11]
	Nicole Monteiro (FOI Officer)	[0 - 4 - 0]
	William Ng (FOI Officer)	[0 - 5 - 0]
	Lisa Pascolo (FOI Team Leader)	[1 - 3 - 2]
	Kate Pryor (FOI Officer)	[0 - 33 - 5]
	Melinda Robinson (FOI Manager (Operations))	[0 - 3 - 0]
	Tracy Rooney (FOI Adviser)	[0 - 35 - 1]
	Abel Simpson-Yap (FOI Officer)	[9 - 138 - 8]
	Bryan Sketchley (FOI Team Leader)	[1 - 3 - 1]
	Karen Smith (FOI Officer)	[1 - 3 - 44]
	Mesha Sojourn (FOI Officer)	[2 - 151 - 6]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Cindy Tata (FOI Officer)	[1 - 7 - 9]
	Jacqueline Tierney (FOI Officer)	[2 - 56 - 2]
	Monica White (Senior FOI Officer)	[0 - 5 - 0]
	Stephanie Windram (FOI Officer)	[1 - 21 - 3]
Department of Premier and Cabinet	Eleanor Bishop (FOI and Privacy Officer)	[3 - 8 - 4]
	Gemma Briffa (FOI and Privacy Officer)	[2 - 5 - 1]
	Matthew Thompson (Manager, FOI and Privacy)	[13 - 23 - 4]
	Jane Wischer (Senior FOI and Privacy Officer)	[2 - 8 - 2]
Department of Transport	Allana Parolin (FOI Officer)	[73 - 73 - 10]
	Darson Bonett (FOI Officer)	[168 - 10 - 50]
	Gavin Mak (FOI Officer)	[17 - 22 - 4]
	Heather Kenny (FOI Officer)	[38 - 36 - 9]
	Kristian Dzolev (FOI Officer)	[17 - 7 - 10]
	Pranav Saluja (FOI Officer)	[548 - 125 - 33]
	Andrew Weston (FOI Manager)	[21 - 20 - 6]
Department of Treasury and Finance	Mark Hamilton-Smith (FOI Manager)	[21 - 18 - 3]
Development Victoria	Aileen Guanlao (FOI Officer)	[0 - 2 - 0]
	Nilesh Patel (FOI Officer)	[2 - 0 - 0]
Disability Services Commissioner	Jo-Anne Mazzeo (Principal Legal Officer)	[3 - 0 - 0]
	Penny Harris (Principal Legal Officer)	[1 - 0 - 0]
Disciplinary Appeals Boards	Alison Murphy (Senior Chairperson)	[0 - 1 - 0]
Djerriwarrh Health Services	Dr Ian Graham (Director of Medical Services)	[58 - 0 - 0]
East Gippsland Catchment Management Authority	Graeme Dear (Chief Executive Officer)	[0 - 1 - 0]
East Gippsland Region Water Corporation (t/a East Gippsland Water)	David Radford (FOI Officer)	[1 - 0 - 0]
East Gippsland Shire Council	Graeme Hill (FOI Officer)	[7 - 12 - 1]
East Grampians Health Service	Dr Sophie Ping (Director of Medical Services)	[48 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer)	[22 - 0 - 0]
Eastern Health	Andrea Allis (FOI Officer)	[154 - 253 - 2]
	Kelly Rutledge (FOI Officer)	[192 - 171 - 6]
	Andrea Wecke (Program Director Information Integrity & Analytics)	[1 - 0 - 0]
	Sally-Ann Thomas (FOI Officer)	[110 - 108 - 0]
	Sally-Anne McKinney (FOI Manager)	[3 - 8 - 0]
	Teegan Brennan (FOI Officer)	[203 - 151 - 2]
Echuca Regional Health	Dr Glenn Howlett (Director of Medical Services)	[114 - 0 - 0]
Edenhope and District Memorial Hospital	Jessie Hicks (FOI Officer)	[3 - 0 - 0]
	Shelley Hartle (FOI Officer)	[1 - 0 - 0]
	Sara McDonnell (FOI Officer)	[1 - 0 - 0]
Emergency Services Superannuation Board (t/a ESSSuper)	Ivone Caeiro Alves (FOI Officer)	[1 - 1 - 1]
Emergency Services Telecommunications Authority	Amy Kelly (Secretary)	[0 - 0 - 10]
	Felicity Walsh (Secretary)	[0 - 0 - 34]
Energy Safe Victoria	Katherine Ludvik (FOI Officer)	[35 - 5 - 6]
Environment Protection Authority	Amy Harrison (FOI Officer)	[0 - 1 - 0]
	Colin Wolfe (FOI Officer)	[11 - 9 - 2]
	Lina Georgiou (FOI Officer)	[1 - 1 - 0]
	Mark Aylward (FOI Officer)	[17 - 3 - 2]
Essential Services Commission	Kate Symons (Chairperson)	[1 - 1 - 1]
Family Safety Victoria	Jennifer Jones (Principal Adviser, Legal)	[0 - 6 - 0]
	Amanda Rogers (Senior Legal Policy Officer)	[0 - 1 - 0]
Federation University Australia	Noni Clarkeson (FOI & Information Privacy Manager)	[2 - 0 - 0]
Film Victoria	Michelle Rubin (FOI Officer)	[0 - 1 - 0]

6 APPENDICES

NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Fire Rescue Victoria	Jan Smith (FOI Officer)	[0 - 421 - 0]
	Sarah Mckellar-White (FOI Manager)	[4 - 24 - 4]
Frankston City Council	Carole Fleeman (Coordinator FOI & Privacy)	[9 - 7 - 0]
Game Management Authority	Alexandra Henderson (FOI Manager (Acting))	[1 - 8 - 2]
	Kate Kulman (FOI Officer)	[1 - 0 - 0]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Emma Forsyth (FOI Officer)	[4 - 1 - 0]
Gippsland Southern Health Service	Karen Davison (Health Information Manager)	[25 - 0 - 0]
Glen Eira City Council	Tienyi Long (Legal and Governance Officer)	[7 - 2 - 0]
	Wendy Mason (Coordinator Legal and Governance)	[0 - 0 - 2]
	Michael O'Connor (Principal Legal Officer)	[5 - 6 - 1]
	Joanne McKay (Legal and Governance Officer)	[1 - 0 - 0]
Golden Plains Shire Council	Candice Robinson (FOI Officer)	[1 - 3 - 1]
	Annmarie Bowey (FOI Officer)	[0 - 7 - 2]
Gordon Institute of TAFE	Andrea Rose (Manager - Quality Assurance)	[0 - 2 - 0]
Goulburn Broken Catchment Management Authority	Eileen Curtis (FOI Officer)	[0 - 1 - 0]
Goulburn Valley Health	Donna Campbell (FOI/Medico-Legal Officer)	[276 - 0 - 0]
	A/Prof Ravi Bhat (Chief Psychiatrist)	[55 - 0 - 0]
Goulburn Valley Region Water Corporation	Daniel Hogan (Executive Manager Governance and Quality Systems)	[2 - 0 - 0]
Goulburn-Murray Rural Water Corporation	Lauren Cornwall (Solicitor Litigations)	[7 - 4 - 0]
	Nick Whittington (Senior Solicitor)	[0 - 1 - 0]
Great Ocean Road Health	Andrea Russell (Director of Clinical Services)	[15 - 0 - 0]
Greater Shepparton City Council	Peter Lucarelli (Governance Compliance Officer)	[12 - 2 - 0]
Greyhound Racing Victoria	Terrie Benfield (FOI & Information Privacy Manager)	[4 - 0 - 0]
Heathcote Health	Gerry Canny (Director of Clinical Care)	[8 - 0 - 0]
Hepburn Shire Council	Krysten Forte (Manager Governance and Risk)	[1 - 3 - 0]
Heritage Council of Victoria	Rhonda McLaren (Executive Officer)	[3 - 0 - 0]
Hesse Rural Health Service	Carissa Brock (Chief Executive Officer)	[1 - 0 - 0]
Heywood Rural Health	Leigh Parker (Chief Executive Officer)	[2 - 0 - 0]
Hobsons Bay City Council	Martina Simkin (FOI Officer)	[9 - 5 - 0]
	Diane Eyckens (FOI & Information Privacy Manager)	[5 - 10 - 1]
Holmesglen Institute	Tricia Farnes (FOI Manager)	[0 - 2 - 0]
Horsham Rural City Council	Rosemary Lehmann (Records Coordinator)	[0 - 5 - 0]
Hume City Council	Ian Sweeting (FOI Officer)	[4 - 7 - 1]
