





Authorised by the  
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# Letter of transmittal

**To:** The Honourable Jaclyn Symes MP, Attorney General

I am pleased to enclose, in accordance with Part 7 of the *Financial Management Act 1994* (Vic), the annual report of the Office of the Victorian Information Commissioner for the financial year ending 30 June 2024, for presentation to Parliament.

This report has been prepared in accordance with Part 7 of the *Financial Management Act 1994* (Vic), section 64 of the *Freedom of Information Act 1982* (Vic) and section 116 of the *Privacy and Data Protection Act 2014* (Vic).

Sean Morrison  
**Information Commissioner**



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# Commissioner's foreword

The 2023-24 financial year was a period of significant transformation, not only for OVIC as an organisation, but also for the stakeholders that rely on the work we do and the information environment we regulate.

Changes at OVIC saw the appointment of a new Information Commissioner and Public Access Deputy Commissioner, as well as an internal realignment to better meet the requirements of our obligations and functions under the Acts we administer. Victoria's public sector also underwent significant evolution, in response to which OVIC was also able to quickly reprioritise and continue to provide support to our stakeholders, many of whom were also experiencing the challenges of change.

Despite these developments, OVIC's services and resources continue to be in-demand and valuable, both to public sector agencies and the general public. This report outlines that work in detail and the significant impact, through the professionalism and skill of our staff, OVIC has had on promoting and upholding information rights in Victoria.

Given the increasing demand for the work that we do, 2023-24 marked an important time for OVIC's strategic direction. OVIC reconsidered our vision, goals and key priorities for the next three years in developing our next strategic plan. In the coming year OVIC aims to provide regulatory certainty and to assist the agencies we oversee to better develop and manage their privacy, freedom of information and information security practices.

OVIC continues to be a source of guidance for government agencies, and it is important that we continue to develop our capacity to support the information rights of Victorians during a period of immense change. In the context of a swift-moving technological landscape OVIC will look to identify how we can evolve to better engage with, and educate the public on, their information rights and how to exercise them.

As we move into a period of ever-increasing technological development and a potential period of legislative change, OVIC will continue to provide consistent advice, resources and guidance, and we look forward to addressing any future challenges around information rights in Victoria.

Sean Morrison  
**Information Commissioner**



# Year at a glance

## 2023

### July

Investigation report released into departmental failures to protect citizens' data during COVID-19 pandemic

### August

Privacy Roundtable  
Hosted an Information Access Series webinar on FOI and family violence

### September

FOI Professional Standards tabled in Parliament  
International Access to Information Day celebrated with events focused on theme: *The importance of the online space for access to information*  
Hosted panel discussion on the benefits and barriers to using the online space for promoting access to information: *Now and in the future*

### October

Published examination report into digital learning tools in Victorian government schools  
Victorian Privacy Network meeting  
Global Privacy Assembly meeting  
M365 Copilot Public Statement released  
OVIC's 40th anniversary of the FOI Act held at the Wheeler Centre

### November

Privacy Authorities Australia meeting  
Asia Pacific Privacy Authorities meeting  
The Acting Information Commissioner and the Acting Public Access Deputy Commissioner delivered a suite of executive briefings on legislative reform in Victoria  
The Public Access Deputy Commissioner attended the Association of Information Access Commissioners in Perth

### December

The Acting Information Commissioner and the Acting Public Access Deputy Commissioner attended before the Integrity and Oversight Committee as part of their Inquiry into the operation of the FOI Act

## 2024

### January

OVIC made a submission to the Integrity and Oversight Committee's Inquiry into the operation of the FOI Act

### February

ChatGPT Public Statement released

### March

Victorian Privacy Network meeting  
Privacy Roundtable  
Completion of the FOI guidelines  
OVIC hosted the meeting of the Association of Information Access Commissioners in Melbourne  
The Information Commissioner and OVIC's General Counsel appeared before the IOC as part of its Inquiry into the operation of the FOI Act  
Hosted an Information Access Series webinar providing tips to use FOI for a more tailored applicant experience

### April

Publication of report on Audit of Standard 10 of the Victorian Protective Data Security Standards

### May

OVIC celebrates Privacy Awareness Week  
OVIC and the Centre of Excellence for Automated Decision-Making and Society launch of GenAI Concepts  
Publication of Investigation report into Datatime Services Pty Ltd data breach

### June

Privacy Authorities Australia meeting  
Asia Pacific Privacy Authorities meeting



# 1

# OVIC

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# 1 OVIC

## Who we are

The Office of the Victorian Information Commissioner (**OVIC**) is established under section 6B of the *Freedom of Information Act 1982* (Vic). OVIC is responsible for regulating that Act and the *Privacy and Data Protection Act 2014* (Vic).

### Commissioners

Information Commissioner

**Sean Morrison**

Public Access Deputy Commissioner

**Penny Eastman**

Privacy and Data Protection Deputy Commissioner

**Rachel Dixon**



## What we do

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

### Freedom of Information Act

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

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

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

### Privacy and Data Protection Act

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

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

- to promote awareness and understanding of the Information Privacy Principles (**IPPs**);
- to receive complaints about possible breaches of the IPPs by the Victorian public sector (**VPS**);
- to conduct audits to assess compliance with the IPPs; and
- to undertake research, issue reports, guidelines, and other materials 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;
- 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* (Vic) to enable the Information Commissioner to perform the Commissioner's functions and exercise powers under the FOI Act and PDP Act.

The benefits of the hybrid working arrangements OVIC implemented in previous years continued to be evident, with staff continuing to engage in flexible working arrangements to support genuine work-life balance.

In 2023-24, 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 and Gender Quality Action Plan priorities.

In 2023-24, OVIC staff undertook a range of training activities and workshops including:

- dispute resolution training;
- statutory interpretation training;
- large language model training;
- administrative decision making; and
- responding to sexual harassment in the workplace for leaders.

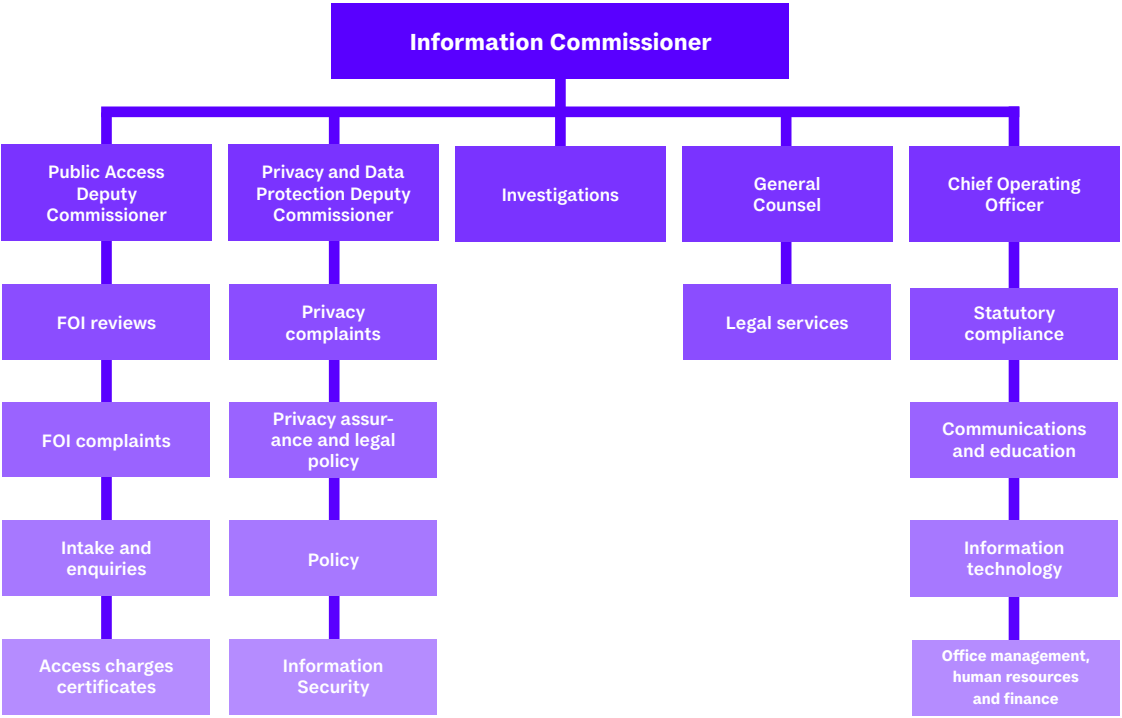
Focusing on gender equality

In line with requirements under the *Gender Equality Act 2020* (Vic), OVIC continued implementation of its first Gender Equality Action Plan, informed by data from the annual People Matter survey results and staff consultations.

In 2023-24, OVIC has completed several actions from the Gender Equality Action Plan including:

- delivering responding to disclosures of family violence training for leaders;
- integrating expectations around intersections and gender equality into leader position descriptions.

Organisational chart



Workforce profile

Workforce profile breakdown as at 30 June 2024 and 30 June 2023 excluding statutory appointees comprised:

	Employees as at 30 June 2024				Employees as at 30 June 2023			
	Ongoing		Fixed term		Ongoing		Fixed term	
	Head count	FTE	Head count	FTE	Head count	FTE	Head count	FTE
Gender								
Women	35	32.3	0	0	40	37	1	1
Men	13	12.4	0	0	15	14.2	1	1
Self-described	n	n	n	n	n	n	n	n
Age								
Under 35	19	18.1	0	0	21	19.7	2	2
35 - 44	15	13.2	0	0	21	18.9	0	0
45 - 72	14	13.4	0	0	13	12.6	0	0
Classification								
VPS-3	6	5.7	0	0	11	10.8	2	2
VPS-4	22	20.1	0	0	23	20.9	0	0
VPS-5	10	9.2	0	0	10	9.6	0	0
VPS-6	8	7.7	0	0	9	7.9	0	0
Snr Technical Specialist	2	2	0	0	2	2	0	0
Total	48*	44.7**	0*	0**	55*	51.2**	2*	2**

Reduction in \*Headcount and \*\*FTE from 2023 to 2024 due to the implementation of a required organisational restructure so as to fit within available resources provided to OVIC.



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* (Vic).

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 2024	Financial period ended 30 June 2023
Appropriation	\$9,677,500	\$10,066,100
Other revenues	\$145,682	\$168,675
Expenses from transactions		
Salaries	\$7,670,505	\$8,258,114
Supplies and services	\$1,518,819	\$1,293,478
Depreciation	\$218,327	\$159,318
Total expenses from transactions	\$9,407,651	\$9,710,910
Net result from transactions (funded)	\$415,531	\$523,865
Other economic flows included in net result		
Other gains/(losses) from other economic flows	\$0	\$0
Total other economic flows included in net result		
Comprehensive result	\$415,531	\$523,865

Expenses from transactions		
(a) Employee expenses		
Salaries and wages	\$6,184,395	\$6,806,198
Annual leave and long service leave	\$180,733	\$282,546
Superannuation costs	\$686,665	\$722,133
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	\$618,712	\$447,236
Total employee expenses	\$7,670,505	\$8,258,114
(b) Supplies and services		
Professional services	\$59,765	\$155,404
Information technology	\$513,018	\$521,268
Other	\$946,037	\$616,805
Total supplies and services	\$1,518,819	\$1,293,478
(c) Depreciation		
Depreciation - building leasehold improvements	\$207,469	\$149,448
Depreciation - motor vehicles under finance lease	\$10,218	\$9,231
Depreciation - plant and equipment	\$639	\$639
Total depreciation	\$218,327	\$159,318

Balance sheet

	Financial period ended 30 June 2024	Financial period ended 30 June 2023
Receivables	\$4,554,280	\$4,462,569
Property, plant and equipment	\$970,552	\$1,132,478
Other non-financial assets	\$289,465	\$339,262
Total assets	\$5,814,297	\$5,934,309
Provisions	-\$2,089,031	-\$2,500,248
Payables	-\$1,368,550	-\$1,523,424
Other	-\$84,087	-\$53,539
Total liabilities	-\$3,541,668	-\$4,077,212
Net assets	\$2,272,629	\$1,857,097
Net worth	\$2,272,629	\$1,857,097

Consultancies over \$10,000

In 2023-24, there were two consultancies undertaken where the total fees payable to the individual consultancies were more than \$10,000. The total expenditure incurred during 2023-24 in relation to these consultancies was \$143,521 (excluding GST).

Consultant	Consultancy purpose	Start date	End date	Total approved fee (excl. GST)	Expenditure 2023-24 (excl. GST)	Future expenditure (excl. GST)
Ethan Group	Microsoft Azure Security Assessment	17 July 2023	27 October 2023	\$33,678	\$33,678	NIL
KPMG	Legislated Review of FOI Professional Standards	12 April 2024	30 June 2024	\$105,113	\$109,843	NIL

Consultancies under \$10,000

In 2023-24, there was one consultancy undertaken where the total fees payable to the individual consultancy was less than \$10,000. The total expenditure incurred during 2023-24 in relation to this consultancy was \$7,140 (excluding GST).

Major contracts

No contracts valued at more than \$10 million were entered into in 2023-24.



Budget Paper Number Three (BP3)  
output performance 2023-24

OVIC’s performance measures were included in the Department of Justice and Community Safety’s Public Sector Information Management, Privacy and Integrity output in 2023-24.

Performance measures	Unit of measure	2023-24 actual	2023-24 target	Performance variation (%)	Result 1
Quantity					
Education and training activities delivered by OVIC	number	88	120	-26.7%	■
This measures education and training activities delivered to promote improved FOI, privacy and data protection practices in the Victorian public sector.  The actual is lower than the target due to a required significant reduction in resourcing for training activity delivery which resulted in a reduced capacity to develop and deliver training activities.					
Regulatory actions conducted: examinations, reviews, audits or investigations	number	10	8	+25%	✓
Regulatory actions are conducted to provide assurance in government’s handling of information and to alert agencies to opportunities to improve their systems and practices.  The actual is higher than the target because a number of matters reached their conclusion and were finalised earlier than expected. The quicker finalisation of the matters resulted from a more agile approach to carrying out regulatory action from the Investigations team. This involved clearer communications with agencies about concerns with a view to achieving regulatory outcomes without resorting to the use of OVIC’s most formal regulatory procedures.					
Reviews and complaints closed by OVIC	number	1437	950	+51.3%	✓
This measures FOI reviews and FOI and privacy complaints closed in accordance with the FOI and PDP Acts  The actual is higher than the target due to OVIC’s continued focus on meeting community demand for its service.					
Quality					
Client satisfaction with education and training provided	per cent	93.2	90	+3.6%	✓
This measures client satisfaction with education and training activities on FOI, privacy and information security provided to agencies.					

Performance measures	Unit of measure	2023-24 actual	2023-24 target	Performance variation (%)	Result 1
FOI review decisions overturned or set aside on appeal to VCAT	per cent	3.1	< 25		✓
This reflects the quality of FOI decisions by measuring the percentage of review decisions submitted to VCAT which were overturned or set aside by VCAT.  This percentage is based on the number of VCAT decisions made in 2023-24 (excluding orders made by consent and those in relation to deemed refusal applications) that overturned or varied an OVIC review decision divided by the number of appeals to VCAT about OVIC review decisions (excluding deemed refusal applications) that OVIC was notified of in the reporting period.					
FOI reviews withdrawn by agreement following resolution	per cent	25.9	25	+3.6%	✓
This measures FOI reviews withdrawn by agreement following informal resolution.					
Timeliness					
FOI reviews completed within timelines agreed with applicant	per cent	51.7	60	-13.8%	■
This measures FOI reviews processed within agreed timeframe to meet legislative obligations.  The actual is lower than the target due to resourcing reductions of 14% while the total volume of review applications and complaints received by OVIC rose.					

1 ■ Performance target not achieved – exceeds 5% variance.

✓ Performance target achieved or exceeded.

○ Performance target not achieved – within 5% variance.

(A variance exceeding 5% is a significant variance that requires an explanation, including internal or external factors that cause the 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, the development and review of OVIC's policies and processes, and considers the Commissioner's international travel requests.

## Shared services

In 2023-24, 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 2023-24 due to workplace injuries. 2023-24 saw the continuation of OVIC's hybrid working model. Staff were provided with opportunities throughout the year to request any office peripherals 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 2023-24.

## 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 2023-24.

## Environmental impacts

Under the terms of the occupancy agreement between the Department of Government Services 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.

## Compliance with the *Building Act 1993* (Vic)

OVIC does not own or control any government buildings and consequently is exempt from notifying its compliance with the building and maintenance provisions of the *Building Act 1993* (Vic).

## Risk and insurance management

OVIC's risk management processes meet the requirements of the Victorian Government's Risk Management Framework. OVIC's Risk Management Framework is reviewed annually.

## Public interest disclosures

The *Public Interest Disclosures Act 2012* (Vic) ensures that people who report improper conduct and corruption in the VPS 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](http://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](http://www.ombudsman.vic.gov.au)  
**Phone:** 03 9613 6222

## Gifts, benefits and hospitality

A register of gifts, benefits and hospitality is maintained. Two declarable items were registered in 2023-24. A copy of OVIC's gifts, benefits and hospitality register is available on our website: [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au).

## Procurement including emergency procurement

Nil procurement complaints received by OVIC and Nil emergency procurement undertaken.

## 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 has incorporated social procurement requirements in its standard form service contracts. While it considers whether to include these each time it enters into an agreement with a service provider, it cannot always do so due to the limited ability of the service provider to comply or because the limited scope of the services would not make it feasible to require this. 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.

## Government advertising expenditure

Nil reports

## 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 was updated in 2023 and is available on our website: [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au).

## Freedom of information requests

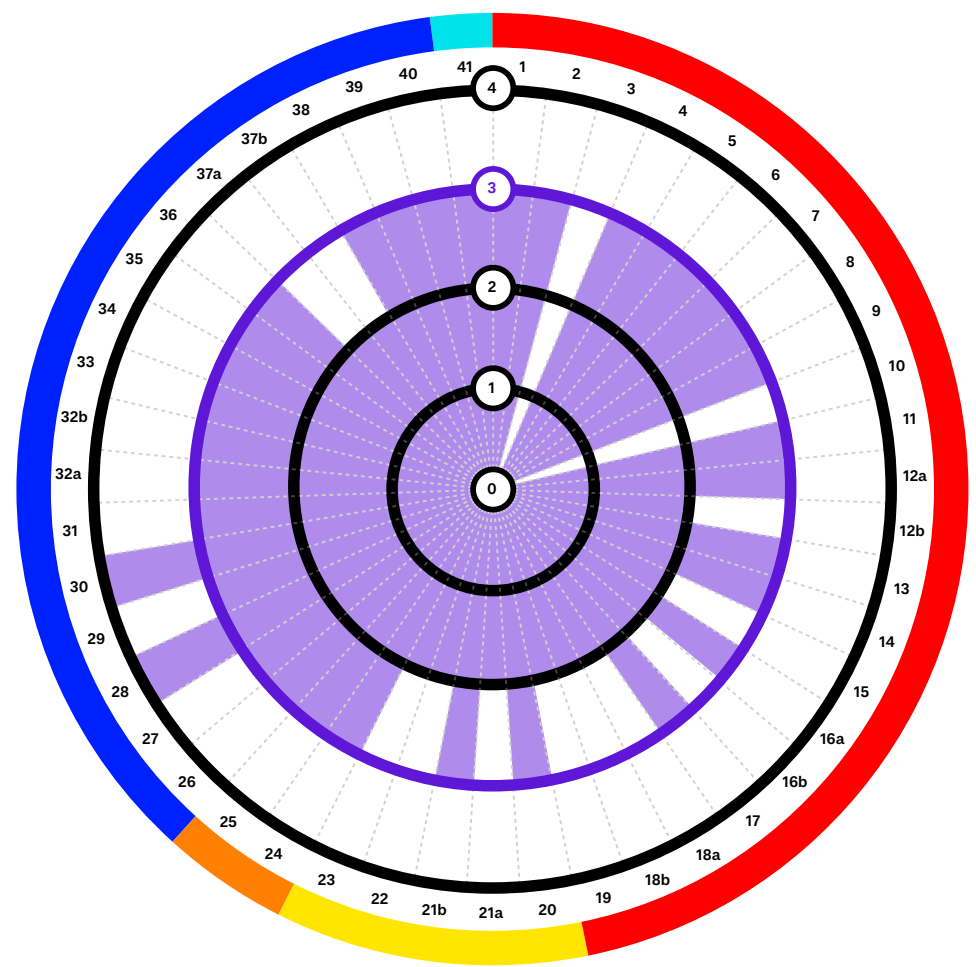
The FOI Act provides everyone with the right to request access to documents held by OVIC. The object of the FOI Act is to extend as far as possible the right of the community to access information in the possession of the government and other bodies constituted under the law of Victoria.

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](mailto:enquiries@ovic.vic.gov.au) or by post to PO Box 24274 Melbourne VIC 3001.



Asset Management Accountability Framework



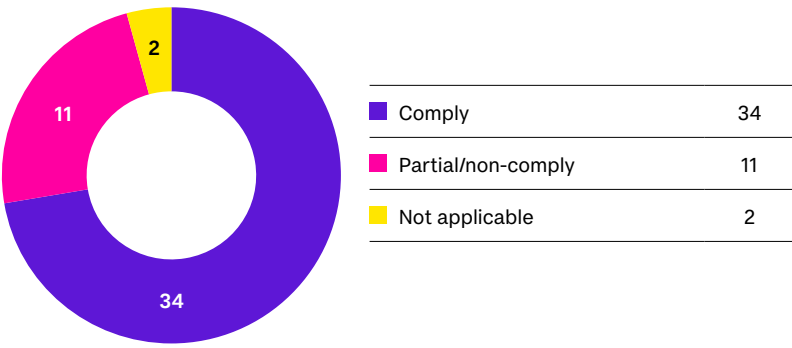
Asset Management Accountability Framework map

Leadership & accountability	0 Innocence	OVIC's overall score
Planning	1 Awareness	
Acquisition	2 Developing	
Operation	3 Competence (target)	
Disposal	4 Optimising	

The following sections summarise OVIC's assessment of maturity against the requirements of the Asset Management Accountability Framework (AMAF). OVIC's target maturity rating is 'competence', meaning systems and processes fully in place, consistently applied and systematically meeting the AMAF requirement, including a continuous improvement process to expand system performance above AMAF minimum requirements.

- Leadership and accountability (requirements 1-19)**  
OVIC has met its target maturity level under most requirements within this category. There is no material non-compliance reported in this category.
- Planning (requirements 20-23)**  
OVIC meets or partially complies in all aspects of this category. A plan for improvement is in development to improve OVIC's maturity rating in areas of partial compliance.
- Acquisition (requirements 24 and 25)**  
OVIC has met its target maturity level in this category.
- Operation (requirements 26-40)**  
OVIC has met its target maturity level under the great majority of requirements within this category. Where OVIC only partially complies with a requirement, eg in the area of information management, a plan is in development to further improve compliance.
- Disposal (requirement 41)**  
OVIC has met its target maturity level in this category.

Asset management accountability framework compliance





## 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](mailto:feedback@ovic.vic.gov.au)  
**By phone:** 1300 006 842 (1300 00 OVIC)  
**On our website:** [www.ovic.vic.gov.au](http://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](mailto:info@vicinspectorate.vic.gov.au)  
**By phone:** 03 8614 3225  
**On its website:** [www.vic.gov.au/vicinspectorate](http://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* (Vic). The IOC was created to replace the Accountability and Oversight Committee when that body and the committee overseeing IBAC was 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](mailto: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](mailto:ombudvic@ombudsman.vic.gov.au)  
**By phone:** 03 9613 6222  
**On its website:** [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## Legislation

### Legislation impacting the *Freedom of Information Act 1982* (Vic)

On 28 May 2024, the Governor in Council made the *Subordinate Legislation (Freedom of Information (Access Charges) Regulations 2014) Extension Regulations 2024 (the Regulations)*.

