[Insert agency letterhead]

[Date]

Ref: [agency reference]

[Applicant name]

**By email: [insert email]**

Dear [Name]

**Outcome of your request under the *Freedom of Information Act 1982***

[*Professional Standard 1.1*](https://ovic.vic.gov.au/freedom-of-information/professional-standards/#1-access-to-government-information) requires an agency to consider whether a document in its possession, that is requested under the FOI Act, can properly be provided to an applicant outside the FOI Act. [*Professional Standard 1.2*](https://ovic.vic.gov.au/freedom-of-information/professional-standards/#2-receiving-a-request) requires where a document in the possession of an agency can properly be provided to an applicant outside the FOI Act, the agency must either facilitate access to the document or advise the applicant how the document can be accessed.

To do this, you may consider calling the applicant, sending them an email, or sending them a letter with the relevant information. It is good practice, however, to adopt a less formal approach and talk to an applicant by phone with a follow up email to confirm your advice.

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

You requested access to:

*[Insert the terms of the request]*

We refer to our telephone conversation on [insert date]. As discussed, we are writing to you to advise [use one option and delete the other] [we are providing access to the requested document[s] informally **OR** you can apply to access the requested documents another way].

[Use the below section if you are facilitating access to a document – for example, by providing copies or allowing an inspection, otherwise delete].

**We are providing access to the document[s] informally, outside of the Act**

As discussed, we located [insert a brief description of the general nature and number of the documents – for example, we located several emails between you and our agency].

Given the nature of your request and the document[s] we located, we are providing access to those document[s] [in full/in part] informally, outside the Act. This means we are providing access to those document[s] without needing to process your request under the formal legislative process.

[Describe how you are providing access to the document – for example, are you enclosing a copy of the document with this letter?].

[Use the below section if you are advising the applicant how the document may be accessed – for example, by referring the applicant to an existing statutory release scheme, otherwise delete]

**There is another way to access the document[s]**

As discussed, given your request relates to [insert a brief description of the request and the relevant document[s]], there is another way you may access the relevant document[s].

You can apply for access to the document[s] by [insert information regarding the relevant information release scheme].

Provide information about how the document may be accessed under the applicable information release scheme. For example, if it is a statutory scheme, you should advise the applicant of the relevant legislation. You should also provide the name and contact details of the person or agency to which the applicant can send their request or make enquiries.

If you have any questions about this letter, please contact us on [insert telephone number] or [insert email address] and quote [agency reference].

For more information on providing information outside of the Act (called ‘informal release’), read OVIC’s [Proactive and Informal Release of Information – Guidance for the Public](https://ovic.vic.gov.au/freedom-of-information/for-the-public/find-and-request-access-to-information/#what-is-informal-release).

Yours sincerely

[Name of officer]  
[Position title]