	Rowan Coles (Acting FOI Officer)	[2 - 1 - 0]
	Lucy Milburn (Acting FOI Officer)	[2 - 0 - 0]
Independent Broad-based Anti-corruption Commission	Georgia Suhren (FOI Officer)	[1 - 0 - 0]
	Veronica Hogan (FOI Officer)	[0 - 1 - 0]
	Cara Friedman (FOI Officer)	[0 - 1 - 0]
	Saige Exner (FOI Officer)	[0 - 0 - 1]
	Veronica Hogan (FOI Officer)	[0 - 0 - 1]
Indigo Shire Council	Annabel Harding (Governance Officer)	[0 - 1 - 0]
	Jane Still (Senior Governance Advisor)	[0 - 1 - 0]
Inglewood and Districts Health Service	Tracey Wilson (Chief Executive Officer)	[6 - 0 - 0]
Kerang District Health	Cheryl Dear (Records Coordinator)	[12 - 0 - 0]
Kilmore and District Hospital	Justine Muston (Health Information Manager)	[7 - 0 - 0]
	Chenoa Mullis (Health Information Manager)	[25 - 2 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Kingston City Council	Sasha Pearson (Governance and FOI Officer)	[5 - 8 - 0]
	Kelly Shacklock (Organisational Governance Coordinator)	[1 - 1 - 0]
	Phil De Losa (Manager Governance)	[0 - 1 - 0]
Knox City Council	Damian Watson (Governance Officer)	[2 - 14 - 0]
Kyabram and District Health Services	Lisa Drysdale (Health Information Manager)	[13 - 0 - 0]
La Trobe University	Fiona Rowley (FOI Officer)	[14 - 3 - 0]
Labour Hire Authority	Steve Dargavel (Labour Hire Licencing Commissioner)	[0 - 0 - 3]
	Emma Starkey (Principal Lawyer)	[0 - 0 - 1]
Latrobe City Council	Louise McKendry (FOI Officer)	[1 - 1 - 0]
	Nathan Frith (FOI Officer)	[0 - 5 - 1]
Latrobe Regional Hospital	Dr Humsha Naidoo (Chief Medical Officer)	[214 - 0 - 0]
	Dr Paul Lee (Director Mental Health)	[106 - 3 - 0]
Local Government Inspectorate	Ross Millard (Manager Operations)	[2 - 2 - 0]
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	Matthew Wilkes (Team Leader Compliance)	[1 - 0 - 0]
	Erinne Carey (Corporate Services Officer)	[1 - 0 - 0]
Macedon Ranges Shire Council	Allison Watt (FOI Manager)	[2 - 2 - 1]
	Jessica Baguley (FOI Officer)	[1 - 1 - 1]
Major Transport Infrastructure Authority	Zara Fox (Director Legal)	[0 - 6 - 2]
	Dustin Byrne (Senior Lawyer (Regulatory))	[0 - 4 - 0]
	Matt Hall (FOI Officer)	[0 - 3 - 3]
	James Melville (Senior Lawyer)	[4 - 3 - 0]
	Lillian Neilson (Lawyer)	[0 - 2 - 0]
	Robert Forte (Director, Commercial and Legal)	[1 - 2 - 0]
	Candice Tan (FOI Officer)	[1 - 0 - 0]
Mallee Track Health and Community Service	Pamela Vallance (FOI Officer)	[11 - 0 - 4]
Manningham City Council	Daan Van Orsouw (Freedom of Information/ Privacy Officer)	[9 - 11 - 0]
Mansfield District Hospital	Leonie Berry (Health Information Manager)	[19 - 0 - 0]
Mansfield Shire Council	Michelle Kain (FOI Officer)	[2 - 0 - 1]
Maribyrnong City Council	Danny Bilaver (Coordinator Governance)	[12 - 0 - 1]
	Adele Woolcock (Governance Officer)	[5 - 4 - 2]
Maroondah City Council	Duncan MacKellar (FOI Officer)	[1 - 13 - 0]
Maryborough District Health Service	Jade Mekon (FOI Officer)	[31 - 0 - 0]
Medical Panels	Shenelle Ranasingha (FOI Officer)	[0 - 2 - 1]
Melbourne Health	Daniel Lewis (Medicolegal Manager)	[1 - 1 - 0]
	Gerard White (Director, Safety and Wellbeing (FOI Officer))	[0 - 1 - 1]
	Rick Yeatman (Director, Clinical Services (FOI Officer))	[38 - 7 - 0]
	Veronique Browne (Director, Clinical Services (FOI Officer))	[15 - 10 - 0]
	Miguel Fernandez (Director, Clinical Services (FOI Officer))	[27 - 6 - 0]
	Lynne Humble (FOI Officer)	[1936 - 36 - 0]
	Blair Trask (Director Corporate Governance)	[2 - 0 - 0]
Melbourne Water	Kate Coker (FOI Officer)	[22 - 3 - 0]
Melton City Council	Emma Perconte (Paralegal Officer)	[2 - 0 - 0]
	Christine Denyer (Manager Legal & Governance)	[14 - 2 - 0]
Mental Health Complaints Commissioner	Isabel Anton (Principal Legal Officer)	[1 - 6 - 0]
Mercy Hospitals Victoria Ltd	Suhan Baskar (Medical Director Governance)	[539 - 1 - 0]
	Dean Stevenson (Clinical Services Director)	[26 - 64 - 0]
Mildura Base Public Hospital	Alison Hammond (Privacy Officer)	[114 - 0 - 0]
Mildura Rural City Council	Charmaine Calis (FOI Officer)	[1 - 15 - 1]

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NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Minister for Agriculture	Alexandra Henderson (FOI Manager (Acting))	[1 - 1 - 0]
Minister for Crime Prevention	Jeremy Frampton (Assistant FOI Manager)	[1 - 0 - 0]
Minister for Education	Jane Taylor (FOI Manager)	[1 - 0 - 0]
Minister for Energy, Environment and Climate Change	Kim Reeves (Principal Advisor FOI and Privacy)	[0 - 1 - 0]
	Roopinder Dhillon (Senior FOI Officer)	[1 - 0 - 0]
Minister for Local Government	Alexandra Henderson (FOI Manager (Acting))	[2 - 0 - 0]
Minister for Police and Emergency Services	Bryan Sketchley (FOI Team Leader)	[0 - 1 - 0]
	Lisa Pascolo (FOI Team Leader)	[0 - 1 - 0]
	Jeremy Frampton (FOI Assistant Manager)	[1 - 0 - 0]
Minister for Prevention of Family Violence	Annalise Bamford (Executive Director)	[1 - 1 - 0]
Minister for Transport Infrastructure	Andrew Weston (Manager FOI and Information Privacy)	[0 - 1 - 0]
Mitchell Shire Council	Lidia Harding (FOI Officer)	[3 - 9 - 0]
Moiria Shire Council	Margaret Hinck (Senior Governance Officer)	[0 - 3 - 0]
Monash Health	Maija Dimits (Health Information Manager)	[416 - 29 - 2]
	Elaine Elliott (Health Information Manager)	[899 - 33 - 0]
	Frances Rogers (FOI Officer)	[401 - 42 - 2]
	Carrie Harris (FOI Officer)	[33 - 2 - 0]
	Hayley Capiron (FOI Manager)	[31 - 5 - 0]
Monash University	Fiona Hunt (FOI Officer)	[10 - 3 - 12]
Moonee Valley City Council	Rosie Ferreira (FOI Officer)	[11 - 1 - 2]
	Lee McSweeney (FOI & Information Privacy Manager)	[9 - 1 - 0]
Moorabool Shire Council	Yvonne Hansen (FOI Officer)	[0 - 2 - 0]
	Renee Hodgson (FOI Officer)	[0 - 1 - 0]
	Michelle Morrow (FOI Officer)	[0 - 1 - 2]
Moreland City Council	Naomi Ellis (Team Leader Governance)	[9 - 18 - 0]
Mornington Peninsula Shire	Lia Morgan (FOI Officer)	[0 - 6 - 0]
	Pamela Vercoe (Senior Governance Officer)	[1 - 1 - 0]
	Diana Harris (Governance Officer - Privacy)	[20 - 34 - 1]
Mount Alexander Shire Council	Augustine Sheppard (FOI Officer)	[1 - 6 - 3]