The Regulations extend the operation of the *Freedom of Information (Access Charges) Regulations 2014*, for the period beginning on 3 June 2024 and ending on 2 June 2025.

The Regulations are revoked on 3 June 2025.

### Legislation impacting the *Privacy and Data Protection Act 2014*

None

## Public sector and community engagement

As part of its obligations as a regulatory body, OVIC is required to carry out communications, engagement and education activities with both the VPS and the public.

These activities include formal training for organisations with obligations under both the PDP Act and FOI Act, seminars, webinars, panel discussions and online training modules. OVIC also provides resources to help members of the public understand the function of the organisation, and how they can better understand their rights.

OVIC has also organised, hosted and attended a number of inter-jurisdictional events with participants from across a number of state agencies and private sector organisations.

### Enhancing engagement with agencies

OVIC develops and distributes resources for the agencies it regulates in line with the changing VPS environment and current trends of queries and complaints. These trends can be based on both internal or external factors and allows OVIC to provide relevant and timely guidance to agencies.

Some examples of these tailored resources over the 2023/24 financial year include:

- consulting with agencies on the Artificial Intelligence (**AI**) privacy guidelines in response to a rapidly changing AI environment;
- developing the FOI Guidelines resource to provide guidance for the public, agencies and ministers on the FOI Act and the FOI Access Charges Regulations;
- providing tailored guidance for VPS organisations affected by the OracleCMS incident; and
- hosting a webinar on the privacy obligations and considerations for VPS organisations when outsourcing IT services.



Presentations, events and forums

In 2023-24, OVIC continued the trend of hosting events online, to maximise audience reach and accessibility. However, there was a return to some in-person events across the year, with attendees pleased to return to face-to-face engagement.

Some highlights from the year in events include:

- hearing from the new Victorian Information Commissioner Sean Morrison and Lauren Matthews from the Victorian Equal Opportunity & Human Rights Commission in front of an in-person audience at Parliament House for the launch of Privacy Awareness Week 2024;
- celebrating the 40th anniversary of the FOI Act with a milestone celebration event at the Wheeler Centre hosted by journalist Raf Epstein and featuring a key note address by Acting Information Commissioner Rachel Dixon;
- hosting two Victorian Privacy Network (**VPN**) meetings with a total of 787 participants, another year-on-year increase of 52%;
- hosting monthly Information Access Series webinars on a broad range of topics, including a panel on proactive and informal release, tips for tailoring the FOI process for applicants and applying access charges for FOI requests;
- hosting online training sessions on the FOI and PDP Acts, helping VPS organisations better understand their obligations and administer the Acts;
- hosting four events during International Access to Information Day week, including a launch, a panel discussion and quick-form lightning talks;
- the Information Commissioner joining other Victorian legal leaders at a panel discussion held by the Victorian Law Foundation as part of Victorian Law Week;
- the Information Security Unit leading a number of bespoke Victorian Information Security Network forums and Protective Data Security Plan (**PDSP**) roundtable events, to assist agencies and organisations filling out their 2024 PDSP; and
- Public Access hosting two forums to assist organisations completing their annual agency survey.

Building FOI, privacy, and data protection capability

Education is an important part of OVIC's key functions. OVIC offers formal training on administering both the FOI Act and the PDP Act for staff from agencies and organisations with obligations under these Acts. OVIC also offers online eLearning courses, detailed below.

OVIC also develops a number of resources and guides for agency staff during the year, many in response to reported trends across the VPS. These resources provide guidance to staff in response to new technology or external trends and threats, or to help both agency staff and the general public upskill in a broad range of topics.

Some of the resources created by OVIC across the 2023-24 year include:

- the FOI guidelines resource, which provides detailed guidance on interpreting and administering the FOI Act, exemptions and Professional Standards;
- providing statements on the use of ChatGPT and Microsoft CoPilot in the VPS and the privacy considerations that should be assessed prior to their use;
- the co-development of the Generative Artificial Intelligence key terms and concepts resource with the ARC Centre of Excellence for Automated Decision-Making and Society; and
- opening public consultation on the Artificial Intelligence privacy guidance, allowing users to have input on what they'd like included in the rapidly changing space of AI in the workplace.

E-learning modules

OVIC also offers free online e-Learning modules on the OVIC website, covering the following topics:

- Professional Standards;
- processing a request;
- exemptions in Part IV of the FOI Act;

- introduction to privacy in the Victorian public sector;
- managing the privacy impacts of data breaches; and
- Privacy Impact Assessments

There were over 2600 course completions across the 6 modules for the 2023-24 year.

Inter-agency events and coordination

OVIC regularly organises events, statements and resources alongside other government and industry organisations, allowing for strong, consistent messaging and to promote OVIC materials amongst new audiences.

Inter-agency activity highlights from the 2023-2024 year include:

- ongoing participation in the Privacy Authorities Australia Communications Working Group, a forum for communications officers to collaborate on campaigns and share ideas relating to government handling of personal information;
- participation in the development, publication and promotion of the Culture of Implementing Freedom of Information in Australia Report alongside Monash University, the South Australian Ombudsman and the Office of the Information Commissioner Western Australia;
- a presentation by Victoria's Keeper of Public Records Justine Heazlewood at the March VPN meeting, covering the latest guidance on AI and record keeping from the Public Record Office Victoria; and
- a panel discussion between the Victorian, New South Wales, Queensland and Federal Privacy agencies on the theme of 'Privacy and technology: Improving transparency, accountability and security' during Privacy Awareness Week 2024.



# 2

## Privacy

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The functions of the Information Commissioner and Privacy and Data Protection Deputy Commissioner for information privacy are set out in section 8C of the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**). 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.



# Privacy

Privacy is a fundamental human right enshrined in the PDP Act and the *Victorian Charter of Human Rights and Responsibilities Act 2006* (Vic). The Office of the Victorian Information Commissioner (**OVIC**) promotes the right to privacy across the Victorian public sector (**VPS**) and the community by advancing the objects of the PDP Act.

OVIC's privacy functions are performed by two teams – the Privacy Guidance and Dispute Resolution team and the Policy team.

The Privacy Guidance and Dispute Resolution team has a multipurpose role that it and its case officers, known as Privacy Advisers and Conciliators, perform. As advisers, the team engages with regulated agencies to encourage good privacy practices and information governance. As conciliators, the team also supports individuals to understand their rights and access remedies when things go wrong.

The Policy team leads our privacy and public access policy work. The team engages with the VPS through consultations and events, makes submissions to public inquiries and consultations, and produces guidance and resources for the VPS.

## 2023-24 at a glance

Privacy complaints received



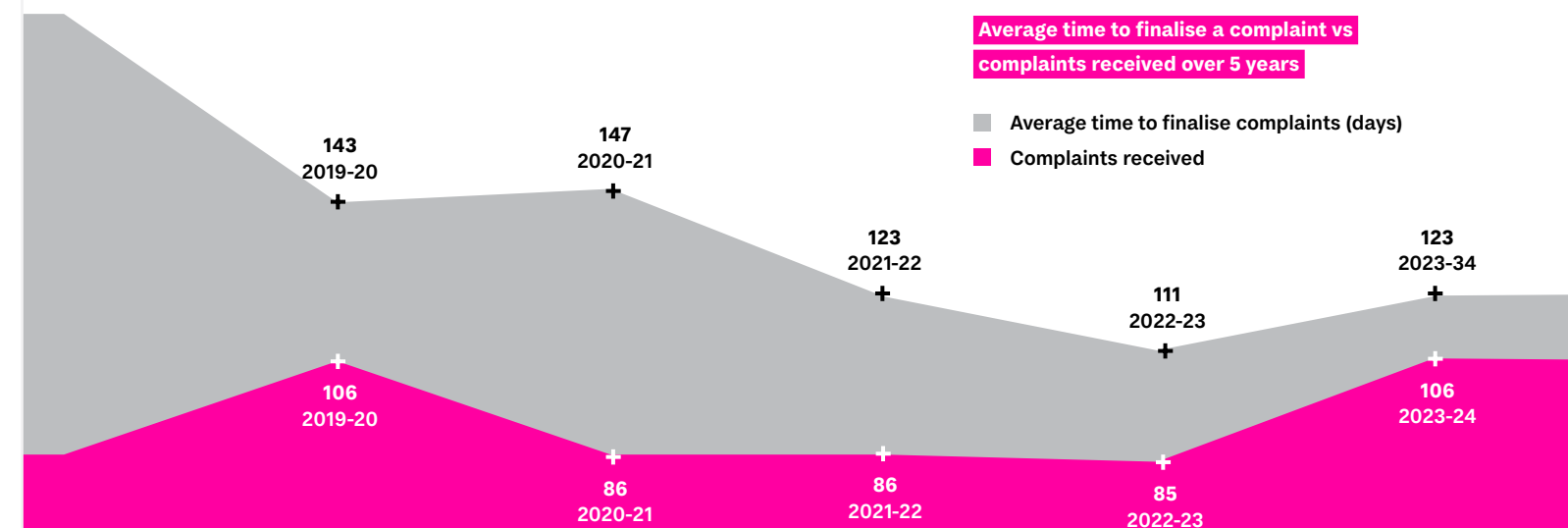
Privacy complaints finalised



Average duration to completion



Finalised by OVIC vs referred to VCAT





# Complaints

The PDP Act establishes a complaint mechanism for individuals to seek redress for interferences with their information privacy. OVIC's privacy complaint process supports individuals in exercising their privacy rights, by making complaints about Victorian public sector organisations.

OVIC's role is to conciliate privacy complaints, with the objective of resolving privacy complaints by agreement between the parties, including settlements of financial compensation. Matters that cannot be resolved by agreement may be referred to the Victorian Civil and Administrative Tribunal (**VCAT**) for determination.

## Number of complaints

OVIC received 106 privacy complaints in 2023-24. This is an increase of 25% in volume compared to 2022-23.

Empowering individuals to understand their privacy rights has continued to be a focus for the Privacy Guidance and Dispute Resolution team.

In 2023-24, OVIC conciliators consistently provided advice to prospective complainants, that assisted them to:

- formulate clear privacy complaints, including identifying reasonable and proportionate outcomes to resolve their complaint, to raise directly with the responsible organisation in the first instance;
- understand what actions and practices are likely to be an interference with their privacy when interpreting and applying the Information Privacy Principles (**IPPs**);
- identify if there were more appropriate avenues of redress available; and
- test their prospects if they proceeded to escalate their complaint to OVIC.

The advice provided by OVIC conciliators contributed to members of the public only initiating or escalating a privacy complaint where there was merit and it was the most appropriate pathway for redress.

## Resolution of complaints

In 2023-24, 92% of complaints raised to OVIC were finalised without being referred to VCAT for determination. Of those finalised, 32 privacy complaints were successfully conciliated, a 45% increase in the number of complaints successfully conciliated compared to 2022-23.

In 2023-24 OVIC observed an increase in the complexity of privacy complaints. This, combined with the higher volume of complaints received, and resourcing limitations, has resulted in a 12 day increase to the average time taken to finalise privacy complaints. The average duration to completion is now in line with the average time taken in 2021-22. However, there is a significantly higher number of complaints resolved.

These results were achieved by OVIC conciliators through a range of alternative dispute resolution techniques and internal processes as part of the complaint handling process. These included:

- narrowing the scope of complaints and reality testing the appropriateness of outcomes sought from the outset, to ensure only acts or practices and remedies that are within scope of the PDP Act were included;

- attempting to resolve complaints through informal resolution. This approach was used in cases where there were no factual disputes between parties regarding the act or any practice alleged to interfere with the Complainant's privacy;
- managing all parties' expectations, by providing guidance on the application of the IPPs and the reasonableness of outcomes sought to redress harm during the complaint process;
- gathering further information and evidence from complainants and respondents, allowing for a better understanding of what led to the complaint and resolution of factual disputes between parties; and
- providing preliminary views on whether there was a breach of privacy to complainants and organisations. In these instances, complainants were more likely to withdraw or resolve their complaint, and respondents more likely to concede an interference with privacy and make an offer to resolve a complaint.

## Preliminary view case study

### The complaint

The complainant alleged that an organisation had failed to take reasonable steps to protect their personal information contained within an online search tool, hosted on the organisation's public website. Therefore, it was the complainant's view that the organisation had contravened IPP 4.1, in that it had failed to protect their personal information from misuse and unauthorised disclosure.

### Preliminary view

In response to OVIC's formal notification of the complaint, the organisation set out its position it had not contravened IPP 4.1 with supporting evidence. On review of the information provided, OVIC considered that the organisation had not taken reasonable steps to protect the complainant's personal information and more likely than not contravened IPP 4.1.

OVIC provided the organisation with its non-binding preliminary view that it had likely interfered with the complainant's privacy and encouraged the organisation to take steps to resolve the complaint. The organisation accepted OVIC's preliminary view and the parties came to an agreement on how to resolve the complaint.

## Complaint case study

The complainant alleged that an organisation has contravened IPP 2.1 because it disclosed their personal information to another organisation inappropriately.

During OVIC's intake call, the complainant provided further information revealing why the organisation had disclosed information about them.

OVIC provided the complainant with its non-binding preliminary view there was not an interference with their privacy and explained the organisation's disclosure would likely be permitted by IPP 2.1(f) as there was a legislative power that authorised the information to be disclosed.

The complainant accepted OVIC's preliminary view and withdrew the complaint.



# Enquiries

OVIC receives privacy enquiries from both organisations and members of the community about their privacy obligations and rights. OVIC provides these stakeholders with tailored guidance on their concerns, including the interpretation and application of the IPPs.

In 2023-24, the Privacy Guidance and Dispute Resolution team observed a 22% increase in the number of privacy enquiries raised with OVIC. Despite the increase in volume of privacy enquiries received, the average duration to finalise a privacy enquiry decreased by three days, from an average of 11 days in 2022-23. This reflects the continued delivery of high-quality, timely engagement with enquiries, including enquiries of an increasingly complex nature.

Enquiries received



Enquiries completed



Average duration of enquiry to completion



In 2023-24, common enquiry trends included:

Members of the community

- seeking clarification of when, and how, their personal information can be collected by organisations, including what to do when they think they are being asked to provide too much information;
- asking when, and to whom, their personal information can and cannot be disclosed; and
- seeking guidance on what to do when they have been impacted by a cyber attack or information security incident involving their personal information, including their right to make a privacy complaint.

Organisations seeking guidance on compliance with the IPPs

- outsourcing certain functions, or implementing a cloud-based technology;
- implementing artificial intelligence tools, including the privacy risks of doing so;
- collecting and disclosing personal information; and
- retaining or transferring personal information outside of Victoria.

## Enquiry case study

An organisation sent an email requesting a meeting and privacy guidance on the interpretation and application of the IPPs, and general privacy risks, when considering implementing a generative artificial intelligence (**genAI**) tool within its operating environment.

OVIC’s Privacy Guidance and Dispute Resolution team met with the organisation to discuss their enquiry and obligations under the PDP Act in more detail.

As part of this, further information about the platform being considered, potential use cases and copies of any policies or frameworks that had been developed were gathered to inform the guidance to be given. In responding to the enquiry, detailed guidance was given on the policy documents, incorporating considerations for the organisation on their privacy obligations, as well as considerations on implementation to enhance awareness of the risks of using genAI tools with personal information.



# Incidents requiring privacy guidance

OVIC’s Privacy Guidance and Dispute Resolution team works alongside OVIC’s Information Security Unit to triage information security incidents (**incidents**), sometimes referred to as ‘data breaches’, reported to OVIC. Organisations may voluntarily report an incident to OVIC, however organisations subject to Part 4 of the PDP Act must notify OVIC of incidents that have an adverse impact on the confidentiality, integrity and availability of public sector information with a business impact level 2 or greater, under OVIC’s Information Security Incident Notification Scheme.

The Privacy Guidance and Dispute Resolution team only respond to incidents with significant privacy implications in which:

- the handling of personal information is involved; and
- the actions or practices of the organisation would benefit from tailored privacy guidance to the circumstances.

Where OVIC receives a notification about an incident that involves personal information, we review the notification and provide guidance to organisations on:

- ensuring that the incident is contained – for example, by securing or retrieving the information where possible;
- assessing the risk of harm posed by the incident to affected individuals;
- minimising the impact on affected individuals – for example, by notifying affected individuals of the incident; and
- reducing the risk of recurrence by examining the cause of the incident and interpreting and applying the IPPs to encourage steps being taken to mitigate the risk of similar incidents occurring in future.

The volume of incidents requiring privacy guidance increased by 66% in 2023-24. This is because more incidents:

- were reported to OVIC that were deemed to have significant privacy implications; and
- warranted follow-up to ensure that organisations understood their privacy obligations.

OVIC responded to incidents in a consistent manner that reflects best practice and gave organisations non-binding suggestions on ways to improve practices to mitigate the risk of similar incidents occurring in future.

Despite the significant increase in volume, the Privacy Guidance and Dispute Resolution team continued to respond effectively and to provide detailed guidance to organisations that experienced incidents involving personal information. In order to maintain the high quality of OVIC’s response, the average time taken by OVIC to finalise an incident requiring privacy guidance increased by 2 days when compared to 2022-23.

## Incidents requiring privacy guidance



## Number finalised within the financial year



## Average duration to completion



# Incident requiring privacy guidance case study

## Incident

OVIC was notified of an incident where a contracted service provider that was engaged by multiple organisations to provide customer call centre services had been targeted in a cyber-attack, whereby information of multiple organisations was accessed, exfiltrated and published online, including the personal information of individuals.

Noting the significant privacy implications, the Privacy Guidance and Dispute Resolution team engaged with all impacted organisations by way of developing a whole-of-government resource on steps to take, as well as follow up tailored guidance to organisations that required additional support.

## Privacy guidance provided

OVIC met with impacted organisations via MS Teams to provide verbal guidance on multiple occasions, and developed a tailored resource that covered:

- the steps organisations should be taking in responding to the incident, including analysing the impacted information to identify the extent of personal information involved;
- best practice notification of affected persons, including in complex situations such as individuals identified as victim survivors of family violence;
- steps organisations should take to review the incident to identify areas of improvement with their information handling practices; and
- due diligence when outsourcing functions to contracted service providers.



## Publications

### Guidance for organisations

**Public statement on Microsoft 365 Copilot**

In October 2023, OVIC released a public statement<sup>2</sup> on the use of Microsoft 365 Copilot in the VPS. The statement outlines OVIC's minimum expectations for the adoption and use of Copilot, and outlines privacy and information security considerations for VPS organisations.

**Public statement on ChatGPT**

In February 2024, OVIC released a public statement<sup>3</sup> on the use of personal information with ChatGPT in the VPS. The statement warns of the privacy risks involved with using ChatGPT.

**GenAI concepts**

In May 2024, OVIC launched a resource with the Centre of Excellence for Automated Decision-Making and Society on Generative AI concepts. The resource outlines technical, operational and regulatory terms relating to Generative AI, so that users of these tools can understand more about how they work.

**Public consultation on Artificial Intelligence: Understanding Privacy Obligations guidance**

In May – June 2024, OVIC undertook public consultation on its Artificial Intelligence: Understanding Privacy Obligations guidance. OVIC is planning to update this resource and wanted to hear from stakeholders about what would make this guidance more useful for them. OVIC invited submissions over a six-week period. OVIC received submissions from a variety of stakeholders and is using their feedback to inform updated guidance.

<sup>2</sup> <https://ovic.vic.gov.au/privacy/resources-for-organisations/vps-use-of-microsoft-365-copilot/>

<sup>3</sup> <https://ovic.vic.gov.au/privacy/resources-for-organisations/public-statement-use-of-personal-information-with-chatgpt/>

## Consultations with organisations

Organisations frequently consult OVIC on initiatives and reforms that intersect with privacy, information security, and freedom of information. Many of these consultations are led by OVIC's Policy team with input from other teams.

Consultations involve providing advice and feedback on proposed government projects, initiatives, policies, procedures, guidelines, and legislative proposals.

In 2023-34, OVIC's Policy team was involved in 80 consultations with organisations. These consultations involved:

- attending 39 meetings with organisations to provide feedback and recommendations;
- reviewing materials sent to us on 29 occasions; and
- providing feedback in response to emails on 12 occasions.

Some of the key themes raised in consultations with OVIC included proposed government policy reforms, Artificial Intelligence, information sharing, digital identity, and access to information.

Sectors represented in the consultations included departments, statutory authorities, local councils, private sector organisations or contracted service providers, and health service providers.

## Mechanisms permitting departure from the Information Privacy Principles

The PDP Act 2014 contains mechanisms that permit organisations to depart from one or more of the IPPs, where the Information Commissioner believes the public interest in doing so substantially outweighs the public interest in complying with the relevant IPP or IPPs.

In August 2023, the Acting Information Commissioner approved a 12-month temporary public interest determination permitting the Department of Families, Fairness and Housing to depart from IPP 2 – Use and Disclosure, when releasing records to applicants under the Stolen Generations Reparations Package.

## Submissions

In 2023-24, OVIC made six submissions to public consultations and parliamentary inquiries that had an impact on Victorians' privacy. Making submissions provides OVIC with an opportunity to advocate for stronger privacy protections for the Victorian community.

Some of the consultations OVIC responded to include the:

- Federal Department of Finance's consultation on draft Digital ID legislation;
- Federal Department of Education's proposed National Skills Passport
- Victorian Department of Health's proposed reforms to the Health Practitioner Regulation National Law; and
- Legislative Assembly Legal and Social Issues Committee's Inquiry into capturing data on family violence perpetrators in Victoria.



# Stakeholder engagement

## Privacy Roundtable

The Assistant Commissioner – Privacy Guidance and Dispute Resolution chairs the Privacy Roundtable, which comprises of representatives from Victorian Government departments and agencies representing various government sectors.

The Roundtable meets every six months, operating under Terms of Reference, to provide a forum for OVIC to engage with regulated organisations about its work and agencies' experiences, operating environments and ideas regarding the operation and administration of the PDP Act.

This exchange of information informs OVIC's initiatives to support organisations in administering the PDP Act.

## Victorian Privacy Network

The Victorian Privacy Network (**VPN**) offers privacy professionals across Victoria an opportunity to connect, learn from each other's experiences, and hear guest speakers present on a range of topics. Since it was established in 2018, the VPN has grown to more than 2,100 members.

In 2023-24, OVIC hosted two virtual VPN meetings. The meeting in October 2023 was attended by 282 participants, and the meeting in March 2024 was attended by 290 participants.

Some of the themes discussed at these VPN meetings include AI and recordkeeping, Generative AI, drafting modern notices of collection, developing a culture of privacy, balancing privacy and security when using surveillance in the workplace, and the privacy agenda for 2024.

# National and international forums

## Privacy Authorities Australia

OVIC is an active participant in the Privacy Authorities Australia (**PAA**) group, a bi-annual forum for privacy commissioners around Australia. Commissioners provide updates from their jurisdictions relating to complaints, enforcement, and policy development.

## PAA Policy Group

OVIC participates in the PAA Policy Group, a sub-group of the PAA group consisting of senior policy officers from each of Australia's privacy regulators. The PAA Policy Group meets bi-annually and members discuss work being undertaken in their respective jurisdictions, exchange ideas, and learn from each other's experiences in privacy policy matters. OVIC undertook the Secretariat role of this group for the second half of the 2023 calendar year.

## Privacy Authorities Australia Complaints and Enforcement Group

The Privacy Authorities Australia Complaints and Enforcement (**PAACE**) group is a forum comprising the operational leaders of complaints and enforcement functions across each of Australia's privacy authorities, and New Zealand.

PAACE meets bi-annually and provides a forum for its members to share ideas and experiences to work together to enhance Australia and New Zealand's information privacy complaint handling and enforcement capabilities. OVIC's Assistant Commissioner – Privacy Guidance and Dispute Resolution and Assistant Commissioner – Investigations attend PAACE meetings.

## Asia Pacific Privacy Authorities

The Asia Pacific Privacy Authorities (**APPA**) forum was established in 1992 and is the principal 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 meets bi-annually and is attended by OVIC's Information Commissioner, Privacy and Data Protection Deputy Commissioner, and Assistant Commissioners attend the meetings.

OVIC is a member of the APPA Communications Working Group, and the APPA Technology Working Group.



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. The GPA holds its conference annually.

OVIC is also a member of the GPA's Data Protection and Other Rights and Freedoms Working Group and participates in its workstream on the relationship between privacy and other human rights.

Youth advisory group

In January 2024, OVIC made the difficult decision to retire its Youth Advisory Group (**YAG**) due to resourcing constraints following budget reductions. For the first half of the 2023-24 financial year, YAG continued to raise awareness of privacy concerns of young people within their communities and with OVIC. OVIC is committed to continuing its work on privacy issues affecting children and young people in the future.



Privacy awareness week

Privacy Awareness Week (**PAW**) is celebrated every year in May across the Asia Pacific region. In 2024, the PAW theme was Privacy and technology: Improving transparency, accountability and security. OVIC celebrated PAW 2024 by hosting an in-person launch event; two lightning talks; and a panel discussion, at which the Privacy and Data Protection Deputy Commissioner was joined by other Privacy Commissioners around Australia. OVIC also published and promoted a number of resources for organisations and the community.

Presentations

The Information Commissioner and Privacy and Data Protection Deputy Commissioner gave a combined 31 presentations during the 2023-24 financial year, relating to privacy. Some of these include:

- participating in a panel discussion at the Australasian Pacific Ombudsman Region Conference;
- presentations to the Victorian Privacy Network;
- Privacy Awareness Week events hosted by other organisations; and
- participating in a panel discussion for Law Week, hosted by the Victorian Inspectorate.





# 3

## Information Security

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

The Office of the Victorian Information Commissioner's (**OVIC**) Information Security Unit (**ISU**) actively promotes responsible information security practices across the VPS by developing guidance and products, and engaging with stakeholders across the VPS and industry. The products OVIC releases, coupled with ongoing outreach, engagement and assurance activities, ensure that the right people have access to the right information at the right time.



# Information Security

## Outreach and engagement

In 2023-24, OVIC promoted the VPDSF, the VPDSS and associated resources, providing support and guidance to the VPS and across the industry.

OVIC provides:

- proactive outreach through forums and roundtable sessions, panel events, special interest groups and product development; and
- significant reactive support, by responding to enquiries, facilitating meetings and discussions.

The team also engages proactively with partnering entities and industry stakeholders to ensure they understand their information security obligations when engaging with VPS organisations, and deliver consistent messaging if contracting or consulting on information security matters.

### Victorian Information Security Network Forums

The Victorian Information Security Network (**VISN**) was established in 2016 to support the release of the VPDSF and the formal issue of the VPDSS. The VISN is delivered by members of the ISU and presents an opportunity for stakeholders across government and industry to discuss information security issues and initiatives. VISN delivers broad messaging to regulated VPS organisations including outreach and engagement opportunities to gain feedback on products and activities, ensuring these offerings meet the current needs of our stakeholders.

In 2023-24, OVIC hosted a number of VISN events as described below.

#### **November 2023**

This forum explored trends and themes from the latest Incident Insights report, drawing on information security incidents reported to OVIC under the Information Security Incident Insights Scheme. The event included presentations by OVIC representatives, and guest speakers from AUSCERT and IDCare, providing attendees with case studies and practical accounts of incident management, with a view to inform incident management practices.

#### **February 2024**

The second forum saw the launch of the revised 2024 Protective Data Security Plan (**PDSP**) template and accompanying 'How to' guide. The guide, designed to assist regulated VPS organisations to complete the 2024 PDSP template, steps through each PDSP field with explanations and descriptions. Functionality changes to the 2024 PDSP form, the inclusion of Industrial Automation and Control Systems (**IACS**) elements, as well as supplementary Artificial Intelligence (**AI**) questions, were included in the refresh of this material. This forum also provided the ISU an opportunity to broadly address questions from attendees relating to the 2024 reporting period.

#### **April 2024**

The third forum took a deep dive into the current statistics drawn from the Information Security Incident Insights Scheme, featuring presentations from members of OVIC's ISU and a guest speaker from Verizon. The presenters explored the latest themes and trends from the Incident Notification scheme run by OVIC, coupled with insights obtained from Verizon analysis as part of the Verizon Business 2023 Data Breach Investigations Report.

#### **May - June 2024**

To help organisations prepare for 2024 PDSP submissions, OVIC also hosted five roundtable sessions for VPS stakeholders and supporting industry representatives, and two additional sessions targeting Class B Cemetery trust stakeholders. These conversational sessions were led by stakeholder queries, where members of the ISU were available to answer any questions related to the 2024 PDSP submissions.



Protective Data Security Plan  
Insight Sessions

Following the 2022 PDSP reporting period, the ISU provided tailored PDSP Insights Reports to each organisation that submitted a PDSP in that cycle. Each report provided quantitative insights drawn from the self-assessed responses offered on the 2022 PDSP submissions. The ISU then offered one-on-one sessions with select regulated VPS organisations in 2023 and 2024 to discuss the Insights Reports and OVIC's observations relating to specific responses received in the 2022 PDSP submission.

These tailored sessions provide ISU the opportunity to discuss qualitative observations with VPS organisations, serve as a catalyst for organisations to have internal discussions regarding their information security program and engage with third parties regarding their information security practices.

OVIC understands qualitative feedback by members of the ISU is invaluable in helping organisations reflect on their information security achievements. It also helps organisations to refine their information security work program, and potentially recalibrate previous PDSP responses for their 2024 PDSP reporting.

Class A and Class B Cemetery Trusts

Victoria's public cemeteries and crematoria are managed by cemetery trusts, namely Class A and Class B Cemetery Trusts. Both types of trusts are legal entities established to manage public cemeteries under *Cemeteries and Crematoria Act 2003* (Vic) and are subject to Part 4 of the PDP Act.

OVIC appreciates that the information Cemetery Trusts hold is important to the community and to the Victorian Government. It commemorates the lives of community members and forms the basis of important genealogical records that preserve a profound and personal history of Australia. Reflecting on our engagements with the sector, it is clear there is a passion to protect this information.

Under Part 4 of the PDP Act, all active Trusts are required to undertake a comprehensive information security risk assessment to identify information security risks and help select security measures to protect the information and systems they manage. These measures, and any associated implementation program, are then documented within a PDSP that the Trust submits to OVIC.

OVIC provides broad assistance to both Class A and Class B Cemetery Trusts in its reporting obligations and guidance on their security practices. The different types of trusts (Class A and Class B) reflect the distinct resources differences and risks associated with their varied operating models.

OVIC attended the annual Cemeteries and Crematoria Association of Victoria conference in March 2024, held in Healesville. The conference provided an opportunity for face-to-face engagement with sector members and a chance to respond in-person to their information security enquiries, building and strengthening relationships.

Responses received from both Class A and B Cemetery Trusts in the upcoming 2024 reporting period will highlight opportunities for additional support and guidance to the sector. OVIC continues to work with the sector to develop guidance material that reflects the unique operating environments and challenges.

Class A Cemetery Trusts

Given the size, resources and risks relating to the information and systems of Class A Cemetery Trusts, these organisations adopt the same PDSP reporting template as other regulated VPS organisations.

In June 2024, the ISU presented to the Public Sector Body Heads of Class A Cemetery Trusts to reinforce the importance of this information security program. In this session the ISU highlighted the upcoming deadline and provided broad feedback on the information security activities of the sector, including a focus on information security incident reporting.

Class B Cemetery Trusts

In 2020 the ISU drafted bespoke requirements to reflect the unique governance arrangements and challenges that Class B Cemetery Trusts face. The requirements reflected feedback from the sector, resulting in changes to terminology and reducing the reporting requirements down from 95 to 14.

In 2024, the ISU refreshed this reporting resource and published an updated PDSP template for Class B Cemetery Trust members to use in this submission cycle. A mass mailout of hardcopy and softcopy material for the 2024 reporting period was sent to 483 Cemetery Trusts to support their 2024 PDSP submissions. This was coupled with online roundtable sessions that OVIC hosted for Class B Cemetery Trusts.

The ISU also provided feedback on the Class B Cemetery Trust Record Management Handbook published by the Department of Health. This review was completed in July 2023 at the request of the Department. Feedback offered by the ISU focused on Class B Cemetery Trust's legislated information security obligations, as well as broad commentary regarding the governance practices of the trusts, information security risk assessments, secure management of digital assets, oversight of third parties/contracted service providers, incident management and the establishment and maintenance of information asset registers.

Partnerships

OVIC works alongside a range of agencies and bodies to help inform the development of initiatives or work programs, as well as broadly supporting information security efforts on both a local, national and international level.

This includes engagements with the Victorian Government Cyber Incident Response Service, the Independent Broad-based Anti-corruption Commission, the Canadian Cyber Attaché, Counter Foreign Interference National Partnerships, New Zealand Intelligence Community including members of the New Zealand Protective Security Requirements Unit and New Zealand Police.

Part 4 PDP Act applicability  
assessments

A fundamental component of the ISU's outreach and engagement work involves conducting assessments of organisations to determine their applicability under Part 4 of the PDP Act. Across 2023-2024 over 70 assessments were undertaken and guidance offered.

States and Territories Security  
Representatives Group

In 2023, the former State and Territories Security Representatives Group was rebranded as the Australian and New Zealand Protective Security Forum (**ANZGPSF**). This forum brings together protective security representatives from all Australian states and territories, the Commonwealth, and our counterparts in New Zealand. It 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.

Over the years OVIC has typically chaired these meetings, encouraging a rotating chair across each jurisdiction. In 2023, Queensland Police assumed the role of current chair of the ANZGPSF. OVIC continues to serve as deputy chair of the forum and has attended multiple sessions in support of Queensland Police, assisted in the uplift of a Terms of Reference, and attended a two-day event hosted by the chair.

Public Presentations

In addition to holding our own VISN forums across 2023 - 2024, OVIC was invited to present on emerging information security topics at conferences such as the Victorian Cyber Security Showcase and the Australian Cyber Conference. In addition to this, the team delivered tailored presentations to VPS organisations and industry groups on a wide variety of topics.



# Information security products

## Framework update

Version 2.1 of framework was released in September 2023. This release included minor amendments including ensuring the currency of references, grammatical clarity, clarification on the scope of the framework to include 'public sector information' and 'information systems', and an updated Commissioner's foreword by the then Acting Information Commissioner Rachel Dixon.

## Products for VPS

### 2024 - PDSP Template

In 2023-24, we identified and implemented adjustments needed to the PDSP template to improve the overall readability and interaction with the document. The PDSP template adjustments focused on restructuring the template and adding new fields and content, including:

- removing functionality provided by JavaScript;
- incorporating the previous FAQ section into the 2024 'How to' guide;
- inserting additional commentary boxes at the end of each standard, allowing users to add mandatory or supplementary content and context;
- adding IACS elements to VPDSS 1 and 2;<sup>4</sup>
- incorporating responses for Standard 9 Elements from Part B of the PDSP form into the Attestation by the public sector body head following stakeholder feedback;

- strengthening wording of the Attestation, given signoff by the public sector body head of each regulated VPS organisation;
- adding supplementary AI usage / uptake-based questions to the Organisation Profile Assessment; and
- including refreshed options for inserting a signature in the Attestation.

### 2024 – How to guide for the PDSP template

To coincide with the release of the 2024 PDSP form, OVIC published an updated version of the 'How to: A guide to completing the PDSP'. The February 2024 release incorporated changes made to the 2024 PDSP form.

The guide provides answers to frequently asked questions, explanations, and descriptions of each field in the 2024 PDSP. It was developed to assist organisations and individuals approaching the PDSP for the first time, as well as organisations and individuals familiar with the process.

### 2024 - A video message for VPS

OVIC understands the importance of engaging executives early in the lead up to the PDSP submission deadline. In 2024, OVIC's Privacy and Data Protection Deputy Commissioner, Rachel Dixon, gave a video address, highlighting public sector body head accountability for the PDSP submission and emphasising the importance of resourcing information security efforts across the organisation. The video was published on the OVIC website in the agency reporting obligations hub and on OVIC's social media channels.

### 2024 - How to Guide for the Multi-Organisation reporting model

The multi-organisation reporting model is designed to support scenarios where subsidiary organisations have equivalent risk profiles (including appetite and tolerance), risk references, control environments, implementation statuses, completion dates for the VPDSS elements, and maturity levels to those of a primary organisation. In these scenarios the subsidiary effectively operates as a business unit of the primary organisation.

Following analysis of the 2018, 2020 and 2022 multi-organisation PDSP submissions, OVIC identified a range of issues between subsidiary organisations and their primary organisation. These related to the identification and management of information security risks of subsidiary organisations to those of a primary organisation.

To address these issues, OVIC implemented a strengthened multi-organisation reporting model in 2022. This model required all organisations (primary and subsidiaries) seeking to use a multi-organisation PDSP to meet specific reporting criteria before proceeding. This model is still in use in 2024 and an updated guide was published to support organisations.

## Products for Class B Cemetery Trusts

### Class B Cemetery Trust - 2024 PDSP template

In previous reporting cycles, members of OVIC's ISU consulted with sector stakeholders to develop a tailored Class B Cemetery Trust PDSP form. The ISU also refreshed the 2024 tailored PDSP form with minimal adjustments, noting that it continued to meet the specific needs of Class B Cemetery Trusts stakeholders. In making minimal changes to the form this year, OVIC is confident this stakeholder group will have reassurance in their information security planning.

### Class B Cemetery Trust – How to Guide for PDSPs

For the 2024 PDSP Attestation cycle the ISU updated the 'How to' Guide for Class B Cemetery Trust PDSPs for currency, but ultimately kept a similar format to the 2022 guide.

### Class B Cemetery Trust - 2024 Video from Deputy Commissioner

The ISU developed a video from the OVIC Privacy and Data Protection Deputy Commissioner to address the specific requirements of Class B Cemetery Trust stakeholders and clearly outline OVIC's expectations regarding the 2024 PDSP and submission process.

Cemetery Trust members have informed OVIC that they appreciated the support OVIC provided in previous reporting periods and emphasised the effectiveness of hearing from OVIC's Commissioners.

This video highlighted the importance of the upcoming reporting deadline to the chair and volunteers of the Class B cemeteries and clarified their role in this reporting period.

<sup>4</sup> Victorian Government organisations in the IACS sector contributed to the development of these elements and are aware of their requirement to report against these. In practical terms, this typically includes the water and transport sectors which are a public sector agency or body and may be operating a critical infrastructure asset.



Information Security Incident  
Insights Reports

This financial year OVIC published two Incident Insights Reports. These reports provide an overview and analysis of incident notifications received by OVIC under the information security incident notification scheme.

These reports cover key areas captured in incident notifications, including:

- information affected and format;
- security attributes and controls areas; and
- threat actors and threat types.

Each report contains risk statements based on the incident notifications received by OVIC for consideration by VPS organisations when reviewing their information security risks. The reports also include the number of notifications received and the portfolio in which agencies reside, and incidents submitted via OVIC's voluntary privacy data breach reporting mechanism and the Department of Government Services' Cyber Incident Response Service.

Organisations are encouraged to use the insights within these reports to inform their own information security risk assessments.

Guidance and review  
of publications

OVIC works with information security counterparts on the development, revision and refinement of frameworks, standards, guidance material and associated practices. OVIC's active participation in these local, national, and international working groups, forums and committees provides an opportunity to continually advocate for VPS organisations and shared stakeholders. It also ensures material continually promotes best practice and reduces the regulatory burden on VPS organisations where possible.

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.

Monitoring and  
assurance

2023 VPS Attestation submissions

In 2023, the body heads of VPS organisations were required to attest to the progress of information security activities identified in their 2022 PDSP submissions. This provided an opportunity for VPS organisations to reflect on these plans to ensure that there was no significant change to the organisation's operating environment or risk profile, and that they continue to progress against their stated objectives.

For this reporting cycle OVIC received over 290 Attestations. This figure does not account for roughly 50 organisations that were undergoing significant change, and therefore completing work on revised PDSPs.

Preparing for 2024 Protective Data  
Security Plan Submissions

In early 2023, the ISU commenced preparing regulated organisations for the 2024 reporting cycle. As previously mentioned, OVIC refined the 2024 PDSP templates and updated existing guidance materials to better support organisations in their reporting efforts as per the feedback gathered last year.

Refreshing website

To assist organisations in navigating their reporting obligations, the Data Protection section of the OVIC website was refreshed in 2024. Whilst the refresh included updated reference materials, the ISU has identified the need to further reform both the user experience of the information security areas of the site, as well as the look and feel of supporting materials.

Standard 10 Audit

Under Standard 10 of the VPDSS, public sector organisations must establish, implement, and maintain personnel security controls addressing all persons' continuing eligibility and suitability to access public sector information.

Across 2023 and 2024, OVIC assessed the pre-engagement activities of four regulated VPS organisations that supported the initial phase of the personnel lifecycle; that is, the time between completion of a merit selection process and a new employee commencing in the organisation.

Members of the ISU assisted in this review, where OVIC sought to determine whether the four organisations have in place appropriate policies, procedures, and practices addressing the pre-engagement phase of personnel security. This includes verifying a person's identity and undertaking appropriate screening checks to assess suitability and eligibility of prospective staff.

DE Central Service Model project

Department of Education (DE) is a regulated organisation<sup>5</sup> that has historically submitted two PDSPs to OVIC:

1. DE 'Corporate' (multi-org)<sup>6</sup> – representing the Department and all school environments (over 1,500) and equivalent subsidiary entities; and
2. DE school councils (multi-org)<sup>7</sup> – representing all school councils (over 1,500).

Following the assessment of the two types of DE PDSP submissions from 2018 and 2020, coupled with Insights sessions with members of the ISU and DE, shortcomings were identified in the reporting for DE 'Corporate' (incl. schools) as well as the reporting for DE school councils. These shortcomings were namely based upon:

- a lack of accurate insights into the information security risks and practices of schools and school councils; and

- the aggregated nature of the PDSP submissions, not necessarily reflecting the nuanced information security risks or control environments of the Department, schools and school councils.

In subsequent discussions with DE, OVIC confirmed that the application of controls did not necessarily address the unique significant risks to the Department, schools and school councils. Consistent with these findings, Victoria Auditor-General's Office tabled the report ICT Provisioning in Schools which also concluded amongst other things that "DET lacks full insight into schools' ICT capability, maturing strategies and planning."<sup>8</sup>

Given these significant issues, OVIC worked with DE on a revised reporting regime that would provide greater insight into DE Corporate and DE schools' and school councils' operating environments.

This revised reporting regime commenced in 2023 and is set to conclude in 2028. OVIC expects annual PDSP reporting from DE for this program which is referred to as the DE Central Services Model. In 2024, 102 schools (and school councils) were integrated into this model, which reflects the information security program of these schools and school councils, as well as broader DE corporate reporting.

OVIC and DE will review the results of the first reporting cycle to be delivered to OVIC in 2024, with the aim to test and validate the efficacy of the approach for the remaining four years of the program. These entities will align with the standard biennial PDSP reporting cycle at the conclusion of the five-year reporting cycle.

<sup>5</sup> PDP Act 2014, Section 84.

<sup>6</sup> DE (Multi-organisation) also includes DE's corporate environment, schools, and the following - ACFE Board, Children's Services Coordination Board, Disciplinary Appeals Board, Merit Protection Board, Victorian Children's Council.

<sup>7</sup> DE School councils are also considered legally separate entities with obligations under Part 4 of the PDP Act 2014.

<sup>8</sup> 6 April 2022 <https://www.audit.vic.gov.au/report/ict-provisioning-schools>, p. 4.



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 business impact of Level 2 ('limited') or higher on government operations, organisations, or individuals.

OVIC liaises with the Department of Government Services' Cybersecurity unit where required to ensure agencies are provided with practical incident response assistance.

In 2023-24, OVIC received 726 incident notifications. Overall, 80% of notifications related to electronic information, and 96% affected the confidentiality of information.

Although there was an increase in notifications received (726 in 2023-24, up from 670 in 2022-23, 633 in 2021-22 and 373 in 2020-21), the percentages for information format, security attributes affected, and type of information compromised are similar.

Of the 726 incidents OVIC received, most of the notifications received had the following attributes:

- electronic information;
- confidentiality; and
- personal information.

Breakdown of incidents

Information format	2023/24	2022/23	2021/22	2020/21
Hard copy	128	112	124	79
Electronic	581	551	489	272
Verbal	33	14	22	20
Not identified	0	0	4	3
Total*	742	677	639	374

Security attributes impacted	2023/24	2022/23	2021/22	2020/21
Confidentiality	697	654	593	361
Integrity	97	79	82	36
Availability	37	40	62	44
Total*	831	773	737	441

Type of information	2023/24	2022/23	2021/22	2020/21
Personal	685	625	590	344
Financial	48	41	29	18
Legal	37	13	28	29
Health	79	62	72	42
Policy	1	9	8	7
Operational	33	32	43	18
Critical infrastructure	3	3	7	4
Law enforcement	5	4	-	-
Crime statistics data	1	0	-	-
Other	32	22	-	-
Unknown	4	1	11	2
Total*	928	812	788	464

- Law enforcement and crime statistics data types were added in FY 22-23.

\* Note: The incident notification form allows for more than one response to be selected for the fields information format, security attributes, type of information, control area, threat actor, and threat type. Therefore, the sum for these fields will exceed the number of individual respondents (as expected) reflecting the nature of multiple responses for each question.



## Australian and international standards

At a national level, OVIC representatives are involved in two Standards Australia committees:

- IT-012 Information security, cybersecurity and privacy protection (mirror committee to ISO/IEC JTC1/SC27); and
- MB-025 Security and Resilience (mirror committee to ISO/TC 292).

In 2023-24, OVIC representatives actively participated in the review of 19 international ballots, including:

- ISO 22340 Protective security - Guidelines for an enterprise protective security architecture and framework
- ISO 22300 Security and resilience — Vocabulary
- ISO/IEC 27028 Guidance on ISO/IEC 27002 attributes
- ISO/IEC 27035-4 Information security incident management — Part 4: Coordination
- ISO/IEC 27018 (Ed 3) Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors.

In addition to this international work, OVIC has worked on the following national Standards Australia projects:

- Led the identical adoption of ISO/IEC 27001:2022 Information security management systems — Requirements and in September 2023, Standards Australia published AS/NZS ISO/IEC 27001
- Led the identical adoption of ISO 22343-1:2023 Vehicle security barriers Parts 1 and 2, and in June 2024, Standards Australia published AS ISO 22343-1 and AS ISO 22343-2:

- + Part 1: Performance requirement, vehicle impact test method and performance rating
- + Part 2: Application
- Endorsed the Australian adoption of AS/NZS ISO/IEC 27551 Information security, cybersecurity and privacy protection — Requirements for attribute-based unlinkable entity authentication
- Endorsed the Australian adoption of AS/NZS ISO/IEC 27400 Cybersecurity — IoT security and privacy — Guidelines
- Work through Amendment 1: Climate action changes for Management System Standards:
  - + AS/NZS ISO/IEC 27001 Information security management systems — Requirements; and
  - + AS ISO 22301 Business continuity management systems – Requirements.

OVIC continues to engage in these local, national, and international settings to ensure its standing as an active leader in the information security community and as a trusted advisor to the Victorian Government is maintained.

## Internal security for OVIC

As the regulatory body responsible for developing and publishing the VPDSF and VPDSS, it is imperative that OVIC upholds the same standards it mandates for other Victorian government organisations.

The ISU not only fulfills an external regulatory role but also manages an internal corporate security function. This approach ensures content developed for other organisations (beyond any external consultation) is also, where practical, tested and validated internally by OVIC.