Mount Buller and Mount Stirling Alpine Resort Management Board	Mark Bennetts (Chief Executive Officer)	[1 - 0 - 0]
Moyne Health Services	Susan Denney (FOI & Information Privacy Manager)	[1 - 0 - 0]
Moyne Shire Council	Alicia Cohen (Governance Co-ordinator)	[1 - 2 - 0]
	Susan Kewley (Manager Organisational Development)	[0 - 1 - 0]
Muckatah Recreation Reserve Committee of Management	Shari Mawson (Secretary)	[0 - 1 - 0]
Murrindindi Shire Council	Tara Carter (FOI Manager)	[2 - 5 - 0]
NCN Health	Jacque Phillips (Chief Executive Officer)	[37 - 0 - 0]
Nillumbik Shire Council	Emma Christensen (FOI Officer)	[5 - 5 - 1]
North East Region Water Corporation (t/a North East Water)	Misty Howard (FOI Officer)	[0 - 2 - 0]
Northeast Health Wangaratta	Dr Rowena Mann (FOI & Information Privacy Manager)	[201 - 0 - 0]
Northern Grampians Shire Council	Mary Scully (FOI & Information Privacy Manager)	[2 - 0 - 0]
Northern Health	Meri Milevski (FOI Clerk)	[65 - 5 - 0]
	Vinay Lakra (North Area Mental Health Director)	[147 - 15 - 0]
	Bree Coulthard (FOI Manager)	[681 - 56 - 2]
Office of Public Prosecutions	Christine Michaleas (FOI Officer)	[19 - 42 - 5]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Office of the Victorian Information Commissioner	Sven Bluemmel (Information Commissioner)	[1 - 0 - 0]
	Ted Lipiarski (Chief Operating Officer)	[8 - 4 - 0]
	Bryan Wee (General Counsel)	[0 - 3 - 0]
Omeo District Health	Leanne Stedman (FOI Officer)	[3 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI Officer)	[42 - 0 - 0]
Parks Victoria	Rhonda Davis (FOI Officer)	[0 - 1 - 0]
	Jenny Cook (Information Support Officer)	[4 - 5 - 0]
	Jacqueline Borrett (FOI & Information Privacy Manager)	[2 - 0 - 0]
	Andres Mendez Ceroni (Senior Governance Officer (FOI & Privacy))	[6 - 6 - 0]
Peninsula Health	Debbie Warry (Senior PIRU Clerk)	[465 - 20 - 0]
	Jodie Thompson (PIRU Manager)	[13 - 1 - 1]
	Amanda Henderson (Senior PIRU Clerk)	[45 - 12 - 0]
	Hadrian Dawson (Senior PIRU Clerk)	[68 - 0 - 0]
	Tracey Mogford (Senior PIRU Clerk)	[7 - 0 - 0]
	Bobby Dhiman (Senior PIRU Clerk)	[12 - 2 - 0]
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer)	[125 - 0 - 0]
Phillip Island Nature Park Board of Management	Carolyn Simonds (FOI Officer)	[1 - 0 - 0]
Portland District Health	Casey Mills (FOI Officer)	[0 - 45 - 1]
Premier of Victoria	Gemma Briffa (FOI and Privacy Officer)	[0 - 1 - 0]
	Matthew Thompson (Manager, FOI and Privacy)	[1 - 2 - 0]
Pyrenees Shire Council	Helen Swadling (Acting Manager Governance Risk and Compliance)	[3 - 0 - 0]
Queen Elizabeth Centre	Sue White (Chief Executive Officer)	[6 - 0 - 0]
Racing Victoria Limited	Simonette Foletti (FOI Officer)	[1 - 6 - 2]
RMIT University	Penny Liberogiannis (FOI Officer)	[1 - 3 - 0]
	Tom McLeod (FOI Manager)	[0 - 0 - 6]
Robinvale District Health Services	Vicki Shawcross (FOI Manager)	[17 - 0 - 0]
Rochester and Elmore District Health Service	Dorothy Stone (Director of Clinical Services)	[2 - 0 - 0]
Royal Children's Hospital	Ricky Huynh (FOI Reviewer)	[180 - 177 - 0]
	Barbara Farrell (Admin Officer)	[5 - 0 - 0]
	Judith Smith (FOI Officer)	[139 - 52 - 0]
	Angela Wood (FOI Reviewer)	[27 - 25 - 0]
	Annabelle Mann (General Counsel)	[2 - 0 - 0]
	Joanne Dean (Nurse Unit Manager)	[1 - 1 - 0]
	Kathy Cassin (Manager)	[1 - 0 - 0]
	Sanjay Patel (Mental Health Clinician)	[9 - 6 - 0]
Royal Society for the Prevention of Cruelty to Animals	Leah Marshall (FOI Officer)	[1 - 13 - 0]
Royal Victorian Eye and Ear Hospital	Sean Jespersen (Director of Medical Services)	[176 - 0 - 0]
Royal Women's Hospital	Neil Goodwin (FOI Officer)	[69 - 8 - 0]
	Kathy Paris (FOI Officer)	[7 - 4 - 0]
	Angela Mayhew (FOI & Information Privacy Manager)	[3 - 0 - 0]
	Mark Garwood (Director of Medical Services)	[1 - 0 - 0]
	Michelle Schonrock (FOI Officer)	[70 - 14 - 0]
	Felix Kleinman (FOI Manager)	[95 - 3 - 0]
Rural City of Wangaratta	Brendan McGrath (Chief Executive Officer)	[1 - 0 - 0]
	Sarah Brindley (FOI Director)	[0 - 1 - 0]
	Robin Gardner (FOI Manager)	[2 - 0 - 1]
Rural Northwest Health	Kevin Mills (Chief Executive Officer)	[5 - 0 - 0]
Safer Care Victoria	Ann Maree Keenan (Acting Chief Executive Officer)	[0 - 2 - 2]

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NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Scientific Advisory Committee	Barbara Evans (Convenor)	[0 - 1 - 0]
Seymour Health	Sandra Toomey (Health Information Manager)	[35 - 0 - 0]
South East Water	Gavin Warner (FOI Officer)	[11 - 3 - 0]
	Catherine O'Connor (FOI Officer)	[1 - 0 - 0]
South Gippsland Hospital	Sharon Shaw (Health Information Manager)	[8 - 0 - 0]
South Gippsland Region Water Corporation (t/a South Gippsland Water)	Ros Griggs (FOI Officer)	[0 - 2 - 0]
South Gippsland Shire Council	Luke Anthony (FOI Officer)	[0 - 0 - 1]
	Tracey Costello (FOI Officer)	[0 - 1 - 1]
	Avril Piasente (FOI Officer)	[3 - 2 - 0]
	Peter Winterburn (FOI Officer)	[1 - 2 - 0]
South West Healthcare	Grace Sousa (Director of Medical Services)	[189 - 17 - 0]
	Richard Campion (Executive Director of Mental Health Services)	[29 - 10 - 0]
Southern Grampians Shire Council	Karly Saunders (FOI Officer)	[0 - 4 - 0]
Southern Metropolitan Cemeteries Trust	Carl Enser (FOI & Information Privacy Manager)	[0 - 1 - 0]
St Vincent's Health	Nim Nadarajah (Senior Clinician)	[787 - 2 - 0]
	Peter Bosanac (Director of Medical Services)	[42 - 25 - 0]
	Paul O'Brien (FOI Officer)	[16 - 0 - 2]
	Lyn-May Lim (Senior Clinician)	[2 - 0 - 0]
	Francine Moss (Senior Clinician)	[1 - 0 - 0]
State Electricity Commission of Victoria	John Drewett (FOI Officer)	[6 - 0 - 0]
State Revenue Office	Sue Kaufmann (FOI Manager)	[1 - 2 - 0]
	Michelle Thyreum (FOI Officer)	[3 - 4 - 0]
	Greg Lavery (FOI Officer)	[11 - 3 - 0]
	Mark Allgood (FOI Officer)	[3 - 0 - 0]
	Roman Valher (FOI Officer)	[1 - 5 - 0]
Stawell Regional Health	Kate Pryde (Chief Executive Officer)	[14 - 1 - 0]
Strathbogie Shire Council	Dawn Bray (Executive Manager Governance & Customer Service)	[0 - 1 - 0]
	Aileen Davidson (Records Officer / FOI Officer)	[0 - 6 - 1]