## Victoria Police information security

### Victoria Police engagements

Throughout 2023-24, OVIC consistently engaged Victoria Police as part of its regulatory responsibilities of Part 5 of the PDP Act. OVIC continues to:

- review reported information security incidents provided to OVIC on a weekly basis, including requesting more detail in responses from Victoria Police where necessary;
- organise regular meetings with Victoria Police stakeholders to discuss new and emerging technology or proposed initiatives within law enforcement, and provide timely briefings to the Privacy and Data Protection Deputy Commissioner on matters impacting law enforcement information and systems, including on reported information security incidents; and
- oversee the implementation of outstanding recommendations made by the former Office of the Commissioner for Law Enforcement Data Security, the former Office of the Commissioner for Privacy and Data Protection and the current Office of the Victorian Information Commissioner.

During the 2023-24 period, Victoria Police commissioned a third party to evaluate the remaining 16 recommendations. Following this review, Victoria Police submitted 11 recommendations for closure, stating the recommendations are now "implemented."

OVIC will assess the supporting evidence for these 11 recommendations to determine if they meet the closure criteria. The 16 outstanding recommendations are outlined below:

### Outstanding recommendations to Victoria Police

Year recommendation was issued	Number of outstanding recommendations
2008	1
2009	1
2010	1
2011	4
2012	4
2013	1
2017	1
2022	3
Total	16



Victoria Police information security incident statistics

OVIC receives incident notifications from the Victoria Police Security Incident Registry (SIR) team.

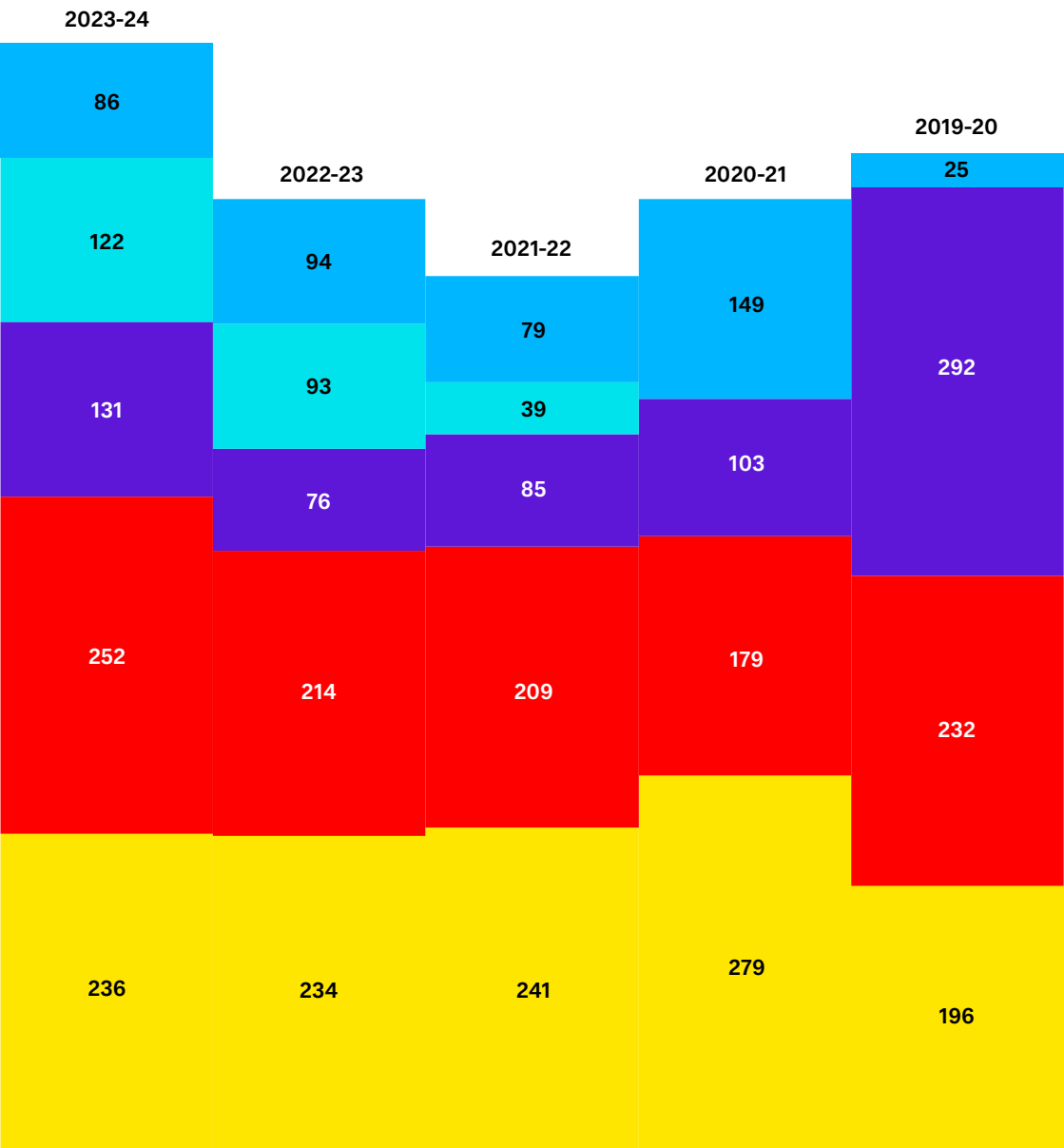
Comparison between the last five financial year periods shows four of the top five 'completed' incident categories remain the same.

The numbers for 2023-24 lost or stolen assets and IDs as well as information handling incidents are consistent with the last reporting period. There has been an increase in the number of incidents completed relating to 'Unauthorised Release or Disclosure of Information' and 'Communications faults'.

The communications faults category was a new entry into the top five last financial year 22/23 and continues to be in the top five this reporting period as the streamlined process between the SIR team and the Victoria Police Security Control Room, who monitor and manage communications faults, continues to mature. Communication faults was a new category developed in 2021-22.

*Note: OVIC reports on 'completed' Victoria Police incidents. The statistics are based on the number of 'completed' incidents, meaning they were investigated by Victoria Police and confirmed incidents where any follow-up actions have been completed. OVIC does not report on both 'open' and 'completed' incidents because there is a percentage that are categorised as 'no incidents' once they have been investigated and found not to be an incident, but OVIC will sometimes follow up on items categorised as no incident to confirm Victoria Police's assessment.*

Victoria Police statistics



Category		2023-24	2022-23	2021-22	2020-21	2019-20
Information handling	<div></div>	86	94	79	149	25
Communications faults	<div></div>	122	93	39	-	-
Unauthorised release or disclosure of information	<div></div>	131	76	85	103	292
Lost or stolen ID	<div></div>	252	214	209	179	232
Theft or loss of asset	<div></div>	236	234	241	279	196



# 4

## Regulatory action & investigations

- 58 Investigation into Datatime Services Pty Ltd data breach
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- 62 Compliance monitoring

The Office of the Victorian Information Commissioner's (**OVIC**) Investigations team undertakes a range of regulatory action to ensure compliance with, and address contraventions of, the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**) and the *Freedom of Information Act 1982* (Vic) (**FOI Act**). OVIC may take regulatory action proactively or in response to compliance issues that are brought to its attention.



# Regulatory action & investigations

The Investigations team carries out a range of assurance and enforcement activities across all three areas OVIC regulates: information privacy, public access, and information security. The types of regulatory action OVIC carries out includes:

- preliminary inquiries;
- investigations;
- examinations;
- audits; and
- monitoring compliance with recommendations we have issued.

In deciding whether to take regulatory action, OVIC takes a risk-based approach and considers the seriousness and impact of any potential contravention of the FOI Act and PDP Act. OVIC adopts a flexible approach in deciding the form of action with a view to achieving regulatory outcomes in an efficient manner.

On this year's theme of *Changes*, the Investigations team has made greater use of preliminary inquiries as a regulatory tool. One function of preliminary inquiries is to gain further information to assess the need for more formal action, however the Investigations team also uses these to identify cases where it can work with an agency to bring about improvements to ensure compliance without resorting to more formal action.

A greater reliance on preliminary inquiries has allowed the Investigations team to have increased contact with more organisations. In appropriate cases, it has also allowed for the achievement of regulatory outcomes in a more flexible and efficient way.

A further change this year has been the reporting of compliance monitoring activities in the annual report. As reflected below, updates have been provided on whether or not organisations have implemented recommendations that OVIC has issued through previous regulatory action, and how these recommendations were implemented.

## Investigation into Datatime Services Pty Ltd data breach

In May 2024, OVIC published a report<sup>9</sup> on its investigation into a data breach experienced by Datatime Services Pty Ltd (**Datatime**) – a contracted service provider (**CSP**) to various VPS organisations.

The data breach occurred as a result of a ransomware attack, in which a malicious third party gained unauthorised access to the personal information of thousands of Victorians. Personal information that was potentially affected included information collected through applications for Seniors Cards, Companion Cards, Carer Cards and the School Entrant Health Questionnaire.

The focus of the investigation covered two main themes:

- security measures that Datatime had in place to protect against the data breach; and
- Datatime's information retention and disposal practices.

During the investigation, Datatime was voluntarily wound up, severely limiting the amount of information OVIC could gather. It also meant that it was not possible to formally determine compliance with the Information Privacy Principles (**IPPs**), or to decide whether to issue a compliance notice.

Nonetheless, the Privacy and Data Protection Deputy Commissioner decided to continue the investigation, largely using evidence from the contracting organisations. She also decided to publish a report on the valuable lessons that were identified for organisations that contract out services.

The lessons included undertaking due diligence of CSPs' information security posture and assessing the adequacy of their controls in relation to cybersecurity threats. Organisations and CSPs should be prepared to respond to cyberattacks, including knowing what information is held by the CSP and having a cyber incident management plan in place.

The investigation also demonstrated the importance of appropriate destruction of personal information that is no longer needed for any purpose, as holding more personal information than is necessary increases the risk and seriousness of a data breach.

<sup>9</sup> <https://ovic.vic.gov.au/regulatory-action/investigation-into-datatime-services-pty-ltd-data-breach/>



# Audit of Standard 10 of the Victorian Protective Data Security Standards

In April 2024, OVIC published its report<sup>10</sup> on the audit of Standard 10 of the Victorian Protective Data Security Standards, which covers obligations relating to personnel security. The audit assessed four Victorian Public Sector (**VPS**) organisations' adherence to elements of Standard 10 and identified areas for improvement.

OVIC sought to determine whether the organisations had appropriate policies, practices and procedures addressing the pre-engagement phase of personnel security (the time between completion of a merit selection process and a new employee commencing work). This includes verifying a person's identity and undertaking appropriate screening measures to assess their suitability and eligibility.

The report reflected that none of the organisations fully met the criteria for any of the four questions tested in the audit. However, they were all rated as either 'partially meets' or 'substantially meets' across each of the audit questions – meaning that all audited organisations have the foundations necessary to ensure effective pre-engagement screening. The audit also found that there is considerable scope for the organisations to improve their practices across all tested criteria.

OVIC made 10 recommendations to the organisations, including:

- reviewing the risk profile of their workforce to ensure a tailored approach to pre-engagement screening;
- reviewing existing personnel security policy and procedures;
- reviewing the suite of pre-employment checks undertaken; and
- reviewing security clearance policies and procedures.

Audited organisations will report back to OVIC in November 2024 on their progress in implementing the recommendations.

<sup>10</sup> <https://ovic.vic.gov.au/regulatory-action/audit-report-standard-10-of-the-victorian-protective-data-security-standards-personnel-security/>

# Preliminary inquiries

OVIC conducts preliminary inquiries under both the PDP and FOI Acts.

A wide range of preliminary inquiries were undertaken in 2023–24, resulting in a variety of actions, including those in the following examples.

## Privacy concerns about a public register

OVIC was made aware of concerns relating to the online search tool of a public register, administered by a public sector organisation. While the organisation was required to maintain the register, OVIC's analysis confirmed that the search tool could be manipulated to reveal excessive amounts of personal information.

That is, if a person searching the register knew a person's name and their suburb, the search tool would provide access to that person's full address if they were on the register. This raised privacy concerns including the risk that the register could be used for nefarious purposes such as stalking.

OVIC raised these concerns with the organisation, which had been unaware of the issue affecting the registers search tool. The organisation worked with OVIC to promptly address the issue. It made technical changes to the tool to ensure that a person's full address no longer appeared in search results.

This allowed the organisation to meet its legislative obligation to maintain the register while also complying with the IPPs and mitigating privacy risks.

## Misuse of a client information system

A public sector organisation notified OVIC that an employee had accessed a number of files on its client database on multiple occasions, without a work-related purpose.

Through OVIC's preliminary inquiries, the organisation provided the results of reviews it had undertaken into the incident to identify systemic issues which may have facilitated the misuse of the database.

OVIC has continued its preliminary inquiries to monitor the organisation's implementation of short and longer-term improvements to mitigate the risks of further instances of misuse of personal information by employees, including:

- changes to conflict-of-interest policies and processes;
- improved training and awareness raising;
- improved detection capabilities through auditing processes; and
- proposals to upgrade the database.



Government organisation cyberattack

A government organisation reported a ransomware attack to OVIC involving exfiltration of commercial, employee, and operational information from its servers.

OVIC's preliminary inquiries focussed on whether the organisation had appropriately addressed any deficiencies in its information handling and security practices in response to the data breach.

The organisation reported to OVIC that it had arranged for a review of the data breach which included recommendations for improvements to its cybersecurity. In response, the organisation made prompt and considerable improvements, actioning most of the remediation recommendations rated as 'critical' or 'high'. The remaining actions required considerable logistical and financial resources but were either in progress or at an advanced stage of planning.

Given the detailed updates and concerted remediation activity, OVIC determined that it was not necessary to conduct more formal regulatory action into the matter.

Third party provider information sharing

An enquirer contacted OVIC with concerns that a superannuation clearing house (**SuperChoice**) used by a public sector organisation had a practice of sharing personal information to third party data brokers.

Through conducting preliminary inquiries, OVIC identified that SuperChoice may share an employee's personal information where that individual later applies for credit through a credit provider. This occurs through a 'verification intermediary' company which requests personal information from SuperChoice and passes this on to the credit provider.

The public sector organisation explained to OVIC the steps it had taken to raise privacy issues with SuperChoice. It set out that it was satisfied that SuperChoice only shares information where an employee consents and that it had received assurances about the obligations SuperChoice places on its intermediaries. The organisation also improved the information it provides to employees about its use of SuperChoice and how their personal information may be handled as part of this.

OVIC therefore determined not to take formal regulatory action. However, on the understanding that SuperChoice is also used by other public sector organisations, we published an article in the February 2024 OVIC newsletter about the matter.

The article reminded organisations that when collecting personal information from an employee for superannuation purposes, they have an obligation to inform the employee of the use of the SuperChoice clearing house and how SuperChoice may later handle their personal information.

Compliance monitoring

Where OVIC makes recommendations through formal regulatory action (investigations, audits or examinations), the Investigations team will ordinarily conduct follow-up compliance monitoring over a specified period. This involves assessing whether and how the organisations have implemented the recommendations.

Investigation into VicForests' handling of a series of FOI requests

The March 2023 report<sup>11</sup> on VicForests' handling of a series of FOI requests contained 8 recommendations, which included a recommendation that VicForests provide the Information Commissioner with two six-month reports setting out progress against the report's recommendations.

In its initial response to the investigation report, VicForests either accepted, or accepted in principle six of the eight recommendations and advised the other two recommendations had already been completed.

Key actions VicForests took as a result of OVIC's recommendations included processing the applicant's outstanding FOI request. It also undertook an assessment of its FOI function and practices, including an assessment of its compliance with the FOI Professional Standards, using OVIC's Self-Assessment Tool. VicForests engaged with OVIC to complete these two recommendations.

Some of the remaining recommendations were not fully pursued because VicForests ceased operating on 30 June 2024.

<sup>11</sup> <https://ovic.vic.gov.au/regulatory-action/process-versus-outcome-investigation-into-vicforests-handling-of-a-series-of-foi-requests/>



Investigation into allegations of surveillance of members of the public by VicForests

The 9 August 2023 report<sup>4</sup> about the investigation into alleged surveillance of members of the public by VicForests contained five recommendations.

OVIC recommended that VicForests notify all staff of its new Surveillance and Security Policy as well as presenting this to its board and the VicForests Operations Management Team. OVIC also recommended that VicForests provide OVIC with evidence of instances (if any) of how and when the Security and Surveillance Policy and procedure has been used in practice.

In October 2023, VicForests provided evidence that it had published and presented the Surveillance and Security Policy as recommended.

In February 2024, VicForests wrote to OVIC informing that it had used the Surveillance and Security Policy on one occasion. That is, in response to damage to machinery, VicForests engaged a security contractor to undertake patrols of a work site. VicForests confirmed with OVIC that it followed the processes contained within the policy.

VicForests ceased operating on 30 June 2024.

Investigation into misuse of Department of Health information by third party employees during pandemic response

The July 2023 report<sup>5</sup> about the Investigation into misuse of Department of Health (Department) information by third party employees during pandemic response made two recommendations to the Department.

OVIC recommended that the Department review its emergency management planning policies and procedures to ensure they adequately address:

- preparedness for the recruitment of surge workforces which adequately considers and mitigates associated privacy risks; and
- assignment of responsibility to a senior department employee to ensure that contracts with service providers during an emergency contain appropriate privacy obligations, and that these are adhered to throughout the life of the contract.

The Department implemented both recommendations by making appropriate changes to its emergency management policies, procedures, templates, forms and contracts.

<sup>12</sup> <https://ovic.vic.gov.au/regulatory-action/information-commissioner-finds-vicforests-conducted-unlawful-surveillance/>  
<sup>13</sup> <https://ovic.vic.gov.au/regulatory-action/misuse-of-department-of-health-information-by-third-party-employees-during-pandemic-response/>

Examination into privacy and information handling training at Victoria Police

On 15 August 2022, OVIC published its report into the examination of Victoria Police's privacy and information handling training which made three recommendations.

OVIC recommended that:

- Victoria Police should allocate appropriate resourcing to its Privacy unit and Education unit;
- Victoria Police should develop, deliver and periodically refresh training to sworn members about their privacy obligations under the PDP Act, the IPPs, and internal policies; and
- Victoria Police should implement a system requiring all privacy complaints received by operational areas (such as local stations) be reported to its Privacy unit.

OVIC monitored Victoria Police's efforts in implementing the recommendations in the intervening period and concluded that:

- **Victoria Police met recommendation 1**  
It advised it had filled the vacancies referred to in the examination report and appointed a staff member dedicated to information handling education. Victoria Police further advised that the Privacy and Education units no longer operate as wholly separate units but, rather, work within the broader Security, Information and Privacy Division – from which they can draw further staff assistance when required.
- **Victoria Police partly met recommendation 2**  
It introduced a new Privacy, Information Handling and Security e-learning module. This is an improvement on the situation described in the examination report, which noted that none of the e-learning modules in place at the time covered sworn members' obligations under the PDP Act or the IPPs. OVIC did not find that the recommendation was fully met due to deficiencies in the content of the e-learning module, and because there were no identified increases to face-to-face training sessions being conducted.
- **Victoria Police partly met recommendation 3**  
It made changes to the Victoria Police Manual to reflect that reporting privacy complaints is mandatory. OVIC did not find that the recommendation was fully met because the process described in the manual was at risk of failing to cover all forms of privacy complaints. Further, the fact that the process was not covered in any training created a risk that staff in operational areas will be unaware of when and how to report privacy complaints.



# 5

## Freedom of Information

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Public access to information, including Freedom of Information (**FOI**), underpins public trust and accountability in government. The Office of the Victorian Information Commissioner's (**OVIC**) functions under the *Freedom of Information Act 1982* (Vic) (**FOI Act**) are:

- promoting understanding and acceptance by agencies and the public of the FOI Act and its object;
- conducting independent reviews of decisions made by agencies and ministers;
- handling complaints;
- developing and monitoring compliance with professional standards; and
- providing advice, education, and guidance to agencies and the public in relation to OVIC's functions.



# Freedom of Information

## Public Access branch

The Public Access branch comprises 18 officers, in three teams:

- Registry and Case Support;
- Complaints and Professional Standards; and
- Reviews, including informal resolution.

## Reviews

### Overview

A person who receives a decision made by an agency or minister under the FOI Act may apply to the Information Commissioner for review of that decision.

### Reviews and informal resolution

OVIC conducts reviews with as little formality and technicality as possible. Consistent with the intention of the FOI Act, OVIC attempts to informally resolve review applications without the need for a commissioner to make a formal decision. This involves assisting parties to reach an agreement as well as providing advice to an agency or minister regarding their obligations under the FOI Act.

To best support this work, the Informal Resolution function is led by a Principal Case Manager. This function focuses on the initial triage and assessment of FOI review applications and aims to identify opportunities for informal resolution to resolve or narrow the scope of a review application at the earliest possible stage.

OVIC's review process can also include providing either or both parties with an initial or preliminary view on the likely outcome should the matter proceed to a formal decision, and inviting their response.

If a review is not informally resolved or dismissed, a case manager will undertake further detailed analysis of the documents subject to review and prepare recommendations to inform a commissioner's decision.

### Documents requested

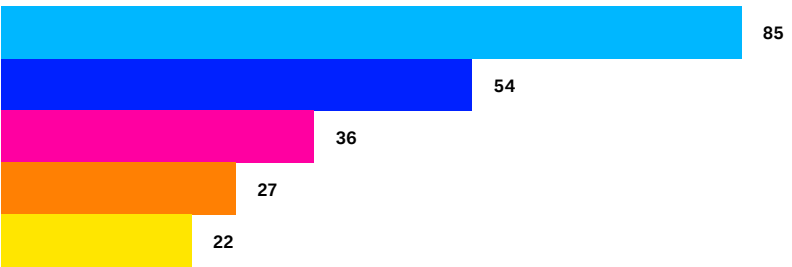
In 2023-24, a broad range of documents were requested, including:

- records of government decision making, including infrastructure projects;
- Victoria Police records;
- local government records, including building and planning matters;
- child protection records;
- prisoner records;
- student records and school incident investigations;
- public sector employee and recruitment records and workplace investigations;
- regulatory investigations conducted by government oversight agencies; and
- ministerial briefs on a broad range of matters.

## Review applications received

In 2023-24, OVIC received 575 review applications of decisions refusing access to documents, made by 114 agencies and two ministers. This is an increase of 7.3% on applications received in 2022-23 (536 applications made by 125 agencies and one minister).

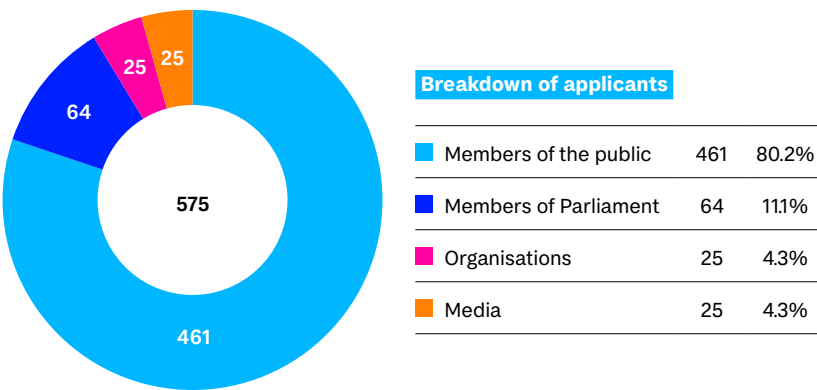
Of the review applications received, 39% sought review of decisions made by the following five agencies:



Victoria Police	85	14.8%
Department of Justice and Community Safety	54	9.4%
Department of Families, Fairness and Housing	36	6.3%
Department of Transport and Planning	27	4.7%
Department of Education	22	3.8%

## Review applicants

Members of the public continue to be the source of a majority of review applications.





Review applications received about agency and minister decisions in 2023-24

Albury Wodonga Health	4	Department of Government Services	7
Alfred Health	1	Department of Health	9
Alpine Shire Council	1	Department of Jobs, Skills, Industry and Regions	8
Ambulance Victoria	6	Department of Justice and Community Safety	54
Austin Health	1	Department of Premier and Cabinet	17
Banyule City Council	1	Department of Transport and Planning	27
Barwon Health	9	Department of Treasury and Finance	20
Bass Coast Shire Council	1	Development Victoria	1
Baw Baw Shire Council	1	East Gippsland Shire Council	2
Bendigo Health Care Group	2	Eastern Health	10
Boort District Health	1	Environment Protection Authority	9
Buloke Shire Council	2	Fire Rescue Victoria	1
Calvary Health Care Bethlehem	1	Gordon Institute of TAFE	1
Cardinia Shire Council	2	Grampians Health	3
City of Ballarat	1	Great Ocean Road Coast and Parks Authority	1
City of Boroondara	1	Greyhound Racing Victoria	3
City of Greater Dandenong	1	Health Complaints Commissioner	1
City of Greater Geelong	2	Hobsons Bay City Council	4
City of Melbourne	10	Hume City Council	5
City of Monash	2	Labour Hire Authority	1
City of Port Phillip	5	Latrobe City Council	1
City of Stonnington	3	Latrobe Regional Hospital	1
City of Whitehorse	1	Local Government Inspectorate	1
Colac Otway Shire Council	1	Macedon Ranges Shire Council	2
Country Fire Authority	1	Maribyrnong City Council	1
Court Services Victoria	2	Maroondah City Council	1
Dental Health Services Victoria	1	Melbourne Health	5
Department of Education	22	Melbourne Water	5
Department of Energy, Environment and Climate Action	19	Melton City Council	3
Department of Families, Fairness and Housing	36	Mercy Hospitals Victoria Ltd	2
		Minister for Environment	2

Minister for Planning	2
Mitchell Shire Council	1
Moira Shire Council	1
Monash Health	4
Monash University	2
Mornington Peninsula Shire	1
Northeast Health Wangaratta	1
Northern Health	4
Office of Public Prosecutions	5
Office of the Victorian Information Commissioner	2
Parks Victoria	2
PrimeSafe	1
Pyrenees Shire Council	1
Racing Victoria Limited	4
Remembrance Parks Central Victoria	1
RMIT University	4
RSPCA (Victoria)	3
Rural City of Wangaratta	4
Safe Transport Victoria	1
Safer Care Victoria	2
South Gippsland Shire Council	6
Southern Grampians Shire Council	1
St Vincent's Health	2
State Revenue Office	3
Suburban Rail Loop Authority	1
Surf Coast Shire Council	3
Sustainability Victoria	1
TAFE Gippsland	1
The Royal Children's Hospital	2
The Royal Melbourne Hospital	1
The Royal Women's Hospital	1

Transport Accident Commission	2
Triple Zero Victoria	4
V/Line Corporation	2
Veterinary Practitioners Registration Board of Victoria	1
VicScreen	1
Victoria Police	85
Victoria State Emergency Service	1
Victoria University	1
Victorian Assisted Reproductive Treatment Authority	2
Victorian Building Authority	9
Victorian Curriculum and Assessment Authority	1
Victorian Gambling and Casino Control Commission	1
Victorian Infrastructure Delivery Authority <sup>14</sup>	10
Victorian Institute of Teaching	2
Victorian Legal Services Board	1
Victorian Legal Services Commissioner	1
Victorian Managed Insurance Authority	4
Victorian Ombudsman	2
Victorian Pharmacy Authority	1
Victorian WorkCover Authority	19
Western Health	3
Whittlesea City Council	1
Wyndham City Council	2
Yarriambiack Shire Council	1
Out of jurisdiction	1
<b>Total</b>	<b>575</b>

<sup>14</sup> On 2 April 2024, the Major Transport Infrastructure Authority (**MTIA**) came together with the Victorian Health Building Authority to become the Victorian Infrastructure Delivery Authority (**VIDA**). For ease of reference, applications involving MTIA prior to 2 April 2024 are recorded under new agency name, VIDA, throughout this report.



Review application outcomes

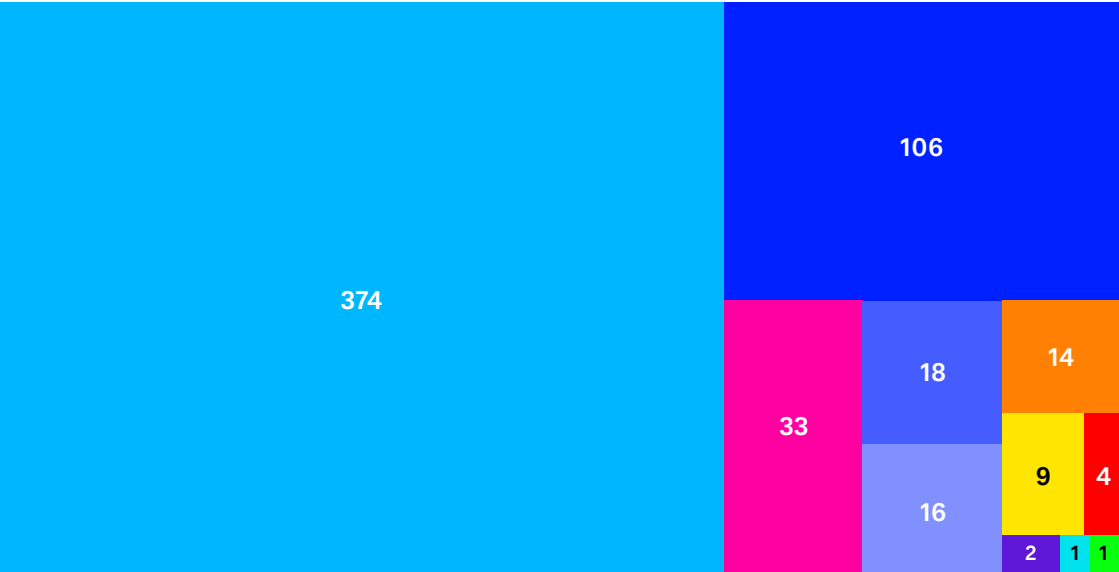
In 2023-24, OVIC finalised 578 review applications compared to 501 applications in 2022-23, which is an increase of 15.4%.

Of the finalised reviews, 76 also involved an element of a complaint. Where the subject matter of a complaint can be dealt with by a review,

OVIC must dismiss the complaint under section 61B(3) of the FOI Act.

OVIC made more formal decisions than last year, having made 374, up from 329 last year, which is an increase of 13.7%.

In 2023-24, review applications were finalised by:



A formal decision made by a commissioner		374	64.7%
Informal resolution (by way of withdrawal) facilitated with OVIC's assistance		106	18.3%
A fresh decision made by an agency following informal resolution by OVIC and:			
the applicant responded and agreed with the fresh decision		16	2.8%
the applicant did not respond and was taken to agree with the fresh decision		18	3.1%
A commissioner dismissed a review application on the basis:			
a review was not appropriate in the circumstances		9	1.6%
the applicant could not be contacted following reasonable attempts to do so		4	0.7%
a review would be more appropriately dealt with at VCAT		2	0.3%
a review was considered frivolous, vexatious, misconceived, lacking in substance or not made in good faith		1	0.2%
a fresh decision made by an agency with no OVIC intervention, and the applicant did not respond		1	0.2%
The applicant elected to seek review by VCAT as a decision was not made by a commissioner in time		14	2.4%
A commissioner declined to accept a review application as it falls outside their review jurisdiction under the FOI Act		33	5.7%

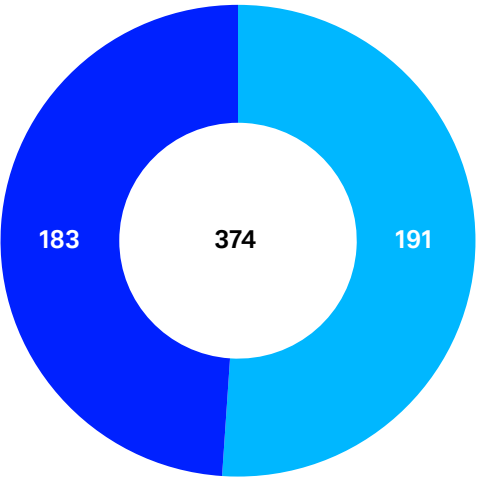
Commissioner review decisions

The FOI Act contains a range of exemptions which protect essential public, private and business interests.

Consistent with the requirement to afford each party with natural justice during a review, a commissioner must give each party a reasonable opportunity to make a submission prior to making their decision on the review.

A commissioner considers any submissions received before making their decision. The Commissioner issues their review decision in writing to both parties, setting out the reasons for the decision and advising each party of their right of appeal through the Victorian Civil and Administrative Tribunal (**VCAT**).

Of the 374 review decisions made by a commissioner in 2023-24, 48.9% differed to the decision made by an agency or minister, compared to 56.2% in 2022-23.



Review decision outcomes

- Decisions consistent with an agency or minister's decision
- Decisions different to an agency or minister's decision

Review decision case studies

This year, the Commissioners reviewed many large and complex FOI cases. These cases included:

- deciding that documents obtained by an agency in the course of processing a request on behalf of a former minister were no longer official documents of a minister following ministerial changes after the Victorian State election and Machinery of Government changes;
- deciding to release a contract concerning a trial of artificial intelligence technology on the basis that it was not exempt under sections 34(1)(b) or 34(4)(a)(ii); and
- deciding that an excel spreadsheet of collated land data was not entitled to be accessed under the FOI Act under section 14(1)(a), because the data was available elsewhere in a different form for a fee.



Informal resolution of review applications

OVIC continues to focus on attempting to resolve matters informally without the need for a commissioner’s formal review decision. This is consistent with the requirement for the Commissioners to perform their functions and exercise their powers under the FOI Act with as little formality and technicality as possible. Informal resolution also promotes understanding and acceptance by agencies and the public of the FOI Act.

In 2023-24, 25.7% of review applications accepted by OVIC were informally resolved. This is similar to last financial year at 25.5%.

Of the 140 review applications informally resolved:

- 106 were resolved during the course of the review and the applicant withdrew their application;
- 16 were dismissed by a commissioner or their delegate as the applicant agreed with a fresh decision made by the agency; and
- 18 were dismissed by a commissioner, after the agency made a fresh decision following OVIC intervention and where the applicant was taken to have agreed with the agency’s fresh decision.

Consistent with previous years matters relating to the refusal of an FOI request by an agency under sections 25A(1) or 25A(5) of the FOI Act, those involving local government records, government decision making and infrastructure project documents were most commonly resolved informally.

When notified of a review, OVIC encourages agencies to consider whether the matter may be informally resolved.

OVIC’s informal resolution process may include:

- seeking submissions from the agency regarding further reasons for its decision, or supporting information;
- seeking submissions from the applicant in support of their request for access to the requested documents;
- providing an initial view from a case manager or a preliminary view of a commissioner and inviting an agency or minister to consider making a fresh decision under section 49M of the FOI Act;
- providing an initial view from a case manager or a preliminary view of a commissioner to an applicant and inviting them to withdraw their review application, narrow the scope of documents to be reviewed, or where possible, advising them how to obtain access to documents or information another way; and
- working with both parties to narrow the scope of an FOI request to remove the grounds for refusal under section 25A(1) of the FOI Act.

During this process, OVIC also assists parties with advice regarding our published decisions, FOI guidelines and practice notes.

The informal resolution process can result in the following outcomes:

- an agency agrees to make a fresh decision or releases further information or documents, including outside the FOI Act;
- the 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 requested information or documents; or
- the number of documents subject to review is reduced with the agreement of the applicant, which reduces the time taken to complete the review.

Informal resolution case studies

OVIC informally resolved a matter involving a decision to deny access to a document relating to the cancelled hosting of the Commonwealth Games. OVIC provided a preliminary view to the agency that, given the games had been cancelled and the public expenditure on the games, it would not be contrary to the public interest to release the document. The agency made a fresh decision to release the document with only minimal reductions.

OVIC informally resolved a matter involving a decision to deny access to documents reflecting specific complaints received by an agency. OVIC staff reviewed the decision and documents and provided an initial view that as the sensitive medical information of individuals was entwined throughout the documents, the personal privacy of individuals outweighed the public interest and the information was exempt in full under 33(1) of the FOI Act. The applicant withdrew the review.



In 2023-24, common exemptions subject to review included:

- **Cabinet documents** – Each of the four exemptions under section 28(1) of the FOI Act requires an agency to be satisfied that a document fits squarely within a Cabinet document exemption. In 2023-24, the Commissioners routinely required agencies to provide further information or evidence to satisfy them of the purpose for which a document was prepared. In a number of cases, agencies withdrew their reliance on a cabinet document exemption or a commissioner determined they were not satisfied the exemption applied.
- **Matters in the nature of agency officer opinion, advice or recommendation** – Section 30(1) of the FOI Act provides that an internal working document is exempt from release if it contains matter in the nature of opinion, advice or recommendation that was prepared by an agency officer in the course of the deliberative processes of an agency, and where disclosure of the document would be contrary to the public interest. The public interest test must be considered not only from the perspective of public interest factors against disclosure of a document, but importantly take into account broader considerations such as the public interest in disclosure, for example, to promote transparency and accountability for government decision making and the expenditure of public funds. The Commissioners consider the FOI Act requires the balancing of public interest factors to occur from a default position that the document or information should be released. In 2023-24, the Commissioners frequently found that the release of information that contained agency officer opinion, advice or recommendation provided during a deliberative process was not contrary to the public interest.
- **Personal affairs information** – Section 33(1) of the FOI Act applies if disclosure of a document containing a third party's personal affairs information would be unreasonable in the circumstances. Before refusing access to a third party's personal affairs information, an agency must consult with the third party (subject to limited exceptions) and seek their views on disclosure of their personal affairs information. Whether this disclosure would be unreasonable needs to be considered in the particular circumstances of a matter. The Commissioners generally consider, subject to an agency illustrating that special circumstances exist, that disclosure of the name of a Victorian public sector employee will not be unreasonable where it is recorded in an official document of an agency and reflects an agency officer carrying out their usual work duties.

- **Exposure of a commercial entity to disadvantage** – A document will be exempt from release under section 34(1)(b) if it contains business, commercial or financial information acquired by an agency from a 'business undertaking' and its disclosure would expose the business undertaking unreasonably to disadvantage. In certain cases in 2023-24, the Commissioners were not satisfied the disclosure of the this type of information would expose the business undertaking unreasonably to disadvantage given the public interest in transparency and accountability as to the spending by the public sector of public funds on goods and services.
- **Secrecy or confidentiality provisions** – Section 38 of the FOI Act applies where there is a secrecy or confidentiality provision in another piece of legislation and agency officers are prohibited under that Act from disclosing the information or document requested by the applicant. The Commissioners carefully consider the application of each secrecy or confidentiality provision relied on by an agency and the application of any exceptions to the prohibition on disclosure to ensure the objects of the FOI Act, to extend as far as possible the right of the community to access government information, are met.
- **All requested documents would be exempt** – Under section 25A(5) of the FOI Act, an agency may refuse to process an FOI request based on the terms of the request if all documents requested would be exempt from release. This provision can be used in limited circumstances only and is carefully monitored. In several cases in 2023-24, the Commissioners were not satisfied that all documents requested by an applicant in their FOI request would be exempt from release in full and where an informal resolution could not be reached, the agency was required to process the applicant's request in accordance with the FOI Act.



Review decisions made by the Commissioners in 2023-24

Agency or minister	Same decision Varied decision Total			Agency or minister	Same decision Varied decision Total		
Alpine Shire Council	1	1	2	Department of Premier and Cabinet	2	6	8
Ambulance Victoria	1	3	4	Department of Transport and Planning	8	5	13
Austin Health	1	0	1	Department of Treasury and Finance	4	7	11
Australian Grand Prix Corporation	0	1	1	Dhelkaya Health	1	0	1
Barwon Health	6	1	7	East Gippsland Shire Council	1	0	1
Baw Baw Shire Council	1	0	1	Eastern Health	2	7	9
Bayside City Council	1	0	1	Environment Protection Authority	2	1	3
Bendigo Health Care Group	2	1	3	Grampians Health	2	0	2
Boort District Health	1	0	1	Great Ocean Road Coast and Parks Authority	0	1	1
Brimbank City Council	0	1	1	Hobsons Bay City Council	2	1	3
Buloke Shire Council	1	0	1	Hume City Council	1	2	3
City of Boroondara	0	1	1	Kingston City Council	0	1	1
City of Casey	1	0	1	La Trobe University	0	1	1
City of Greater Geelong	1	0	1	Latrobe City Council	1	0	1
City of Melbourne	2	6	8	Latrobe Regional Hospital	1	0	1
City of Monash	1	1	2	Local Government Inspectorate	0	1	1
City of Port Phillip	3	0	3	Maribyrnong City Council	0	1	1
City of Stonnington	0	3	3	Melbourne Health	3	2	5
City of Whitehorse	1	1	2	Melbourne Water	1	1	2
Country Fire Authority	1	1	2	Mercy Hospitals Victoria Ltd	2	1	3
Department of Education	6	15	21	Minister for WorkSafe and the TAC	1	0	1
Department of Energy, Environment and Climate Action	7	6	13	Moira Shire Council	1	1	2
Department of Families, Fairness and Housing	19	12	31	Monash Health	3	1	4
Department of Government Services	1	2	3	Monash University	1	0	1
Department of Health	0	6	6	Mornington Peninsula Shire	0	1	1
Department of Jobs, Skills, Industry and Regions	0	1	1	Northeast Health Wangaratta	0	1	1
Department of Justice and Community Safety	17	16	33	Northern Health	2	0	2
				Office of Public Prosecutions	1	0	1
				Parks Victoria	1	1	2

Agency or minister	Same decision Varied decision Total			Agency or minister	Same decision Varied decision Total		
Racing Victoria Limited	1	0	1	Victorian Multicultural Commission	0	1	1
Remembrance Parks Central Victoria	0	1	1	Victorian Ombudsman	1	0	1
RMIT University	1	1	2	Victorian Responsible Gambling Foundation	0	1	1
RSPCA (Victoria)	2	0	2	Victorian WorkCover Authority	4	6	10
Safe Transport Victoria	0	1	1	Wyndham City Council	1	0	1
South East Water Corporation	0	1	1	Yarra City Council	0	1	1
South Gippsland Shire Council	1	3	4	Yarra Valley Water Corporation	0	1	1
St Vincent's Health	2	0	2	<b>Total</b>	<b>191</b>	<b>183</b>	<b>374</b>
State Revenue Office	1	0	1	<b>15</b> On 2 April 2024, the Major Transport Infrastructure Authority ( <b>MTIA</b> ) came together with the Victorian Health Building Authority to become the Victorian Infrastructure Delivery Authority ( <b>VIDA</b> ). For ease of reference, applications involving MTIA prior to 2 April 2024 are recorded under new agency name, VIDA, throughout this report.			
Suburban Rail Loop Authority	0	1	1				
Surf Coast Shire Council	0	2	2				
Swinburne University of Technology	1	0	1				
The Royal Children's Hospital	3	0	3				
Transport Accident Commission	0	1	1				
Triple Zero Victoria	2	2	4				
V/Line Corporation	0	3	3				
Veterinary Practitioners Registration Board of Victoria	0	1	1				
VicForests	1	0	1				
VicScreen	0	1	1				
Victoria Police	47	11	58				
Victorian Arts Centre Trust	0	1	1				
Victorian Building Authority	0	9	9				
Victorian Fisheries Authority	0	1	1				
Victorian Gambling and Casino Control Commission	1	0	1				
Victorian Infrastructure Delivery Authority <sup>15</sup>	4	9	13				
Victorian Institute of Teaching	0	1	1				
Victorian Managed Insurance Authority	0	1	1				



Timeliness of finalising reviews

In 2023-24, OVIC completed 51.7% of review applications within the 30-day statutory time frame or within the time frame agreed by the applicant. This was a reduction in timeliness from last year where 59.7% of reviews were completed in time.

Throughout 2023-24, the focus was on finalising our oldest reviews. At the conclusion of 2023-24, there were two files aged older than 365 days. This is a decrease from four files at the end of 2022-23.

The average time to complete a review increased from 120 days to 123 days.

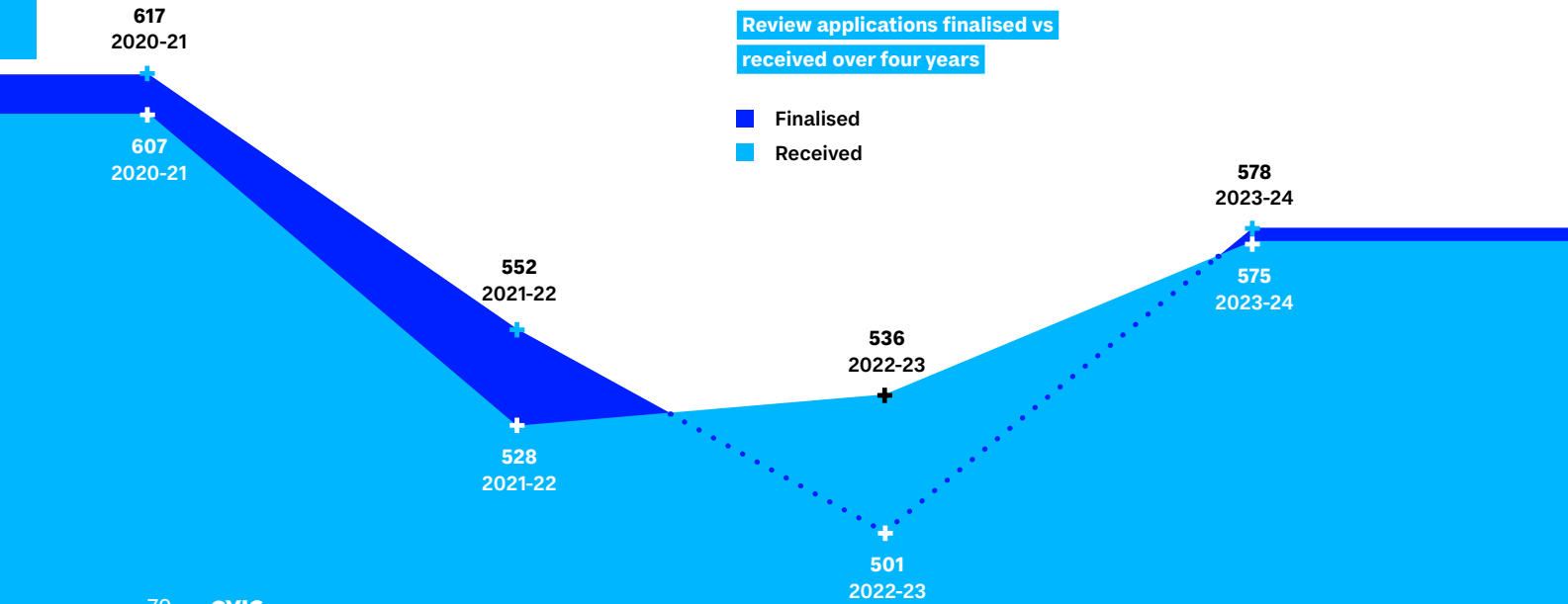
The following key factors impacted timeliness in completing reviews in 2023-24:

- the decrease in the number of Public Access staff, coupled with increases in the volume of review and complaint applications received by OVIC;
- the volume of exemptions for consideration and the complexity and volume of documents subject to review;

- availability of the Public Access Deputy Commissioner to make decisions due to the role being unoccupied for a period of time;
- delays in agencies and applicants providing submissions or other responses to OVIC's enquiries required to progress a review matter; and
- the additional time required where a review application involves concerns about the adequacy of the agency's document searches and it is necessary to resolve these concerns prior to finalising the review.