Suburban Rail Loop Authority	Andrew Weston (FOI & Information Privacy Manager)	[0 - 1 - 2]
	Candice Tan (Senior Lawyer)	[0 - 0 - 1]
Surf Coast Shire Council	Julie Anderson (FOI Officer)	[0 - 0 - 1]
	Maureen White (FOI Officer)	[2 - 2 - 0]
	Evvie Lambrianidis (FOI Officer)	[0 - 0 - 2]
Sustainability Victoria	Peta Broughton (FOI Manager)	[0 - 2 - 0]
Swan Hill District Health	Allison Harvey (Health Information Manager)	[119 - 0 - 0]
	Megan Leahy (Health Information Manager)	[0 - 1 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Coordinator)	[0 - 4 - 1]
	Joel Lieschke (Director Corporate Services)	[0 - 0 - 1]
Swinburne University of Technology	Kornel Koffsovitz (Associate Director (Legal & Regulatory))	[0 - 0 - 2]
TAFE Gippsland	Simon Alleaume (FOI Officer)	[1 - 0 - 0]
Timboon and District Healthcare Service	Michelle Selten (FOI Officer)	[8 - 0 - 0]
Towong Shire Council	Blair Phillips (Acting Director Corporate and Organisational Development)	[1 - 1 - 0]
	Emma Woolaston (Director Corporate and Organisational Development)	[0 - 1 - 1]
Transport Accident Commission	Amy Lu (FOI Officer)	[2 - 23 - 0]
	Cheryl Johnson (FOI Officer)	[28 - 322 - 0]
	Delilah Nichols (FOI Officer)	[0 - 0 - 1]
	Ellen Jennings (FOI Officer)	[17 - 97 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
	Felicity Wright (FOI & Information Privacy Manager)	[2 - 28 - 2]
	Joanne Ewen (FOI Officer)	[8 - 68 - 0]
	Lachlan Speak (FOI Officer)	[16 - 135 - 1]
	Leah Beckton (FOI Officer)	[4 - 172 - 0]
	Louise Luus (FOI Officer)	[113 - 251 - 2]
	Marjan Popal (FOI Officer)	[7 - 14 - 0]
	Narelle Hill (FOI Officer)	[23 - 51 - 0]
	Suzie Camorra (FOI Officer)	[3 - 31 - 0]
	Victoria Karpicz (FOI Officer)	[13 - 45 - 0]
	Emily Smyth (FOI Officer)	[26 - 94 - 0]
Transport Safety Victoria	Lauren Kowalski (FOI Officer)	[1 - 0 - 0]
	Jane Wright (FOI Officer)	[10 - 7 - 0]
Treasurer of Victoria	Mark Hamilton-Smith (FOI Manager)	[4 - 0 - 0]
Tweddle Child + Family Health Service	Paola Critelli (Health Information Manager)	[5 - 0 - 0]
University of Divinity	Anjali Antoniotti (Chief of Staff and University Secretary)	[1 - 0 - 0]
University of Melbourne	John Prins (Head of Medical School)	[17 - 7 - 0]
	Julie Wells (Vice President Strategy and Culture)	[0 - 1 - 0]
	Penelope Pepperell (Academic Secretary)	[0 - 4 - 0]
	Gioconda Di Lorenzo (University Secretary)	[14 - 8 - 9]
V/Line Corporation	Steven Lay (FOI Officer)	[5 - 22 - 1]
VicForests	Robyn Selby Smith (Corporate Counsel)	[4 - 2 - 0]
	Erin Simmons (Corporate Counsel)	[3 - 2 - 0]
Victoria Legal Aid	Sangeetha Royan (Senior Lawyer)	[1 - 1 - 0]
	Faz Zamani (Senior Lawyer)	[0 - 1 - 0]
	Ali Yildiz (Senior Lawyer)	[1 - 4 - 0]
	Kulumba Kiyingi (Senior Lawyer)	[0 - 0 - 1]
Victoria Police	Inspector Craig Matters (Deputy FOI Officer)	[7 - 141 - 27]
	Diane Moore (FOI Coordinator)	[44 - 255 - 117]
	Tina Kyriakos (Acting FOI Coordinator)	[1 - 9 - 3]
	Amy Grunwaldt (Acting FOI Coordinator)	[1 - 4 - 1]
	Robin Davey (FOI Manager)	[51 - 1,115 - 84]
Victoria State Emergency Service	Lisa Macdermott (FOI Officer)	[25 - 0 - 0]
Victoria University	Dragana Mitrovic (FOI Officer)	[14 - 0 - 3]
Victorian Auditor-General's Office	Andrew Greaves (Auditor-General)	[0 - 0 - 4]
Victorian Building Authority	Andrea McKie (FOI Officer)	[79 - 76 - 11]
	Jade Forrester (FOI Officer)	[63 - 19 - 5]
	Larna Chapman (FOI Officer)	[6 - 6 - 1]
	Andres Mendes (FOI Officer)	[17 - 11 - 2]
Victorian Commission for Gambling and Liquor Regulation	Scott May (General Counsel and Executive Director, Regulatory Policy and Legal Services)	[6 - 4 - 2]
	Amy Rudolph (Acting General Counsel and Executive Director, Regulatory Policy and Legal Services)	[2 - 1 - 2]
	Ross Kennedy (Chair)	[0 - 0 - 1]
	Cameron Warfe (Acting General Counsel and Executive Director, Regulatory Policy and Legal Services)	[0 - 1 - 0]
Victorian Curriculum and Assessment Authority	Jenny Morris (Principal Solicitor)	[1 - 1 - 1]
	Elisha Marriott (Senior Solicitor)	[1 - 0 - 0]
Victorian Electoral Commission	Anika Clynick (FOI Officer)	[0 - 0 - 1]
Victorian Equal Opportunity & Human Rights Commission	Emily Howie (Director of Legal and Dispute Resolution)	[0 - 2 - 0]
Victorian Fisheries Authority	Travis Dowling (Chief Executive Officer)	[6 - 0 - 1]

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NAMES AND TITLES OF DECISION MAKERS (CONTINUED)

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Victorian Government Solicitor's Office	Matthew Hocking (Victorian Government Solicitor)	[0 - 1 - 0]
Victorian Institute of Forensic Medicine	Helen McKelvie (FOI Officer)	[0 - 1 - 0]
	Fiona Leahy (FOI Officer)	[0 - 2 - 0]
Victorian Institute of Forensic Mental Health	Loay Othman (Health Information Manager)	[10 - 29 - 0]
	Maree Brown (FOI Officer)	[30 - 0 - 0]
Victorian Institute of Teaching	Geoffrey Coates (FOI & Information Privacy Manager)	[9 - 1 - 13]
Victorian Legal Services Board	David Forbes (General Counsel)	[0 - 5 - 0]
Victorian Managed Insurance Authority	Frieda Esquelin (General Counsel and Corporate Secretary)	[3 - 5 - 3]
Victorian Ombudsman	Vanessa Twigg (Principal Legal Adviser)	[7 - 0 - 1]
Victorian Planning Authority	Ed Small (Board Secretary and Chief Financial Officer)	[2 - 2 - 0]
Victorian Ports Corporation (Melbourne)	Holly Gray (FOI Officer)	[0 - 2 - 0]
Victorian Public Sector Commission	Ahmed Kucukali (FOI Officer)	[1 - 1 - 1]
Victorian Rail Track (t/a VicTrack)	Barry Whitehead (FOI Officer)	[0 - 1 - 0]
Victorian Registration and Qualifications Authority	Keith Gove (Manager, Governance Projects)	[1 - 1 - 0]
	Karissa Robinson (Manager, Governance and Corporate Services)	[0 - 0 - 1]
Victorian WorkCover Authority (t/a WorkSafe)	Bronte Wright (FOI Officer)	[0 - 7 - 6]
	Karen van der Chys (FOI Officer)	[5 - 206 - 26]
	Melanie Waugh (FOI Officer)	[1 - 96 - 19]
	Sue Xie (FOI Officer)	[4 - 204 - 11]
	Tim Craven (FOI Officer)	[3 - 228 - 25]
	Yasmine Assafiri (FOI Officer)	[12 - 125 - 12]
Wannon Region Water Corporation	Steven Kearns (FOI Manager)	[4 - 0 - 0]
Warrnambool City Council	Wendy Clark (FOI Officer)	[0 - 2 - 0]