Where a review decision is not made by a commissioner within the statutory time frame, 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 their review application. This occurred in relation to 14 review applications in 2023-24.

The focus in 2024-25 will be on improving timeliness and efficiency in finalising reviews, while continuing to conduct a thorough assessment of the documents and prepare comprehensive reasons for decision.



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. A third party can apply to VCAT for review of a decision made by a commissioner to disclose personal affairs information, business affairs information, or information provided in confidence.

In 2023-24, OVIC was notified of 64 applications<sup>16</sup> made to VCAT seeking review of a formal decision made by a commissioner, compared to 62 such applications in 2022-23. Of these 64 applications, 32 were commenced by an agency, 27 by an applicant, and five by a third party.

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 makes an application to VCAT for review.

Despite this legislative requirement, it is not certain that agencies always notify OVIC of an appeal made to VCAT. Accordingly, OVIC is not able to accurately report on the total number of review applications made or outcomes of review applications commenced or finalised by VCAT. Of note, the Integrity and Oversight Committee's Performance of the Victorian Integrity Agencies 2021/22 report<sup>17</sup> recommended that the *Victorian Civil and Administrative Tribunal Act 1998* (Vic) and other relevant legislation be amended to enable OVIC to obtain review application data held by VCAT. The Victorian Government response from May 2023 noted '... this recommendation will require further consultation with the Victorian Civil and Administrative Tribunal and the Office of the Victorian Information Commissioner and will consider it further in the context of any broader recommendations made by the Committee following the conclusion of its current Inquiry into the operation of the Freedom of Information Act'.<sup>18</sup>

<sup>16</sup> This figure does not include the 14 'deemed refusal' applications made by an applicant where a Commissioner did not make a review decision in the required time frame.

<sup>17</sup> See <https://www.parliament.vic.gov.au/performanceofvictorianintegrityagencies202122>

<sup>18</sup> See <https://www.parliament.vic.gov.au/49c386/globalassets/taled-paper-documents/taled-paper-8235/attachment-a---response-to-the-recommendations-made-to-the-victorian-government-by-the-ioc-in-the-performance-of-the-victorian-integrity-agencies-2021-22-report-002.pdf>



# Access charge certificates

Agencies may request an applicant to pay access charges when processing an FOI request and providing access to documents. Examples of access charges include the cost involved in searching for documents, providing copies of documents, supervising access to a document, and creating a document.

Access charges are calculated in accordance with section 22 of the FOI Act and the *Freedom of Information (Access Charges) Regulations 2014* (Vic) **(the Regulations)**. The operation of the Regulations was recently extended from 3 June 2024 to 2 June 2025.

An applicant may apply to VCAT for a review of access charges if a commissioner first certifies the matter is of sufficient importance for VCAT to consider.

In 2023-24, OVIC received eight requests for certification and finalised seven requests. As at 30 June 2024, two access charges requests remained open.

Of the seven requests finalised this year, five requests were withdrawn by the applicants and two formal decisions were made by a commissioner not to certify the matters.

# Complaints

A complaint can be made about an agency or minister about the way an FOI request is handled.

In the case of an agency, 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;
- the adequacy of an agency's document search;
- the general handling of an FOI request; 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 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 decision to defer giving access to a document; or
- an action taken or failed to be taken by a minister in making a decision to disclose 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.

OVIC's informal resolution process for complaints may involve:

- making enquiries with a complainant about their complaint and clarifying what outcome they are seeking;
- making enquiries with the agency or minister in response to the complaint;
- considering information provided by a complainant, agency or minister to identify ways to resolve the complaint; and
- providing an outcome or options for consideration by the complainant, agency or minister and an opportunity to respond to the outcome or options.

OVIC will also identify and monitor an agency's compliance with the Professional Standards during the handling of a complaint.

If informal resolution is unsuccessful, OVIC may dismiss a complaint or make recommendations or directions to the relevant agency, principal officer or minister.

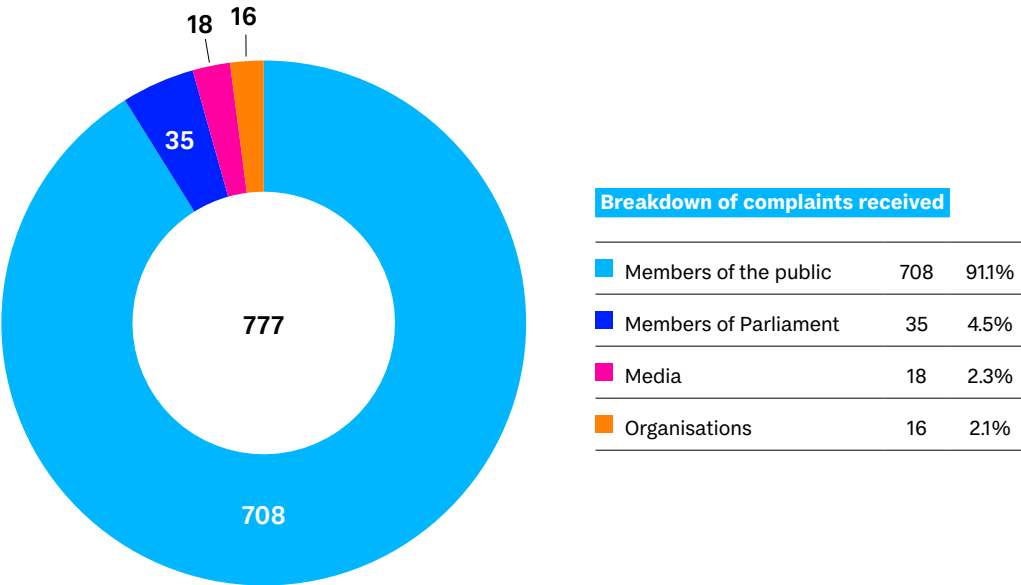
OVIC will dismiss a complaint if it considers the complaint has been fully pursued and there are no grounds for making further enquiries or taking further action under the FOI Act.



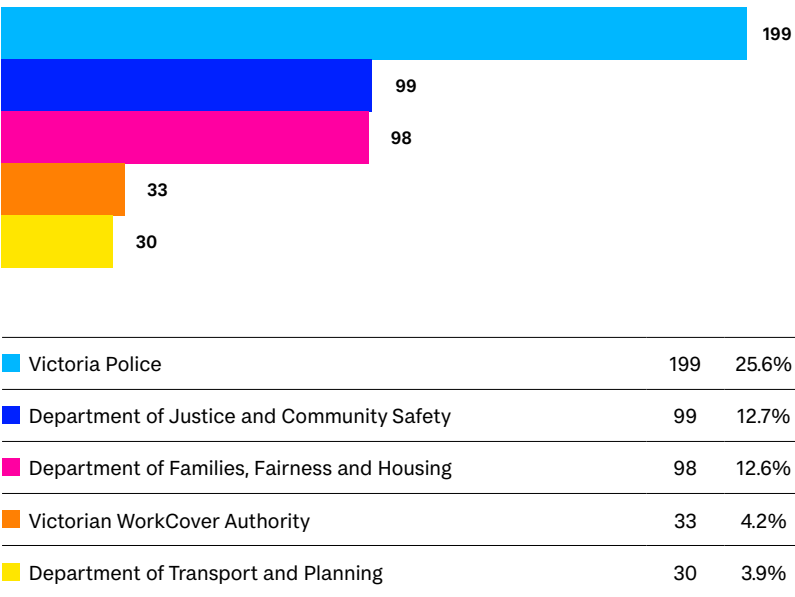
Complaints received

In 2023-24, OVIC received 777 complaints compared to 651 complaints received in 2022-23. This is a 19.4% increase.

Consistent with last year, the majority of complaints were received from members of the public:



Of the 777 complaints received, 59% were complaints about the following five agencies:



Complaints about the processing of FOI requests include:

- the agency failed to make a decision on a request within the legislative timeframe;
- an agency or minister's decision that a document does not exist or cannot be located;
- the adequacy of document searches conducted by an agency or minister; and
- the agency's general handling of an FOI request, such as the obligation 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 an agency's resources.

Delay complaints

The majority of complaints received by OVIC concern delays in making decisions on FOI requests within the statutory timeframe.

OVIC has no authority to require an agency make a decision on an FOI request by a certain date.

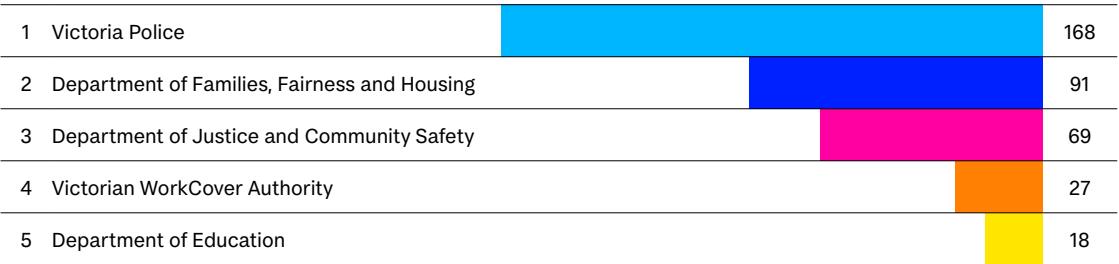
In recent years, complaints about delays have increased significantly (19.2%), with 539 delay complaints received this financial year compared to 452 in 2022-23.

In responding to delay complaints, OVIC:

- seeks submissions from the agency or minister about the reasons for the delay and factors contributing to delays, regular status updates and a date by which the decision will be made;
- monitors the agency or minister's progress on the FOI request and compliance with the FOI Professional Standards; and
- provides complainants regular updates on the progress of their FOI request, the explanation for delay as provided by the agency including excerpts of the agency's submission, where consent is provided.

When OVIC receives a complaint concerning a delay by an agency or minister, the complaint is generally kept open until the agency or minister makes its decision or the complainant exercises their right to apply to VCAT for a review of the agency or minister's 'deemed refusal' of the FOI request under sections 50(1)(ea) and 53(1) of the FOI Act.

Top 5 agencies with the most complaints concerning delays





Agencies and ministers subject to a complaint received in 2023-24

Albury Wodonga Health	2	Department of Jobs, Skills, Industry and Regions	9
Alfred Health	2	Department of Justice and Community Safety	99
Alpine Resorts Victoria	2	Department of Premier and Cabinet	11
Alpine Shire Council	1	Department of Transport and Planning	30
Ambulance Victoria	5	Department of Treasury and Finance	12
Architects Registration Board of Victoria	1	Development Victoria	1
Austin Health	1	Eastern Health	1
Bairnsdale Regional Health Service	1	Environment Protection Authority	3
Banyule City Council	2	Fire Rescue Victoria	1
Barwon Health	3	Gannawarra Shire Council	1
Bass Coast Shire Council	2	Glen Eira City Council	1
Brimbank City Council	1	Gordon Institute of TAFE	3
Central Goldfields Shire Council	3	Greater Western Water Corporation	1
City of Ballarat	1	Greyhound Racing Victoria	1
City of Boroondara	1	Hepburn Shire Council	1
City of Casey	1	Heritage Council of Victoria	6
City of Greater Bendigo	1	Hobsons Bay City Council	4
City of Greater Geelong	2	Horsham Rural City Council	1
City of Melbourne	9	Hume City Council	9
City of Monash	9	Independent Broad-based Anti-corruption Commission	1
City of Port Phillip	1	Indigo Shire Council	3
City of Whitehorse	3	Kardinia Park Stadium Trust	1
Country Fire Authority	4	La Trobe University	1
Court Services Victoria	4	Latrobe Regional Hospital	2
Dental Health Services Victoria	1	Macedon Ranges Shire Council	2
Department of Education	29	Manningham City Council	2
Department of Energy, Environment and Climate Action	10	Maribyrnong City Council	1
Department of Families, Fairness and Housing	98	Melbourne Health	2
Department of Government Services	12	Melbourne Water	1
Department of Health	9	Melton City Council	1

Mercy Hospitals Victoria Ltd	2
Merri-bek City Council	1
Minister for Planning	1
Monash Health	3
Monash University	4
Mornington Peninsula Shire	2
Moyne Shire Council	1
Northern Grampians Shire Council	1
Northern Health	1
Numurkah-Wunghnu Cemetery Trust	1
Office of Public Prosecutions	2
Office of the Racing Integrity Commissioner	1
Office of the Road Safety Camera Commissioner	1
Office of the Victorian Information Commissioner	1
Peninsula Health	1
Port of Hastings Corporation	1
Premier of Victoria	1
Racing Victoria Limited	2
RMIT University	1
RSPCA (Victoria)	1
St Vincent's Health	10
State Revenue Office	3
Strathbogie Shire Council	1
Suburban Rail Loop Authority	1
Surf Coast Shire Council	4
Swan Hill District Health	2
Swinburne University of Technology	1
The Royal Victorian Eye and Ear Hospital	1
The Royal Women's Hospital	2
Triple Zero Victoria	1

Victoria Police	199
Victoria State Emergency Service	1
Victoria University	2
Victorian Auditor-General's Office	1
Victorian Building Authority	6
Victorian Electoral Commission	1
Victorian Fisheries Authority	1
Victorian Infrastructure Delivery Authority <sup>19</sup>	11
Victorian Institute of Forensic Mental Health (t/a Forensicare)	1
Victorian Institute of Teaching	1
Victorian Legal Services Commissioner	2
Victorian Managed Insurance Authority	1
Victorian Ombudsman	3
Victorian Rail Track (t/a VicTrack)	2
Victorian WorkCover Authority	33
West Wimmera Shire Council	1
Western Health	1
Whittlesea City Council	4
Wodonga City Council	1
Wyndham City Council	1
Yarra City Council	8
Yarra Ranges Shire Council	1
Out of jurisdiction	7
<b>Total</b>	<b>777</b>

<sup>19</sup> On 2 April 2024, the Major Transport Infrastructure Authority (**MTIA**) came together with the Victorian Health Building Authority to become the Victorian Infrastructure Delivery Authority (**VIDA**). For ease of reference, applications involving MTIA prior to 2 April 2024 are recorded under new agency name, VIDA, throughout this report.



Compliance with section 21

Section 21 of the FOI Act provides that an agency or minister must notify an applicant of its decision as soon as practicable and no later than 30 days after the day a valid request is received (unless the request is subject to an extension of time).

In 2023-24, OVIC recorded 155 breaches of section 21 of the FOI Act with respect to delayed decision making under the FOI Act. Formal

findings were made in relation to 147 breaches, three breaches were informally resolved, no formal findings were made in relation to three breaches and no action was taken in relation to two minor breaches of section 21 of the FOI Act.

OVIC Commissioners made formal findings against eight agencies for failing to comply with their statutory obligations under section 21 to provide applicants with a decision on their requests within the statutory time frame.

Table of formal findings made

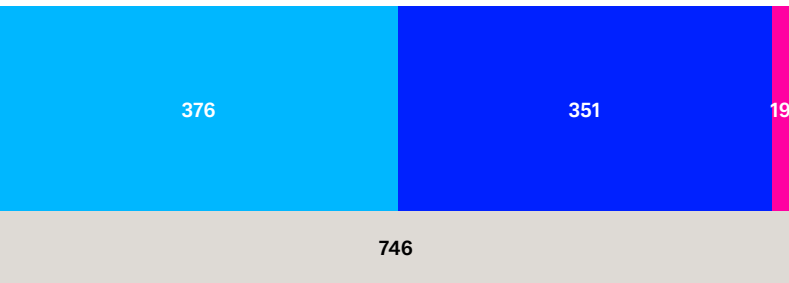
Agency	Formal findings made for non-compliance with Section 21 of the FOI Act
Victoria Police	Victoria Police failed to comply with its statutory obligations under section 21 of the FOI Act to provide applicants with a decision on 141 FOI requests within statutory time frames. The average time taken for Victoria Police to provide a decision in response to an FOI request was 370 days, with the longest delay being 957 days.
Macedon Ranges Shire Council	Macedon Ranges Shire Council failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed time frame, having made a decision 523 days after the prescribed due date and 553 days after receiving a valid request.
Yarra Ranges Shire Council	Yarra Ranges Shire Council failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed time frame, having made a decision 333 after the prescribed due date and 363 days after receiving a valid request.
Department of Premier and Cabinet	The Department of Premier and Cabinet failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed timeframe, having made a decision 202 days after the prescribed due date and 262 days after receiving a valid request..
Victorian Infrastructure Delivery Authority	Victorian Infrastructure Delivery Authority failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed time frame, having made a decision 161 days after the extended due date and 206 days after receiving a valid request.
Department of Families, Fairness and Housing	The Department of Families, Fairness and Housing failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed time frame, having made a decision 160 days after the request became valid under section 17 of the FOI Act and 194 days after receiving the request.
Department of Transport and Planning	The Department of Transport and Planning failed to comply with section 21 of the FOI Act by not providing an applicant with a decision on their request within the prescribed time frame, having made a decision 98 days after the request became valid under section 17 of the FOI Act and 159 days after receiving the request.

Complaints outcomes

In 2023-24, OVIC finalised 746 complaints compared to 686 in 2022-23, which is an 8.7% increase.

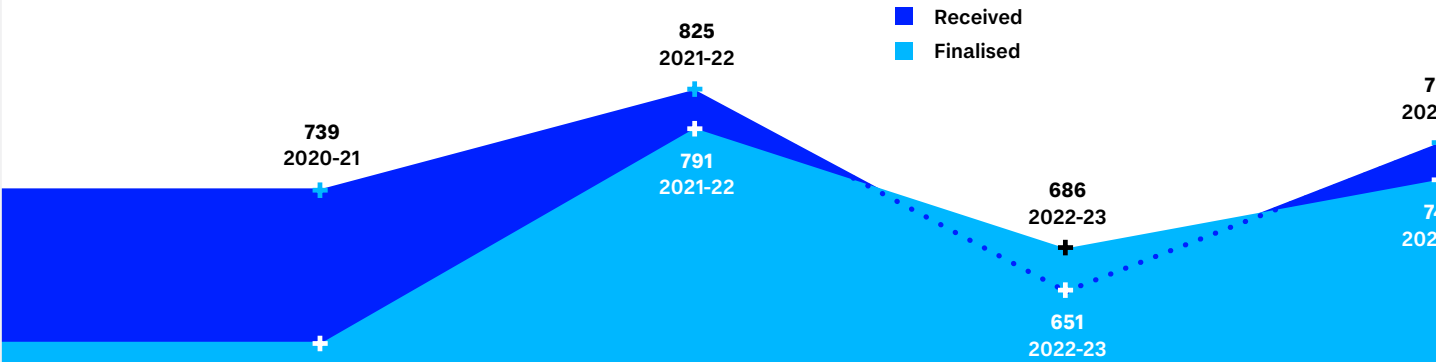
As at 30 June 2024, 228 complaints remained open, compared to 199 open complaints as at 30 June 2023. Twelve complaints were carried over from 2022-23.

This year complaints were finalised by:



Informal resolution of a complaint facilitated with OVIC's assistance	376	50.4%
A decision to dismiss or not accept a complaint	351	47.1%
A decision that a complaint falls outside our jurisdiction under the FOI Act	19	2.5%

Complaints received vs complaints finalised over four years





Complaint timeliness

In 2023-24, the average time taken to finalise a delay complaint was 111 days and 88 days for non-delay related complaints. Overall, the average time taken by OVIC to finalise a complaint, regardless of its type, was 102 days. This is an 8.1% improvement in timeliness in comparison with 2022-23 (from 111 days).

Recommendations made by the Information Commissioner

After considering a complaint, the Information Commissioner may make recommendations to an agency or minister under section 61L of the FOI Act that the Commissioner considers appropriate.

In 2023-24, no formal recommendations were made under section 61L by the Information Commissioner.

Complaint case study

This year, OVIC received a broad range of complaints. This included the following notable examples:

- a complaint that an agency did not locate any documents in response to a request for documents that were not supplied in response to a subpoena that was issued to the agency. The complainant was provided with the Commissioner's preliminary view with a suggestion to proceed by way of making a new request to the agency specifying the exact documents the complainant believed were not located. The complainant agreed with the Commissioner's preliminary view and agreed to close their complaint with OVIC;
- a complaint that an agency would only accept payment of access charges via cheque or money order. In response to the complaint, the agency decided to waive the requested access charges for the complainant's request. OVIC accepted that there was a need for the agency to update its payment methods to maximise access to information and acknowledged that steps had been taken by the agency to update its payment options;

- a complaint that the agency had refused to refund the application fee for the complainant's FOI request, which was significantly delayed. OVIC consulted with the agency and a service provider for the payment system and confirmed that a refund could not be facilitated because payment information is routinely deleted after a period of time. OVIC suggested the complainant pursue a decision on their request given a refund could not be provided and the complainant agreed; and
- a complaint that an agency had interpreted a request for sections 1 to 3 of the complainant's Individual Management File (**IMF**) as a request for part 4 of their IMF file because sections 1 – 3 were available at the prison without the need to access them via FOI. In response to the complaint, the agency acknowledged that it had provided incorrect information to the complainant, apologised for any confusion or inconvenience caused, and processed the request in accordance with the terms provided by the complainant.