Wellington Shire Council	Marj McInnes (Records Coordinator)	[2 - 5 - 0]
West Gippsland Healthcare Group	Kyle Galley (FOI Officer)	[106 - 0 - 0]
West Wimmera Health Service	Ritchie Dodds (Chief Executive Officer)	[49 - 0 - 0]
West Wimmera Shire Council	Elizabeth Matuschka (Governance Manager)	[0 - 1 - 0]
Western District Health Service	Sally Graham (Health Information Manager)	[17 - 0 - 0]
	Dale Ford (Chief Medical Officer)	[63 - 0 - 0]
	Natalie Rhook (Health Information Manager)	[10 - 0 - 0]
Western Health	Gayle Ekonomou (FOI Officer)	[752 - 26 - 1]
	Sofia Feye (FOI Officer)	[504 - 6 - 1]
Western Region Water Corporation	Melissa Jeal (Company Secretary)	[0 - 2 - 1]
	Liz Rowland (Chief Financial Officer/Company Secretary)	[0 - 1 - 0]
Whittlesea City Council	Diana Vukic (FOI Officer)	[0 - 11 - 0]
	Justine Smith (FOI Officer)	[0 - 7 - 1]
	Amanda Marijanovic (FOI Officer)	[3 - 3 - 2]
	Lence Mitrovski (FOI Officer)	[2 - 0 - 0]
	Felicity Maddern (FOI Officer)	[1 - 3 - 0]
Wimmera Health Care Group	Rob Pegram (Director of Medical Services)	[73 - 0 - 1]
	John Gallichio (Director of Medical Services)	[23 - 1 - 1]
	Grant Phelps (Director of Medical Services)	[17 - 0 - 0]
Wodonga City Council	Kevin Scully (FOI Officer)	[1 - 0 - 0]
	Kane McMenamin (FOI Officer)	[0 - 1 - 0]
Wyndham City Council	Loredana Drury (FOI & Information Privacy Manager)	[10 - 13 - 3]
Yarra City Council	Ivan Gilbert (FOI Officer)	[26 - 36 - 2]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Yarra Ranges Shire Council	Marissa Gardiner (Executive Officer Information Management)	[10 - 15 - 2]
Yarra Valley Water Corporation	Frank Portelli (FOI & Information Privacy Manager)	[29 - 0 - 0]
Yarram and District Health Service	Paul Head (Acting Chief Executive Officer)	[4 - 0 - 0]
Yarrawonga Health	Erica Anderson (Director of Clinical Services)	[2 - 0 - 0]
	Cate Febey (FOI Officer)	[4 - 0 - 0]
Yooralla	Rod Carracher (FOI Officer)	[2 - 0 - 0]
Zoological Parks and Gardens Board	Lawrence Tai (FOI Officer)	[1 - 0 - 0]

6 APPENDICES

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	\$892,067.74	\$359,108.12	\$958,127.56	\$181,400.73	\$0.00
Accident Compensation Conciliation Service	\$0.00	\$148.00	\$0.00	\$0.00	\$0.00
Akoonah Park Committee of Management	\$0.00	\$0.00	\$0.00	\$22.20	\$0.00
Albury Wodonga Health	\$8,702.40	\$6,275.20	\$9,546.64	\$1,802.00	\$0.00
Alexandra District Health	\$177.60	\$88.80	\$0.00	\$0.00	\$0.00
Alfred Health	\$67,665.60	\$9,116.80	\$214,754.40	\$10,353.30	\$0.00
Alpine Health	\$355.20	\$29.60	\$451.63	\$0.00	\$0.00
Alpine Shire Council	\$29.60	\$0.00	\$66.60	\$0.00	\$0.00
Ambulance Victoria	\$45,021.60	\$29,629.60	\$0.00	\$0.00	\$0.00
Architects Registration Board of Victoria	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Assistant Treasurer of Victoria	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Attorney-General	\$148.00	\$29.60	\$0.00	\$0.00	\$0.00
Austin Health	\$31,968.00	\$11,810.40	\$26,687.00	\$11,347.70	\$0.00
Australian Grand Prix Corporation	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Bairnsdale Regional Health Service	\$1,361.60	\$1,657.60	\$768.20	\$500.00	\$0.00
Ballarat General Cemeteries Trust	\$59.20	\$0.00	\$0.00	\$74.84	\$0.00
Ballarat Health Services	\$11,662.40	\$8,732.00	\$8,278.40	\$6,232.60	\$0.00
Banyule City Council	\$651.20	\$29.60	\$204.00	\$246.15	\$0.00
Barwon Health	\$21,134.40	\$6,837.60	\$48,491.80	\$9,550.00	\$0.00
Barwon Region Water Corporation	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Bass Coast Health	\$2,042.40	\$384.80	\$2,386.90	\$90.40	\$0.00
Bass Coast Shire Council	\$621.60	\$236.80	\$236.03	\$0.00	\$0.00
Baw Baw Shire Council	\$1,332.00	\$59.20	\$795.20	\$88.80	\$0.00
Bayside City Council	\$562.40	\$88.80	\$1,625.38	\$22.20	\$0.00
Beaufort and Skipton Health Service	\$131.80	\$148.00	\$32.60	\$0.00	\$0.00
Beechworth Health Service	\$0.00	\$236.80	\$0.00	\$207.20	\$0.00
Benalla Health	\$236.80	\$473.60	\$532.80	\$0.00	\$0.00
Benalla Rural City Council	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Bendigo Health Care Group	\$13,529.80	\$974.20	\$18,517.18	\$514.40	\$0.00
Boort District Health	\$29.60	\$59.20	\$0.00	\$0.00	\$0.00
Borough of Queenscliffe	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Box Hill Institute	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$740.00	\$325.60	\$0.00	\$0.00	\$0.00
Bushfire Recovery Victoria	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Calvary Health Care Bethlehem	\$88.80	\$0.00	\$176.50	\$0.00	\$0.00
Campaspe Shire Council	\$503.20	\$59.20	\$717.55	\$88.80	\$0.00
Cardinia Shire Council	\$414.40	\$0.00	\$0.00	\$0.00	\$0.00
Casterton Memorial Hospital	\$59.20	\$0.00	\$85.81	\$0.00	\$0.00
Castlemaine Health	\$473.60	\$29.60	\$120.52	\$0.00	\$0.00
Cenitex	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Central Gippsland Health Service	\$2,160.80	\$532.80	\$262.40	\$212.40	\$0.00
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$59.20	\$0.00	\$66.63	\$22.50	\$0.00
Central Goldfields Shire Council	\$148.00	\$118.40	\$0.00	\$0.00	\$0.00
Central Highlands Region Water Corporation	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Central Highlands Rural Health	\$680.80	\$88.80	\$583.51	\$0.00	\$0.00
Chief Parliamentary Counsel Victoria	\$0.00	\$88.80	\$0.00	\$0.00	\$0.00
Chisholm Institute	\$29.60	\$236.80	\$0.00	\$0.00	\$0.00
City of Ballarat	\$740.00	\$59.20	\$984.75	\$231.25	\$0.00
City of Boroondara	\$1,924.00	\$29.60	\$2,158.83	\$0.00	\$0.00
City of Casey	\$1,480.00	\$799.20	\$1,931.70	\$1,243.20	\$0.00
City of Darebin	\$917.60	\$118.40	\$725.60	\$210.20	\$0.00
City of Greater Bendigo	\$917.60	\$207.20	\$1,150.50	\$66.60	\$0.00
City of Greater Dandenong	\$888.00	\$88.80	\$1,096.29	\$0.00	\$0.00
City of Greater Geelong	\$2,042.40	\$207.20	\$0.00	\$0.00	\$0.00
City of Melbourne	\$1,509.60	\$325.60	\$5,812.37	\$27.80	\$0.00
City of Monash	\$1,243.20	\$0.00	\$354.53	\$0.00	\$0.00
City of Port Phillip	\$1,184.00	\$177.60	\$1,688.87	\$510.60	\$0.00
City of Stonnington	\$2,516.00	\$0.00	\$0.00	\$0.00	\$0.00
City of Whitehorse	\$532.80	\$29.60	\$277.40	\$11.10	\$0.00
City West Water Corporation	\$1,953.60	\$0.00	\$1,565.70	\$0.00	\$0.00
Cohuna District Hospital	\$88.80	\$207.20	\$27.00	\$0.00	\$0.00
Colac Area Health	\$1,628.00	\$473.60	\$464.60	\$584.20	\$0.00
Colac Otway Shire	\$296.00	\$0.00	\$512.69	\$0.00	\$0.00
Coliban Region Water Corporation	\$118.40	\$0.00	\$170.04	\$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>
Commercial Passenger Vehicles Victoria	\$207.20	\$59.20	\$0.00	\$0.00	\$0.00
Commission for Children and Young People	\$118.40	\$59.20	\$0.00	\$0.00	\$0.00
Corangamite Shire	\$0.00	\$0.00	\$362.77	\$0.00	\$0.00
Corryong Health (previously known as Upper Murray Health and Community Services)	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Country Fire Authority	\$3,877.60	\$148.00	\$4,656.86	\$24.00	\$0.00
Court Services Victoria	\$355.20	\$917.60	\$0.00	\$0.00	\$0.00
COVID-19 Quarantine Victoria	\$177.60	\$0.00	\$0.00	\$0.00	\$0.00
Deakin University	\$444.00	\$59.20	\$0.00	\$0.00	\$0.00
Dental Health Services Victoria	\$148.00	\$6,808.00	\$0.00	\$0.00	\$0.00
Department of Education and Training	\$9,620.00	\$4,380.80	\$642.15	\$283.29	\$0.00
Department of Environment, Land, Water and Planning	\$5,387.20	\$828.80	\$595.32	\$3,396.61	\$0.00
Department of Families, Fairness and Housing	\$828.80	\$20,542.40	\$152.35	\$797.68	\$0.00
Department of Health	\$3,315.20	\$2,664.00	\$260.00	\$1,117.80	\$0.00
Department of Health and Human Services	\$2,752.80	\$28,948.80	\$602.86	\$1,506.36	\$0.00
Department of Jobs, Precincts and Regions	\$4,824.94	\$207.20	\$93.60	\$192.20	\$0.00
Department of Justice and Community Safety	\$5,860.80	\$28,179.20	\$1,874.37	\$0.00	\$0.00
Department of Premier and Cabinet	\$3,226.40	\$444.00	\$427.65	\$753.30	\$0.00
Department of Transport	\$36,799.80	\$13,934.60	\$0.00	\$42,199.20	\$0.00
Department of Treasury and Finance	\$1,539.20	\$296.00	\$1,235.00	\$0.00	\$0.00
Development Victoria	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Disability Services Commissioner	\$0.00	\$88.80	\$0.00	\$0.00	\$0.00
Djerriwarrh Health Services	\$2,604.80	\$503.20	\$1,478.70	\$0.00	\$0.00
East Gippsland Region Water Corporation (t/a East Gippsland Water)	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
East Gippsland Shire Council	\$651.20	\$0.00	\$0.00	\$0.00	\$0.00
East Grampians Health Service	\$1,302.40	\$947.20	\$3,524.50	\$2,062.00	\$0.00
East Wimmera Health Service	\$325.60	\$325.60	\$0.00	\$0.00	\$0.00
Eastern Health	\$33,418.40	\$11,070.40	\$32,469.40	\$24,031.60	\$0.00
Echuca Regional Health	\$2,456.80	\$917.60	\$3,033.30	\$938.00	\$0.00
Edenhope & District Memorial Hospital	\$207.20	\$59.20	\$79.42	\$18.60	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Emergency Services Superannuation Board (t/a ESSSuper)	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Emergency Services Telecommunications Authority	\$1,154.40	\$88.80	\$0.00	\$0.00	\$0.00
Energy Safe Victoria	\$1,184.00	\$207.20	\$0.00	\$630.80	\$0.00
Environment Protection Authority	\$2,456.80	\$118.40	\$222.00	\$555.00	\$0.00
Essential Services Commission	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Family Safety Victoria	\$0.00	\$266.40	\$0.00	\$0.00	\$0.00
Federation University Australia	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Film Victoria	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Fire Rescue Victoria	\$11,928.80	\$1,361.60	\$148.00	\$46.00	\$0.00
Frankston City Council	\$532.80	\$59.20	\$470.43	\$419.80	\$0.00
Game Management Authority	\$296.00	\$0.00	\$0.00	\$0.00	\$0.00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$88.80	\$59.20	\$0.00	\$0.00	\$0.00
Gippsland Ports Committee of Management Incorporated	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Gippsland Southern Health Service	\$444.00	\$414.40	\$280.50	\$11.60	\$0.00
Glen Eira City Council	\$1,568.80	\$29.60	\$944.08	\$111.00	\$0.00
Glenelg Shire Council	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Golden Plains Shire Council	\$414.40	\$59.20	\$88.84	\$0.00	\$0.00
Gordon Institute of TAFE	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Broken Catchment Management Authority	\$384.80	\$0.00	\$277.56	\$0.00	\$0.00
Goulburn Valley Health	\$9,797.60	\$0.00	\$13,953.50	\$0.00	\$0.00
Goulburn Valley Region Water Corporation	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn-Murray Rural Water Corporation	\$473.60	\$0.00	\$990.94	\$0.00	\$0.00
Great Ocean Road Health	\$88.80	\$532.80	\$49.00	\$0.00	\$0.00
Greater Shepparton City Council	\$651.20	\$88.80	\$767.65	\$0.00	\$0.00
Greyhound Racing Victoria	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
Health Complaints Commissioner	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Heathcote Health	\$177.60	\$59.20	\$424.60	\$15.60	\$0.00
Hepburn Shire Council	\$148.00	\$177.60	\$163.87	\$0.00	\$0.00
Heritage Council of Victoria	\$0.00	\$118.40	\$0.00	\$0.00	\$0.00
Hesse Rural Health Service	\$0.00	\$29.60	\$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>
Heywood Rural Health	\$59.20	\$0.00	\$106.62	\$0.00	\$0.00
Hindmarsh Shire Council	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Hobsons Bay City Council	\$828.80	\$29.60	\$0.00	\$0.00	\$0.00
Holmesglen Institute	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Horsham Rural City Council	\$177.60	\$0.00	\$551.04	\$0.00	\$0.00
Hume City Council	\$888.00	\$325.60	\$686.42	\$70.42	\$0.00
Independent Broad-based Anti-corruption Commission	\$118.40	\$266.40	\$0.00	\$0.00	\$0.00
Indigo Shire Council	\$118.40	\$118.40	\$98.84	\$0.00	\$0.00
Inglewood and Districts Health Service	\$0.00	\$177.60	\$0.00	\$0.00	\$0.00
Kerang District Health	\$355.20	\$0.00	\$292.00	\$0.00	\$0.00
Kilmore and District Hospital	\$680.80	\$562.40	\$538.70	\$180.00	\$0.00
Kingston City Council	\$976.80	\$148.00	\$607.74	\$524.97	\$0.00
Knox City Council	\$562.40	\$0.00	\$1,485.23	\$0.00	\$0.00
Kyabram and District Health Services	\$355.20	\$29.60	\$289.35	\$21.30	\$0.00