Agency and minister complaint outcomes in 2023-24

Agency	Complaint not in jurisdiction	Withdrawn or resolved informally	Dismissed or not accepted	Total
Albury Wodonga Health	0	1	3	4
Alfred Health	0	1	2	3
Alpine Resorts Victoria	0	1	0	1
Alpine Shire Council	0	0	1	1
Ambulance Victoria	1	1	4	6
Architects Registration Board of Victoria	0	0	1	1
Austin Health	0	0	1	1
Bairnsdale Regional Health Service	0	0	1	1
Banyule City Council	0	1	1	2
Barwon Health	0	1	1	2
Bass Coast Shire Council	0	2	1	3
Brimbank City Council	0	0	2	2
Buloke Shire Council	0	2	2	4
Campaspe Shire Council	0	0	1	1
Cardinia Shire Council	0	1	0	1
Central Goldfields Shire Council	0	1	2	3
City of Ballarat	0	0	1	1
City of Boroondara	0	0	1	1
City of Casey	0	0	2	2
City of Darebin	0	1	0	1
City of Greater Bendigo	0	1	0	1
City of Greater Geelong	0	1	1	2
City of Melbourne	0	5	3	8
City of Monash	1	2	7	10
City of Stonnington	0	0	1	1
City of Whitehorse	0	0	3	3
Country Fire Authority	0	1	3	4
Court Services Victoria	0	1	1	2
Dental Health Services Victoria	0	1	0	1



Agency	Complaint not in jurisdiction	Withdrawn or resolved informally	Dismissed or not accepted	Total
Department of Education	2	13	7	22
Department of Energy, Environment and Climate Action	0	4	3	7
Department of Families, Fairness and Housing	0	56	29	85
Department of Government Services	0	4	5	9
Department of Health	0	3	3	6
Department of Jobs, Skills, Industry and Regions	0	7	4	11
Department of Justice and Community Safety	0	45	41	86
Department of Premier and Cabinet	0	10	0	10
Department of Transport and Planning	0	11	16	27
Department of Treasury and Finance	0	7	2	9
Development Victoria	0	1	0	1
Eastern Health	0	3	1	4
Environment Protection Authority	1	2	0	3
Fire Rescue Victoria	0	1	0	1
Frankston City Council	0	1	0	1
Glen Eira City Council	0	0	1	1
Gordon Institute of TAFE	0	8	0	8
Greater Western Water Corporation	0	1	0	1
Greyhound Racing Victoria	0	1	0	1
Hepburn Shire Council	0	0	1	1
Heritage Council of Victoria	0	3	1	4
Hobsons Bay City Council	0	3	1	4
Holmesglen Institute	0	0	1	1
Hume City Council	0	5	7	12
Independent Broad-based Anti-corruption Commission	0	1	0	1
Indigo Shire Council	0	2	0	2
Kardinia Park Stadium Trust	0	1	0	1
La Trobe University	0	1	0	1
Latrobe Regional Hospital	0	1	1	2
Macedon Ranges Shire Council	0	1	4	5
Manningham City Council	1	0	0	1
Maribyrnong City Council	0	2	0	2

Agency	Complaint not in jurisdiction	Withdrawn or resolved informally	Dismissed or not accepted	Total
Melbourne Health	0	1	1	2
Melbourne Water	1	0	0	1
Melton City Council	0	1	0	1
Mercy Hospitals Victoria Ltd	0	1	1	2
Merri-bek City Council	0	1	0	1
Minister for Planning	0	1	0	1
Monash Health	0	0	3	3
Monash University	1	1	2	4
Moorabool Shire Council	0	1	0	1
Mornington Peninsula Shire	0	1	1	2
Moyne Shire Council	0	0	2	2
Municipal Association of Victoria	0	1	0	1
Nillumbik Shire Council	0	0	3	3
Northern Grampians Shire Council	0	0	1	1
Northern Health	0	0	3	3
Numurkah-Wunghnu Cemetery Trust	0	1	0	1
Office of Public Prosecutions	0	1	1	2
Office of the Racing Integrity Commissioner	0	1	0	1
Office of the Road Safety Camera Commissioner	0	1	0	1
Office of the Victorian Information Commissioner	0	1	0	1
Peninsula Health	0	0	1	1
Portland District Health	0	0	1	1
Premier of Victoria	0	0	1	1
Racing Victoria Limited	0	2	0	2
Remembrance Parks Central Victoria	0	0	1	1
RMIT University	0	0	1	1
RSPCA (Victoria)	0	1	2	3
Safe Transport Victoria	0	0	1	1
St Vincent's Health	2	1	6	9
State Revenue Office	0	2	1	3
Strathbogie Shire Council	0	0	1	1
Suburban Rail Loop Authority	0	1	0	1



Agency	Complaint not in jurisdiction	Withdrawn or resolved informally	Dismissed or not accepted	Total
Surf Coast Shire Council	0	3	1	4
Swan Hill District Health	0	1	1	2
Swinburne University of Technology	0	0	1	1
The Royal Victorian Eye and Ear Hospital	0	1	0	1
The Royal Women's Hospital	0	0	2	2
Transport Accident Commission	0	0	1	1
Triple Zero Victoria	0	1	0	1
Victoria Police	3	74	108	185
Victoria State Emergency Service	0	0	1	1
Victoria University	0	0	1	1
Victorian Auditor-General's Office	0	1	0	1
Victorian Building Authority	0	2	1	3
Victorian Fisheries Authority	0	0	2	2
Victorian Infrastructure Delivery Authority <sup>20</sup>	1	7	4	12
Victorian Institute of Forensic Mental Health (t/a Forensicare)	0	1	0	1
Victorian Institute of Teaching	0	0	2	2
Victorian Legal Services Commissioner	0	1	0	1
Victorian Managed Insurance Authority	0	1	0	1
Victorian Ombudsman	0	2	2	4
Victorian Rail Track (t/a VicTrack)	0	1	0	1
Victorian Registration and Qualifications Authority	0	1	0	1
Victorian WorkCover Authority	1	21	10	32
West Wimmera Shire Council	0	0	1	1
Western Health	0	0	1	1
Whittlesea City Council	1	1	1	3
Wodonga City Council	0	1	0	1
Wyndham City Council	0	4	0	4
Yarra City Council	0	3	2	5
Yarra Ranges Shire Council	0	1	1	2
Out of jurisdiction	3	4	0	7
Total	19	376	351	746

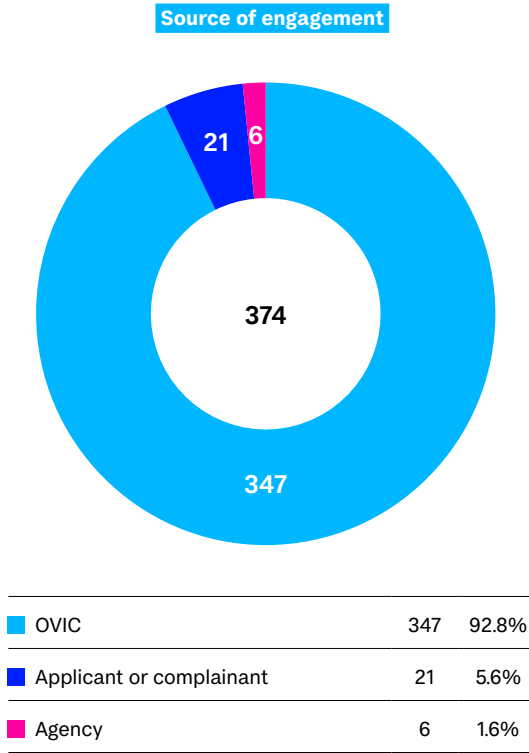
<sup>20</sup> On 2 April 2024, the Major Transport Infrastructure Authority (**MTIA**) came together with the Victorian Health Building Authority to become the Victorian Infrastructure Delivery Authority (**VIDA**). For ease of reference, applications involving MTIA prior to 2 April 2024 are recorded under new agency name, VIDA, throughout this report.

Professional Standards

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 agencies administer the FOI Act 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.

To assist agencies in evaluating their compliance with the Standards and for the identification of strategies to improve FOI practices, agencies can complete OVIC's Professional Standards Self-



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

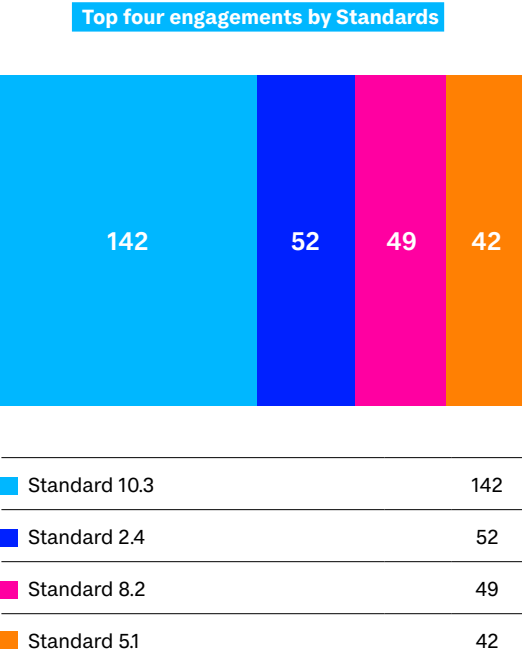
Non-compliance with the Professional Standards

OVIC assesses each FOI review and FOI complaint it accepts for Professional Standards engagements and continues to monitor an agency's compliance during the handling of a review or complaint matter.

In 2023-24, OVIC recorded 374 instances of agency non-compliance with the Professional Standards (called 'engagements'). Engagements were recorded across 19 Standards concerning 90 agencies.

Professional Standard engagements by Standard

In 2023-24, the most engaged were Standards 10.3 (142) , 2.4 (52), 8.2 (49) and 5.1 (42).





Professional Standard engagements by agency

Agencies with the highest number of Professional Standard engagements:

1	Department of Families, Fairness and Housing	35
2	Victoria Police	28
3	Department of Justice and Community Safety	19
4	Hume City Council	18
5	City of Melbourne	17
6	Department of Energy, Environment and Climate Action	14
7	Department of Transport and Planning	14
8	Department of Education	13
9	Department of Jobs, Skills, Industry and Regions	8
10	St Vincent's Health	8
11	Victorian Building Authority	8
12	Victorian Infrastructure Delivery Authority	8
13	Albury Wodonga Health	7
14	Department of Government Services	7
15	Victorian WorkCover Authority	7
16	Ambulance Victoria	6
17	Department of Health	6
18	Department of Treasury and Finance	6
19	Melbourne Health	6
20	Barwon Health	5
21	City of Monash	5
22	Country Fire Authority	5
23	Department of Premier and Cabinet	5
24	Eastern Health	5
25	City of Whitehorse	4
26	Hobsons Bay City Council	4
27	Northern Health	4
28	Office of Public Prosecutions	4
29	Western Health	4

OVIC classifies breaches of the Professional Standards into two categories:

- minor or technical breaches; and
- substantial, persistent, or systemic breaches.

OVIC will generally take educational and informal action to resolve minor or technical instances of non-compliance. This includes educating agencies as to their obligations under the FOI Act and the Professional Standards and providing relevant resources and supporting materials.

OVIC may take formal action in response to a significant, persistent, or systemic breach of the Professional Standards. Formal action may involve OVIC contacting the agency's Principal Officer to notify them of the breach and providing them with an opportunity to respond to the alleged breach. Where appropriate, a commissioner will make formal adverse findings against an Agency for substantial, persistent, or systemic breaches, and OVIC may monitor an agency's performance and compliance with the Professional Standards for a

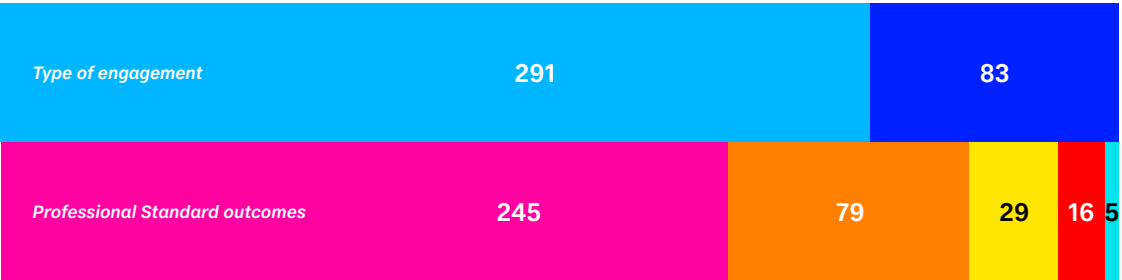
period of time. In some cases, OVIC may direct an agency to complete OVIC's Professional Standards Self-assessment Tool and provide its results to OVIC for consideration.



Type of engagements





In 2023-24, of the 374 engagements recorded, 291 (77.8%) were considered minor or technical breaches and 83 (22.2%) were considered substantial or systemic breaches of the Professional Standards.

Professional Standard outcomes

In 2023-24, 245 (65.5%) Professional Standard engagements were resolved informally using educational strategies and no action was taken in respect of 79 (21.1%) minor or technical engagements. No formal findings were made in relation to 16 (4.3%) engagements, and 5 (1.3%) engagements were not yet finalised as at 30 June 2024.



Type of engagement			
Minor or technical		291	77.8%
Substantial/systemic		83	22.2%

Professional Standard outcomes			
Informally resolved		245	65.5%
No action taken		79	21.1%
Finding of breach – reportable		29	7.8%
No finding of breach		16	4.3%
Not finalised		5	1.3%



Substantial or systemic breaches

In 2023-24, Commissioners wrote to agency Principal Officers regarding 45 (54.2%) substantial or systemic breaches of the Professional Standards. This resulted in adverse findings being made in relation to 29 substantial or systemic breaches against seven agencies.

Adverse findings breakdown

Department of Families, Fairness and Housing	5	8	12	10
Victoria Police		5	10	13
Department of Justice and Community Safety		6	12	1
Hume City Council		5	12	1
City of Melbourne	1	5	11	
Department of Energy, Environment and Climate Action		4	10	
Department of Transport and Planning		4	9	1
Department of Education	1	5	1	6
Department of Jobs, Skills, Industry and Regions			8	
St Vincent's Health			6	2
Victorian Building Authority		2	6	
Victorian Infrastructure Delivery Authority		1	7	
Albury Wodonga Health		1	6	
Department of Government Services		2	5	
Victorian WorkCover Authority		2	4	1
Ambulance Victoria		3	3	
Department of Health		2	4	
Department of Treasury and Finance			6	
Melbourne Health			6	
Barwon Health		2	3	
City of Monash		1	4	
Country Fire Authority		3	2	
Department of Premier and Cabinet		1	4	
Eastern Health	1		4	
City of Whitehorse			4	
Hobson Bay City Council		1	3	
Northern Health			4	
Office of Public Prosecutions			4	
Western Health			4	
Austin Health		1	2	
Banyule City Council		1	2	
Bass Coast Shire Council	1	1	1	

- Finding of breach
- Informally resolved
- No action taken
- No formal finding
- Not finalised

Summary of the adverse findings made against each agency:

Agency	Adverse findings made
Department of Families, Fairness and Housing	<p>Department of Families, Fairness and Housing failed to comply with Professional Standard 2.4 by failing to notify applicants and to provide reasonable assistance where their request was not considered valid within 21 days of receiving the request, having notified applicants the following number of days after receiving their valid request:</p> <ul style="list-style-type: none"><li>132 days;</li><li>42 days;</li><li>106 days;</li><li>57 days;</li><li>51 days.</li></ul> <p>The Department of Families, Fairness and Housing failed to comply with Professional Standard 5.1, by failing to notify applicants under section 25A(6) of the FOI Act of its intention to refuse to grant access to the request under section 25A(1) of the FOI Act within 21 days of receiving a valid request, having notified applicants the following number of days after receiving their valid request:</p> <ul style="list-style-type: none"><li>97 days;</li><li>56 days;</li><li>133 days;</li><li>77 days;</li><li>101 days.</li></ul>
Victoria Police	<p>Victoria Police failed to comply with Professional Standard 2.4 by failing to notify an applicant that their request was not valid within 21 days of receiving the request, having notified the applicant 350 days after receiving the request.</p> <p>Victoria Police failed to comply with Professional Standard 5.1 by failing to notify applicants under section 25A(6) of the FOI Act of its intention to refuse to grant access to the request under section 25A(1) of the FOI Act within 21 days of receiving a valid request, having notified applicants the following number of days after receiving a valid request:</p> <ul style="list-style-type: none"><li>715 days;</li><li>644 days;</li><li>656 days;</li><li>423 days;</li><li>402 days;</li><li>398 days;</li><li>396 days;</li><li>240 days;</li><li>256 days;</li><li>170 days;</li><li>103 days;</li><li>78 days.</li></ul>



Summary of the adverse findings made against each agency continued:

Agency	Adverse findings made
Department of Justice and Community Safety	The Department of Justice and Community Safety failed to comply with Professional Standard 5.1 by failing to notify the applicant under section 25A(6) of the FOI Act of its intention to refuse to grant access to a request under section 25A(1) of the FOI Act within 21 days of receiving a valid request, having notified the applicant 178 days after receiving a valid request.
Department of Transport and Planning	The Department of Transport and Planning failed comply with Professional Standard 2.4 by failing to notify the applicant and to provide reasonable assistance where their request was not considered valid within 21 days of receiving the request, having notified the applicant 61 days after receiving the request.
St Vincent's Health	<p>St Vincent's Health failed to comply with Professional Standard 10.3 by failing to respond to requests for information made on behalf of the Public Access Deputy Commissioner and the Information Commissioner during the course of an FOI complaint within reasonable or requested time frames.</p> <p>St Vincent's Health failed to comply with Professional Standard 10.3 by failing to respond to requests for information made on behalf of the Public Access Deputy Commissioner and the Information Commissioner during the course of dealing with a complaint within reasonable or requested time frames on several occasions.</p>
Victorian WorkCover Authority	<p>Victorian Workcover Authority failed to comply with Professional Standard 2.4 by failing to notify the applicant and provide reasonable assistance where their request was not considered valid within 21 days of receiving the request, having notified the applicant 164 days after receiving the request.</p> <p>Victorian Workcover Authority failed to comply with Professional Standard 5.1 by failing to notify the applicant under section 25A(6) of the FOI Act of its intention to refuse to grant access to a request under section 25A(1) of the FOI Act within 21 days of receiving a valid FOI request, having notified the applicant 130 days after receiving a valid request.</p> <p>Victorian Workcover Authority failed to comply with Professional Standard 10.3 by failing to respond to requests for further information by OVIC staff within a reasonable time frame.</p>
Hume City Council	Hume City Council failed to comply with Professional Standard 2.4 by not notifying the applicant and providing reasonable assistance where their request was not considered valid within 21 days of receiving the request, having notified the applicant 167 days after receiving the request.

Key public access projects

Annual FOI agency survey

Each year, OVIC conducts the annual FOI agency survey which is coordinated by the Registry and Case Support team within Public Access. This involves collecting data from each Victorian agency and minister on the administration and operation of the FOI Act, including the number of FOI requests received and finalised, and details about decisions made granting and refusing access to documents. In 2023-24, the annual survey was deployed to over 970 Victorian government agencies and ministers. The results of this survey are reported in Parts 6-7 of this report.

Prisoner information & guidance project

In 2023-24, OVIC's Public Access team progressed a project to engage with people in custody and promote understanding of the right to seek access to government-held information under the FOI Act. The project involved developing poster and fact sheet for people in custody with information about their right to seek access to government information and OVIC's role as a regulator. The FOI posters will be displayed in common areas within all Victorian prisons and has been translated to increase reach within the prison population. This is an important project to promote access to information.





Agency FOI information service

In 2023-24, OVIC received 65 enquiries to the Agency FOI Information Service. Of the enquiries received, 24% (16) were responded to by telephone, 66% (43) by email, and 3% (2) by telephone followed by an email. OVIC responded to 26% of enquiries on the same day, 40% within 24 hours, 20% within 1-3 business days and 7% after 3 business days.

The most common enquiries to the Agency FOI Information Service related to FOI application fees, third party consultation, and section 33 of the FOI Act.

Published notices of decision

Since 2019, OVIC has published de-identified notices of decision to improve public and agency awareness of the administration and operation of the FOI Act. Notices of decision are published on the OVIC and Australasian Legal Information Institute (**AustLII**) websites after a commissioner's decision is issued to the applicant and agency or minister.

Work to enhance OVIC's published decisions webpage is in progress to improve the search functionality and the overall user experience.

At 30 June 2024, 890 decisions were published on OVIC's website. In the last 12 months, OVIC's decisions have been viewed on AustLII over 31,000 times, representing a yearly increase of over 57%.

Provision of redacted review documents

To assist in understanding the fresh decision, the Commissioner may also decide to issue a marked-up copy of the documents subject to review to the Agency. In 2023-24, approximately 18% of formal review decision were accompanied by marked-up copy of the documents, up from 14% in 2022-23.

Key policy initiatives

FOI guidelines project

This year, OVIC completed its project to publish FOI Guidelines. The Guidelines explain how to interpret and apply the FOI Act and the Access Charges Regulations, and aim to facilitate timely and low-cost access to information by helping agencies and the public understand this important legislation.

During development of the FOI Guidelines, OVIC consulted publicly on draft content to ensure the guidelines were clear, accessible and a useful resource. OVIC published finalised parts of the Guidelines on a rolling basis and published the final part in March 2024.

OVIC would like to thank all agencies and individuals who provided input during the consultation phase of this project.

Submissions

Making submissions provides OVIC with an opportunity to advocate for greater transparency of government information.

In 2023-24, OVIC made three submissions to public consultations and parliamentary inquiries relating to access to information. OVIC made submissions to:

- the Integrity and Oversight Committee (**IOC**), relating to its Inquiry into the operation of the FOI Act. The IOC's Inquiry examined a range of issues, including the effectiveness of the FOI Act's current policy model, mechanisms for proactive and informal release of information, efficient and timely mechanisms for individuals accessing their own personal and health information, and the time and costs involved in providing access to information. OVIC's submission made 77 recommendations for improving Victoria's information access scheme. In March 2024, the Information Commissioner and OVIC's

General Counsel appeared before the IOC to answer questions about OVIC's submission and recommendations;

- the Department of Health on the proposed Health Records Regulations 2023 and Regulatory Impact Statement; and
- the Public Record Office Victoria on the proposed changes to Public Records Regulations.

Monash University report into the culture of implementing FOI in Australia

In June 2024, Monash University published its report into the Culture of implementing freedom of information in Australia. The report was the result of a three-year Australian Research Council-funded study, which looked at freedom of information and records management practices in Victoria, South Australia and Western Australia.

As part of the study, FOI practitioners and managers, senior executives and ministers were invited to complete a survey and attend an interview. The report made 11 recommendations for how information access systems in the three jurisdictions surveyed could be improved.

Following the publication of the report, OVIC released a formal response to the report and its recommendations. OVIC also co-hosted a panel discussion with the research leads and other jurisdictions to launch the report, facilitated by Melissa Coade from The Mandarin.



# Stakeholder engagement

## 15th 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. Members meet annually to discuss the protection and promotion of the right to public information for the benefit of citizens.

In June 2024, the 15th ICIC conference was held virtually, hosted by the Office of the Albanian Information and Data Protection Commissioner. The Acting Public Access Deputy Commissioner represented OVIC at the conference.

## Association of Information Access Commissioners

The Association of Information Access Commissioners (**AIAC**) met in Perth on 3 November 2023 for its second bi-annual meeting, hosted by the Office of the Information Commissioner, Western Australia.

The AIAC is comprised of independent information commissioners and ombudsmen of Australia and New Zealand who have oversight responsibilities for access to government information laws under their respective state and national jurisdictions.

On 15 March 2024, OVIC hosted the first AIAC bi-annual meeting of 2024 in Melbourne. This meeting was attended by Information Commissioners and Ombudsmen from across Australia and New Zealand including a special guest, Dr Jake Goldenfein from Melbourne University Law School who spoke about developments in AI that are disrupting long-held notions of administrative decision making by government, notions of how data is used and who can access that data.

## 40th anniversary of the FOI Act in Victoria

The 5 July 2023 marked the 40th anniversary of the Victorian FOI Act. On 24 October 2023, OVIC commemorated this significant milestone with an in-person event at Melbourne's Wheeler Centre. This included a keynote address by the then Acting Information Commissioner, Rachel Dixon, and an expert panel discussion, facilitated by journalist Raf Epstein, which explored the question: Why is public access to information fundamental to government transparency, accountability and public participation in democracy? The panel included OVIC's now former Public Access Deputy Commissioner, Joanne Kummrow, international guest Toby Mendel (founder and Executive Director of the Centre for Law and Democracy), inaugural Australian Information Commissioner Professor John McMillan AO (Australian National University), and Associate Professor Jennifer Beard (University of Melbourne). A recording of this event is available via OVIC's website.

## International Access to Information Day 2023

International Access to Information Day (**IAID**) is celebrated annually around the world on 28 September to raise awareness of the importance of open government, and the public's right to access government-held information. In 2023, the IAID theme was: The importance of the online space for access to information. To mark IAID, OVIC hosted a panel discussion and a lighting talk, and published new resources for agencies and the public.

## Public Access Agency Reference Group

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

In 2023-24, the Reference Group discussed increasing recruiting staff to process FOI requests, increasing volumes of FOI requests, the Integrity and Oversight Committee's review of the FOI Act, other OVIC initiatives including proactive and informal release and opportunities for innovation and automation.

Minutes from Reference Group meetings are published on OVIC's website.

## Information Access Series

OVIC hosts virtual Information Access Series (**IAS**) webinars for Victorian FOI practitioners to promote best practice in FOI. In 2023-24, 737 stakeholders attended IAS webinars. Recordings or presentation slides were published on OVIC's website after several of these webinars making them accessible to FOI practitioners and members of the public.

The topics of IAS webinars delivered in 2023-24 included:

- FOI and family violence
- Tips to use FOI for a more tailored applicant experience
- Benefits and barriers to using the online space for promoting access to information – Now and in the future
- Engaging with consumers and technology to create a more efficient, sustainable FOI service
- Completing the annual FOI survey.



# 6

## Report on the operation of the FOI Act in Victoria

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



# Report on the operation of the FOI Act in Victoria

## Government bodies covered by FOI

The FOI Act provides the right to apply for access to documents held by the wide range of agencies listed in this report, including departments, local councils, most semi-government agencies and statutory authorities, public hospitals, universities and TAFE colleges.<sup>21</sup>

## The data

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

All agencies completed the survey for 2023-24.