La Trobe University	\$473.60	\$88.80	\$0.00	\$0.00	\$0.00
Labour Hire Authority	\$118.40	\$0.00	\$244.73	\$0.00	\$0.00
Latrobe City Council	\$355.20	\$29.60	\$0.00	\$0.00	\$0.00
Latrobe Regional Hospital	\$5,801.60	\$5,712.80	\$8,885.51	\$1,443.65	\$0.00
Local Government Inspectorate	\$118.40	\$0.00	\$118.40	\$0.00	\$0.00
Loddon Shire Council	\$59.20	\$0.00	\$242.50	\$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	\$325.60	\$88.80	\$522.62	\$0.00	\$0.00
Major Transport Infrastructure Authority	\$266.40	\$177.60	\$0.00	\$0.00	\$0.00
Mallee Track Health and Community Service	\$355.20	\$59.20	\$336.87	\$0.00	\$0.00
Manningham City Council	\$769.60	\$0.00	\$1,621.70	\$0.00	\$0.00
Mansfield District Hospital	\$384.80	\$177.60	\$66.50	\$0.00	\$0.00
Mansfield Shire Council	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Maribyrnong City Council	\$651.20	\$118.40	\$0.00	\$0.00	\$0.00
Maroondah City Council	\$592.00	\$0.00	\$0.00	\$0.00	\$0.00
Maryborough District Health Service	\$828.80	\$88.80	\$294.20	\$133.80	\$0.00
Medical Panels	\$0.00	\$118.40	\$135.00	\$135.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Melbourne Health	\$67,902.40	\$7,932.80	\$91,810.00	\$1,929.00	\$0.00
Melbourne Polytechnic	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Melbourne Water	\$858.40	\$0.00	\$158.30	\$796.40	\$0.00
Melton City Council	\$503.20	\$59.20	\$220.00	\$0.00	\$0.00
Mental Health Complaints Commissioner	\$29.60	\$148.00	\$0.00	\$0.00	\$0.00
Mental Health Tribunal	\$0.00	\$680.80	\$0.00	\$0.00	\$0.00
Mercy Hospitals Victoria Ltd	\$12,757.60	\$8,495.20	\$20,897.10	\$2,345.80	\$0.00
Mildura Base Public Hospital	\$3,167.20	\$799.20	\$10,673.79	\$0.00	\$0.00
Mildura Rural City Council	\$355.20	\$59.20	\$0.00	\$0.00	\$0.00
Minister for Agriculture	\$118.40	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Child Protection	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Consumer Affairs, Gaming and Liquor Regulation	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Crime Prevention	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Education	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Employment	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Energy, Environment and Climate Change	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Health	\$207.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Housing	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Industry Support and Recovery	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Local Government	\$88.80	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Multicultural Affairs	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Planning	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Police and Emergency Services	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Ports and Freight	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Prevention of Family Violence	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Minister for Public Transport	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Tourism, Sport and Major Events	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Transport Infrastructure	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Workplace Safety	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Mitchell Shire Council	\$473.60	\$118.40	\$122.60	\$138.00	\$0.00
Moira Shire Council	\$148.00	\$29.60	\$93.84	\$114.65	\$0.00
Monash Health	\$46,738.40	\$12,284.00	\$82,100.00	\$3,513.40	\$0.00

6 APPENDICES

FEES AND CHARGES (CONTINUED)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Monash University	\$976.80	\$88.80	\$133.32	\$0.00	\$0.00
Moonee Valley City Council	\$1,124.80	\$355.20	\$133.20	\$510.60	\$0.00
Moorabool Shire Council	\$177.60	\$29.60	\$244.30	\$0.00	\$0.00
Moreland City Council	\$858.40	\$0.00	\$777.88	\$222.00	\$0.00
Mornington Peninsula Shire	\$2,664.00	\$148.00	\$612.00	\$10,324.00	\$0.00
Mount Alexander Shire Council	\$266.40	\$0.00	\$0.00	\$0.00	\$0.00
Moyne Health Services	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Moyne Shire Council	\$148.00	\$0.00	\$159.88	\$0.00	\$0.00
Muckatah Recreation Reserve Committee of Management	\$0.00	\$0.00	\$0.00	\$22.20	\$0.00
Municipal Association of Victoria	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Murrindindi Shire Council	\$266.40	\$59.20	\$443.90	\$0.00	\$0.00
NCN Health	\$473.60	\$710.40	\$207.50	\$0.00	\$0.00
Nillumbik Shire Council	\$207.20	\$59.20	\$112.80	\$44.40	\$0.00
North East Region Water Corporation (t/a North East Water)	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
Northeast Health Wangaratta	\$5,949.60	\$0.00	\$15,103.11	\$0.00	\$0.00
Northern Grampians Shire Council	\$59.20	\$29.60	\$0.00	\$0.00	\$0.00
Northern Health	\$27,557.60	\$2,871.20	\$67,306.06	\$3,835.00	\$0.00
Office of Public Prosecutions	\$1,716.80	\$592.00	\$1,006.40	\$326.60	\$0.00
Office of the Victorian Information Commissioner	\$651.20	\$118.40	\$0.00	\$0.00	\$0.00
Omeo District Health	\$118.40	\$0.00	\$190.70	\$0.00	\$0.00
Orbost Regional Health	\$858.40	\$503.20	\$1,867.80	\$0.00	\$0.00
Parks Victoria	\$858.40	\$59.20	\$1,842.38	\$44.84	\$0.00
Peninsula Health	\$16,635.20	\$5,476.00	\$34,300.20	\$6,295.80	\$0.00
Peter MacCallum Cancer Centre	\$3,137.60	\$562.40	\$5,938.80	\$1,221.20	\$0.00
Portland District Health	\$769.60	\$592.00	\$139.60	\$499.80	\$0.00
Premier of Victoria	\$562.40	\$59.20	\$0.00	\$1.40	\$0.00
Pyrenees Shire Council	\$59.20	\$29.60	\$44.42	\$0.00	\$0.00
Queen Elizabeth Centre	\$88.80	\$88.80	\$0.00	\$0.00	\$0.00
Racing Integrity Commissioner	\$0.00	\$29.60	\$0.00	\$29.60	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Racing Victoria Limited	\$59.20	\$355.20	\$0.00	\$0.00	\$0.00
RMIT University	\$236.80	\$29.60	\$203.71	\$0.00	\$0.00
Robinvale District Health Services	\$236.80	\$266.40	\$142.40	\$0.00	\$0.00
Rochester and Elmore District Health Service	\$29.60	\$59.20	\$10.00	\$10.00	\$0.00
Royal Children's Hospital	\$9,590.40	\$11,544.00	\$26,138.70	\$625.40	\$0.00
Royal Society for the Prevention of Cruelty to Animals	\$236.80	\$651.20	\$155.43	\$22.21	\$0.00
Royal Victorian Eye and Ear Hospital	\$4,528.80	\$562.40	\$4,496.42	\$0.00	\$0.00
Royal Women's Hospital	\$7,281.60	\$917.60	\$30,956.82	\$126.40	\$0.00
Rural City of Wangaratta	\$236.80	\$0.00	\$0.00	\$0.00	\$0.00
Rural Northwest Health	\$88.80	\$59.20	\$78.60	\$0.00	\$0.00
Safer Care Victoria	\$207.20	\$207.20	\$0.00	\$0.00	\$0.00
Scientific Advisory Committee	\$29.60	\$0.00	\$0.00	\$45.00	\$0.00
Seymour Health	\$917.60	\$118.40	\$1,453.55	\$0.00	\$0.00
South East Water	\$621.60	\$0.00	\$666.29	\$0.00	\$0.00
South Gippsland Hospital	\$236.80	\$0.00	\$168.40	\$0.00	\$0.00
South Gippsland Region Water Corporation (t/a South Gippsland Water)	\$29.60	\$29.60	\$0.00	\$0.00	\$0.00
South Gippsland Shire Council	\$384.80	\$88.80	\$1,347.07	\$0.00	\$0.00
South West Healthcare	\$4,588.00	\$3,108.00	\$4,932.10	\$0.00	\$0.00
Southern Grampians Shire Council	\$88.80	\$0.00	\$78.86	\$0.00	\$0.00
Southern Metropolitan Cemeteries Trust	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
St Vincent's Health	\$21,608.00	\$5,387.20	\$6,400.00	\$2,850.00	\$0.00
State Electricity Commission of Victoria	\$177.60	\$0.00	\$0.00	\$0.00	\$0.00
State Revenue Office	\$679.10	\$1.70	\$211.09	\$0.00	\$0.00
Stawell Regional Health	\$325.60	\$148.00	\$241.02	\$110.75	\$0.00
Strathbogie Shire Council	\$266.40	\$0.00	\$173.86	\$0.00	\$0.00
Suburban Rail Loop Authority	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$414.40	\$59.20	\$0.00	\$0.00	\$0.00
Sustainability Victoria	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Swan Hill District Health	\$3,108.00	\$710.40	\$2,194.10	\$10.00	\$0.00
Swan Hill Rural City Council	\$236.80	\$0.00	\$50.00	\$0.00	\$0.00
Swinburne University of Technology	\$59.20	\$266.40	\$0.00	\$0.00	\$0.00
TAFE Gippsland	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00

6 APPENDICES

FEES AND CHARGES (CONTINUED)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Tallangatta Health Service	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Timboon and District Healthcare Service	\$59.20	\$177.60	\$123.53	\$0.00	\$0.00
Towong Shire Council	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Transport Accident Commission	\$49,964.80	\$2,989.60	\$31,444.60	\$187.60	\$0.00
Transport Safety Victoria	\$1,657.60	\$0.00	\$0.00	\$0.00	\$0.00
Treasurer of Victoria	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Tweddle Child and Family Health Service	\$88.80	\$29.60	\$0.00	\$0.00	\$0.00
University of Divinity	\$59.20	\$0.00	\$0.00	\$0.00	\$0.00
University of Melbourne	\$1,420.80	\$740.00	\$333.20	\$66.60	\$0.00
V/Line Corporation	\$325.60	\$355.20	\$25.60	\$0.00	\$0.00
VicForests	\$503.20	\$88.80	\$2,938.23	\$0.00	\$0.00
Victoria Legal Aid	\$88.80	\$384.80	\$0.00	\$0.00	\$0.00
Victoria Police	\$84,123.60	\$39,929.92	\$3,219.28	\$4,537.51	\$0.00
Victoria State Emergency Service	\$651.20	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Auditor-General's Office	\$0.00	\$148.00	\$0.00	\$0.00	\$0.00
Victorian Building Authority	\$9,383.20	\$4,972.80	\$2,793.51	\$2,238.51	\$0.00
Victorian Commission for Gambling and Liquor Regulation	\$562.40	\$59.20	\$921.60	\$444.10	\$0.00
Victorian Curriculum and Assessment Authority	\$88.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Electoral Commission	\$29.60	\$384.80	\$0.00	\$0.00	\$0.00
Victorian Equal Opportunity & Human Rights Commission	\$0.00	\$59.20	\$0.00	\$0.00	\$0.00
Victorian Fisheries Authority	\$177.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Government Solicitor	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Inspectorate	\$0.00	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Medicine	\$0.00	\$59.20	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Mental Health	\$0.00	\$2,101.60	\$0.00	\$0.00	\$0.00
Victorian Institute of Teaching	\$59.20	\$592.00	\$0.00	\$0.00	\$0.00
Victorian Legal Services Board	\$118.40	\$29.60	\$0.00	\$0.00	\$0.00
Victorian Managed Insurance Authority	\$177.60	\$148.00	\$0.00	\$0.00	\$0.00
Victorian Ombudsman	\$0.00	\$858.40	\$0.00	\$0.00	\$0.00
Victorian Planning Authority	\$88.80	\$0.00	\$360.72	\$63.84	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Trans- ferred fees waived
Victorian Public Sector Commission	\$118.40	\$59.20	\$0.00	\$0.00	\$0.00
Victorian Rail Track (t/a VicTrack)	\$236.80	\$59.20	\$0.00	\$0.00	\$0.00
Victorian Registration and Qualifications Authority	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Victorian WorkCover Authority (t/a WorkSafe)	\$38,450.40	\$1,243.20	\$5,166.00	\$8,363.80	\$0.00
Wannon Region Water Corporation	\$118.40	\$0.00	\$56.90	\$0.00	\$0.00
Warrnambool City Council	\$148.00	\$59.20	\$128.86	\$0.00	\$0.00
Wellington Shire Council	\$236.80	\$0.00	\$352.36	\$22.20	\$0.00
West Gippsland Healthcare Group	\$2,989.60	\$384.80	\$7,568.90	\$0.00	\$0.00
West Wimmera Health Service	\$414.40	\$1,420.80	\$1,370.20	\$0.00	\$0.00
West Wimmera Shire Council	\$29.60	\$0.00	\$0.00	\$0.00	\$0.00
Western District Health Service	\$1,154.40	\$1,598.40	\$2,510.30	\$344.30	\$0.00
Western Health	\$31,573.90	\$12,589.30	\$35,250.00	\$0.00	\$0.00
Western Region Water Corporation	\$118.40	\$266.40	\$0.00	\$0.00	\$0.00
Whittlesea City Council	\$917.60	\$29.60	\$754.80	\$44.40	\$0.00
Wimmera Health Care Group	\$1,065.60	\$2,575.20	\$1,985.20	\$2,896.60	\$0.00
Wodonga City Council	\$88.80	\$0.00	\$159.69	\$0.00	\$0.00
Wyndham City Council	\$1,272.80	\$118.40	\$871.00	\$142.20	\$0.00
Yarra City Council	\$1,835.20	\$355.20	\$0.00	\$0.00	\$0.00
Yarra Ranges Shire Council	\$680.80	\$207.20	\$1,353.04	\$154.60	\$0.00
Yarra Valley Water Corporation	\$621.60	\$0.00	\$0.00	\$0.00	\$0.00
Yarram and District Health Service	\$59.20	\$59.20	\$0.00	\$0.00	\$0.00
Yarrawonga Health	\$118.40	\$177.60	\$0.00	\$0.00	\$0.00
Yooralla	\$0.00	\$59.20	\$0.00	\$0.00	\$0.00

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



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