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

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

<sup>21</sup> The term 'agency/agencies' includes ministers.

## 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.

## Historical data

This report includes an analysis of historical of data, to identify trends and act as a benchmark for future reports.

## Requests and appeals

The number of FOI requests reported in 2023-24 was 53,159. This is an increase of 10.5% from last year and is a record high for FOI requests made in a year.

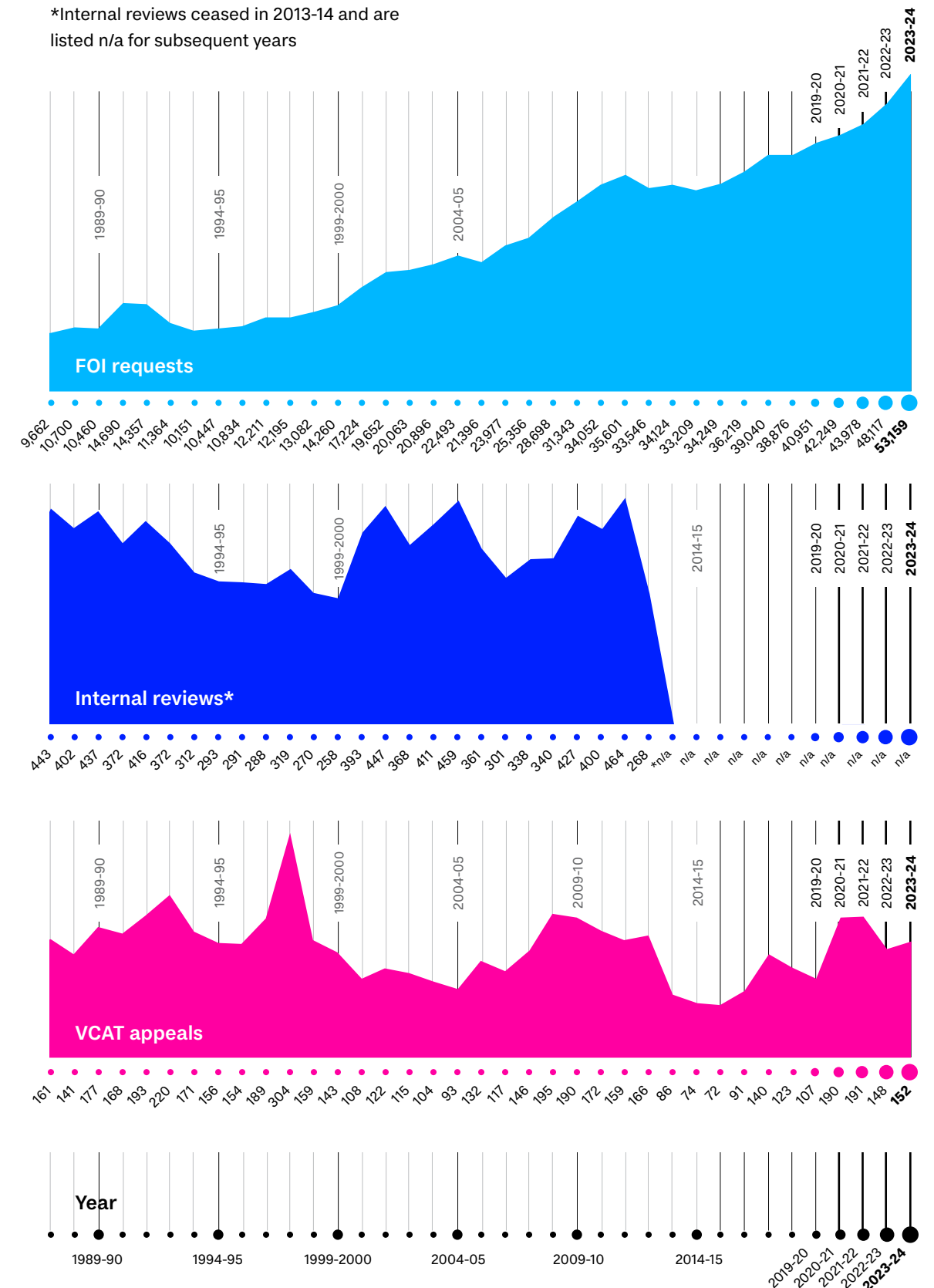
Agencies also reported 8,696 FOI requests outstanding at 30 June 2024. This is an increase when compared to the 6,498 outstanding FOI requests reported last year.

Agencies reported that 152 appeals to the Victorian Civil and Administrative Tribunal (VCAT) were lodged in 2023-24. Of the 29 cases decided by VCAT, agency decisions were affirmed in full in 18 cases. It was also reported that VCAT varied agency decisions in seven cases and overturned agency decisions in four cases. Agencies reported that 63 appeals were withdrawn.

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

## Number of requests, internal reviews and appeals reported by agencies

\*Internal reviews ceased in 2013-14 and are listed n/a for subsequent years



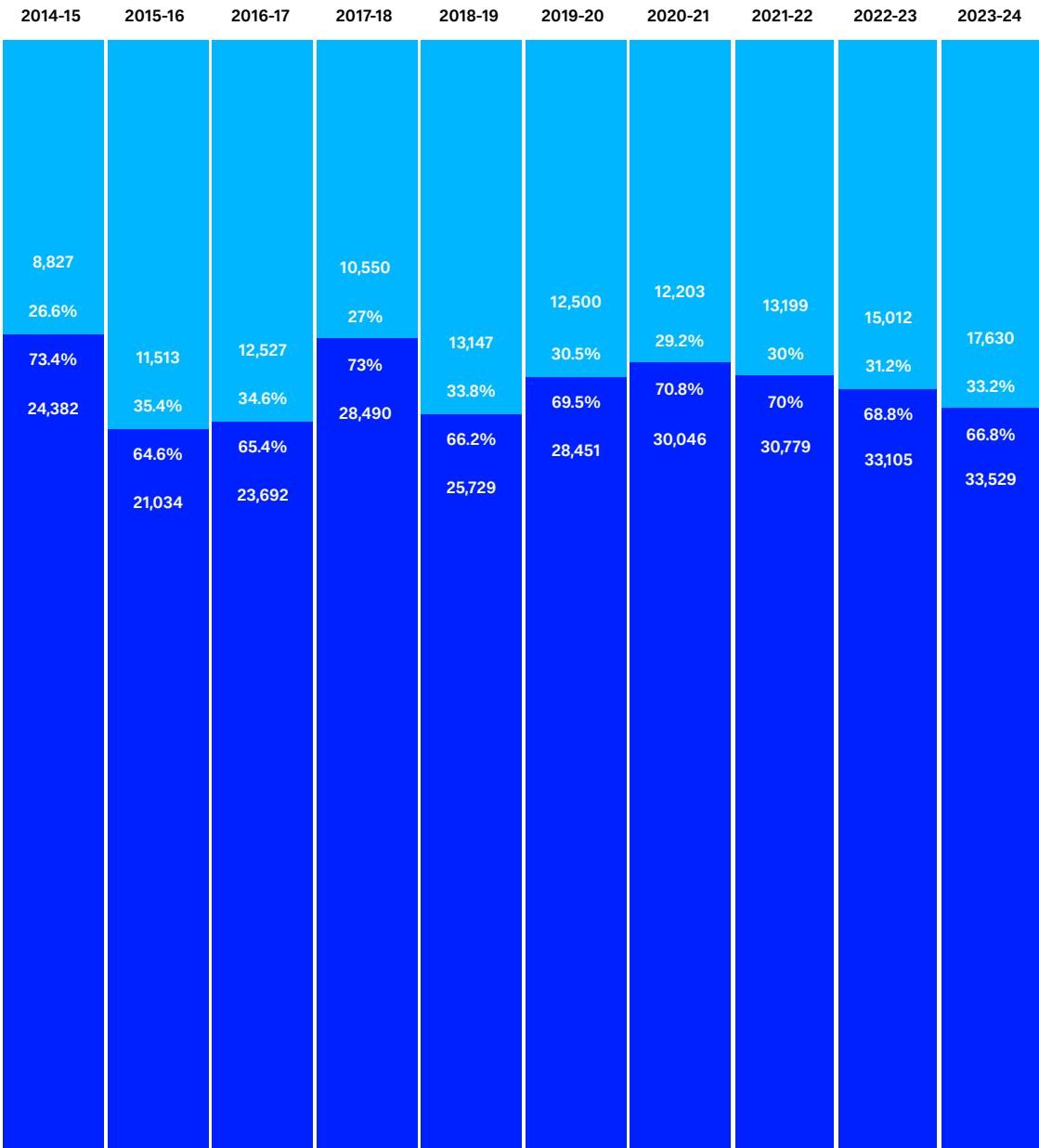


Sources of FOI requests

In 2023-24, personal requests (for information mainly relating to the applicants themselves) represented 66.8% of total requests received, while non-personal requests represented 33.2%. 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.

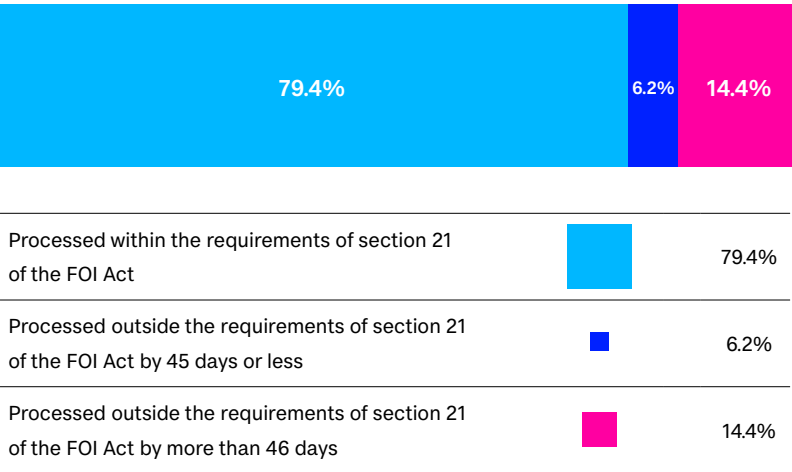
There are limited exceptions to how calendar days are calculated for responding to valid FOI requests:

- 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 79.4% of requests were processed within the requirements of section 21 in 2023-24. This represents an improvement from 2022-23 when 78.8% of requests were processed within the requirements of section 21.

Agencies reported that 20.6% of requests were processed outside of the requirements of section 21.

Timeliness of total requests processed





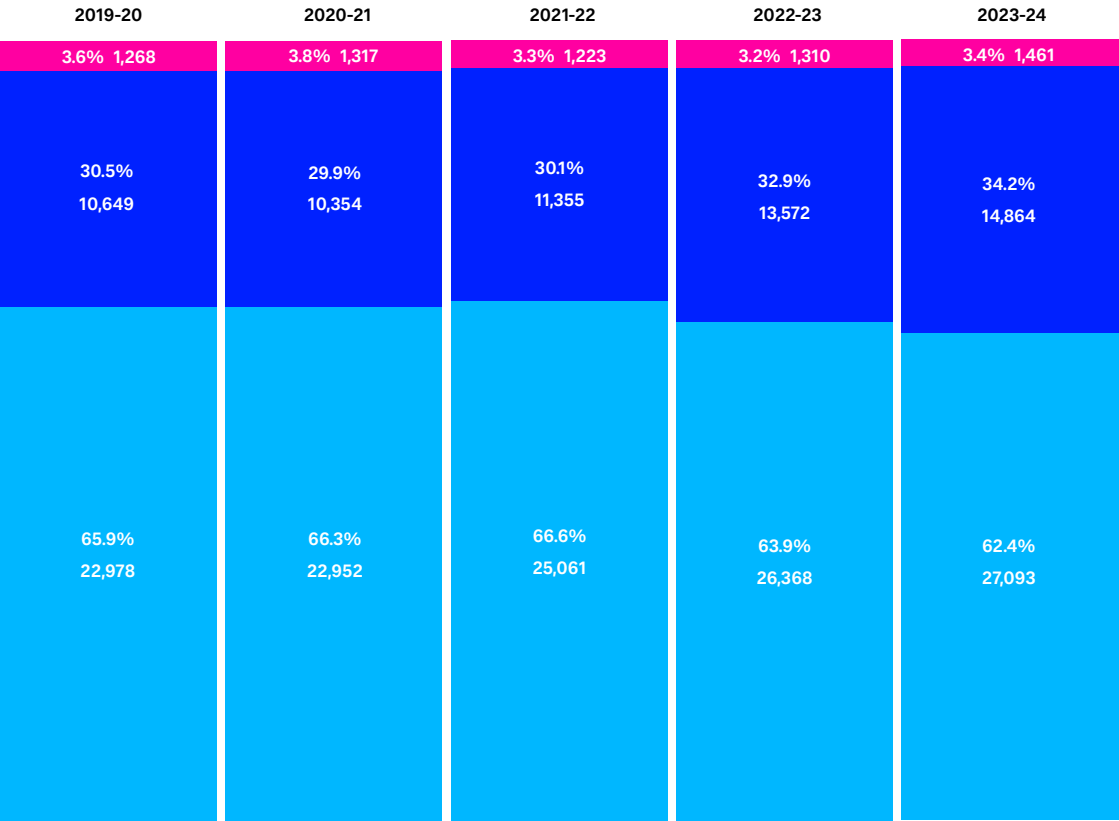
Access decisions

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 2023-24 reporting period;
- the agency did not hold the documents sought;
- the agency and the applicant agreed on a form of access outside of the FOI process.

FOI decisions for the past 5 years

- Access denied
- Access granted in part
- Access granted in full

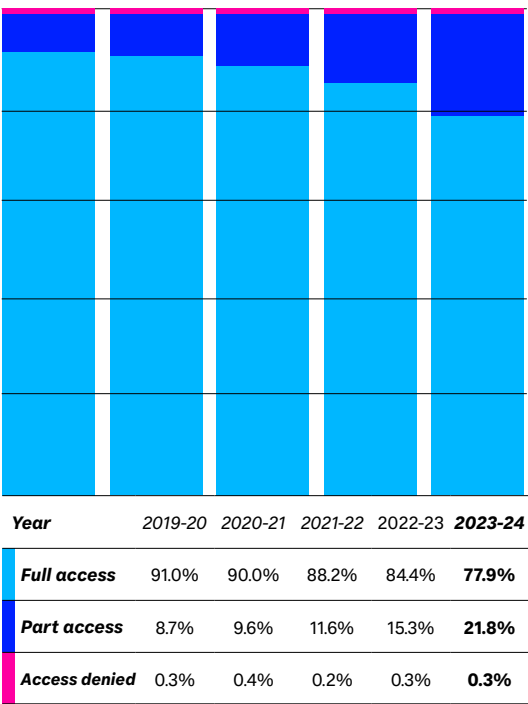


Analysis of the historical data on agency access decisions reveals:

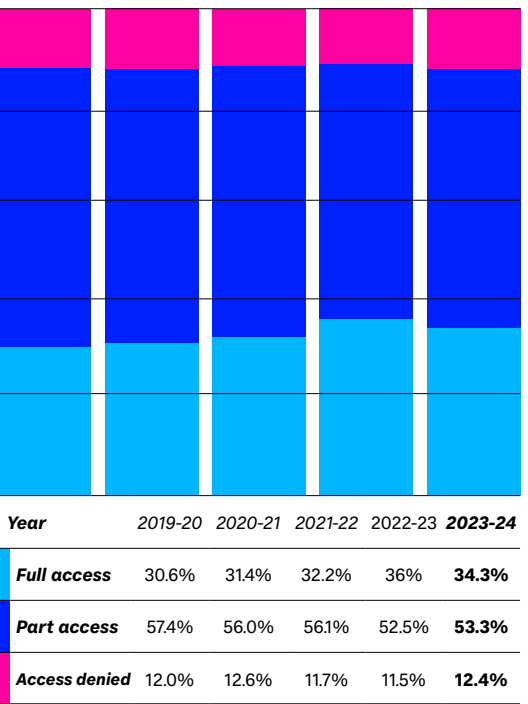
- there continues to be a yearly downward trend in the percentage of applications granted in full by health sector agencies from 91.0% in 2019-20 to 77.9% in 2023-24;
- there continues to be a yearly downward trend in the percentage of applications granted in full from 70.3% in 2014-15 to 62.4% in 2023-24;
- there has been an overall upward trend in the percentage of applications granted in full by the emergency sector from 30.9% in 2019-20 to 44.2% in 2023-24; and
- the number of times exemptions claimed under sections 31, 33, 35 and 38 were record highs.

Five years of access decisions by sector

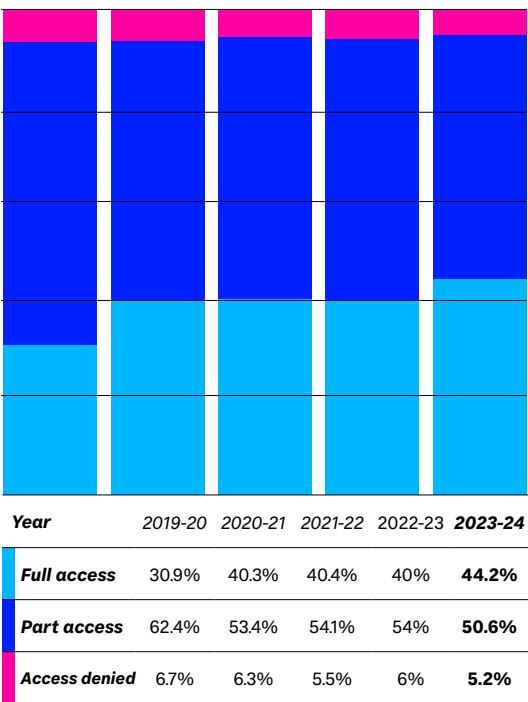
Health



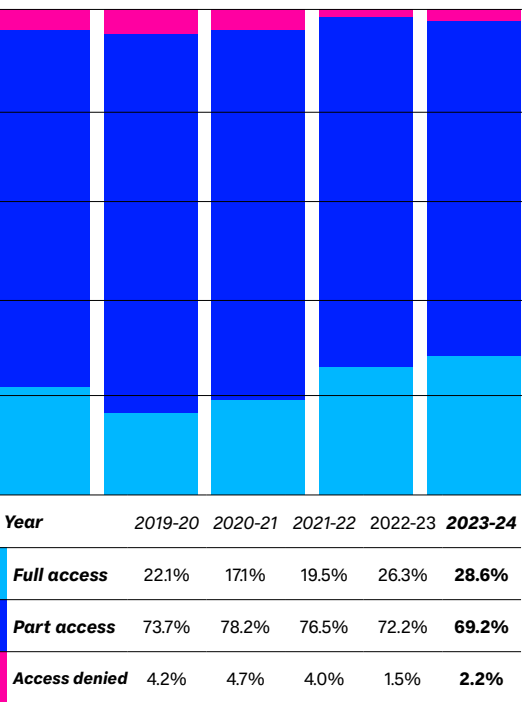
Government



Emergency



Statutory Authority





Exemptions

In 2023-24, agencies claimed that documents were exempt under a variety of provisions of the FOI Act.

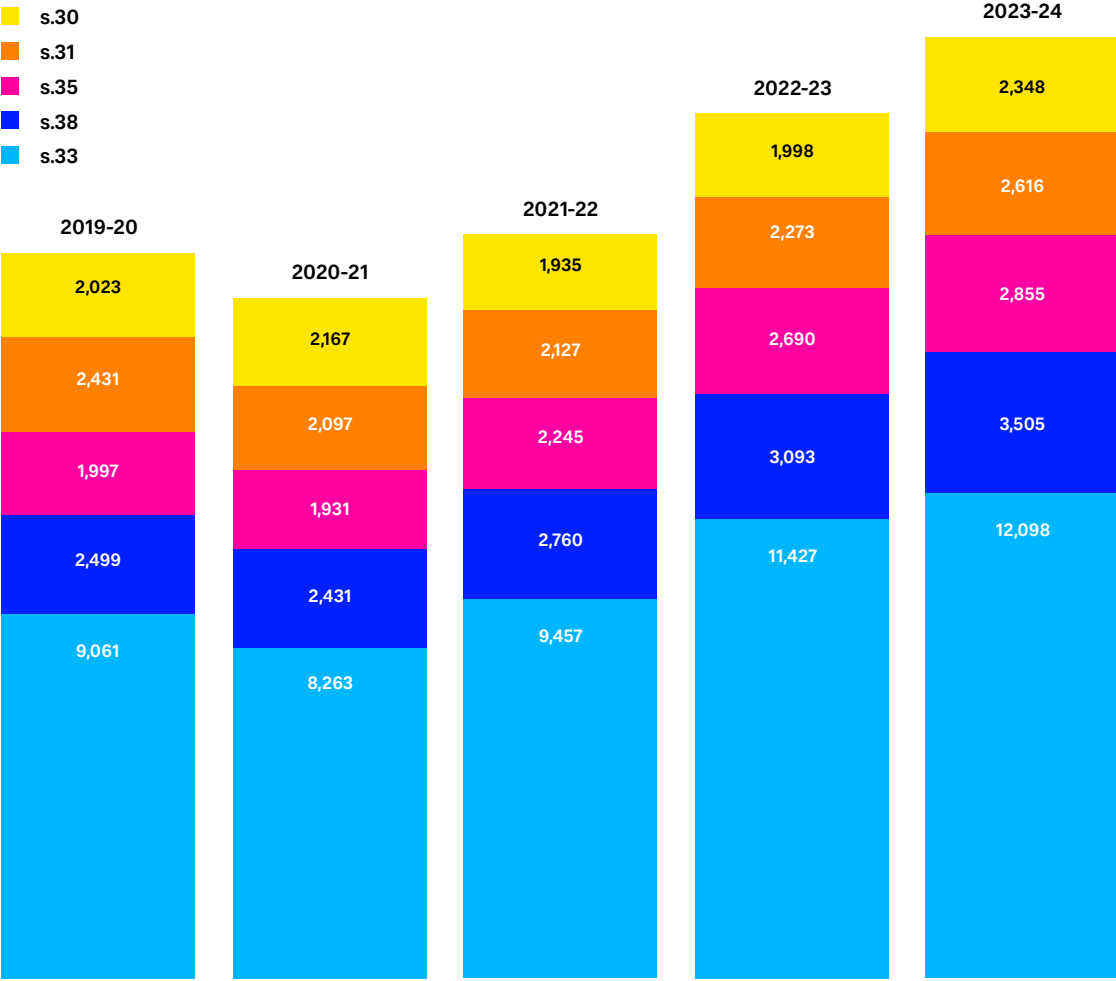
The five most frequently claimed grounds for exemption in initial FOI decisions included (in order of most used to least used):

- 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 35: information obtained in confidence
- 4. Section 31: documents related to law enforcement activities
- 5. 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.

The five most frequently claimed grounds for exemption account for around 89% of exemptions cited.

Exemptions most commonly cited in original decision



All provisions cited in 2023-24 decisions

Exemption	Original decisions	VCAT appeals
s.23	4	0
s.24(1)	0	0
s.24A(1)	17	0
s.25A(1)	473	6
s.25A(5)	671	1
s.28	235	3
s.29	41	0
s.29A	19	0
s.29B	53	0
s.30	2,348	6
s.31	2,616	5
s.31A	1	0
s.32	937	3
s.33	12,098	11
s.34	397	1
s.35	2,855	4
s.36	26	0
s.38	3,505	2
s.38A	4	0
Total	26,300	42

The five most frequently claimed grounds for exemption account for around 89% of exemptions cited.

Application fees and access charges

Costs associated with FOI comprise the application fee and access charges. Application fees were \$31.80 in 2023-24.

In 2023-2024, agencies reported application fee revenue of \$1,248,156.38. 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 in application fees waived in 2023-24 was \$442,514.02.

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.

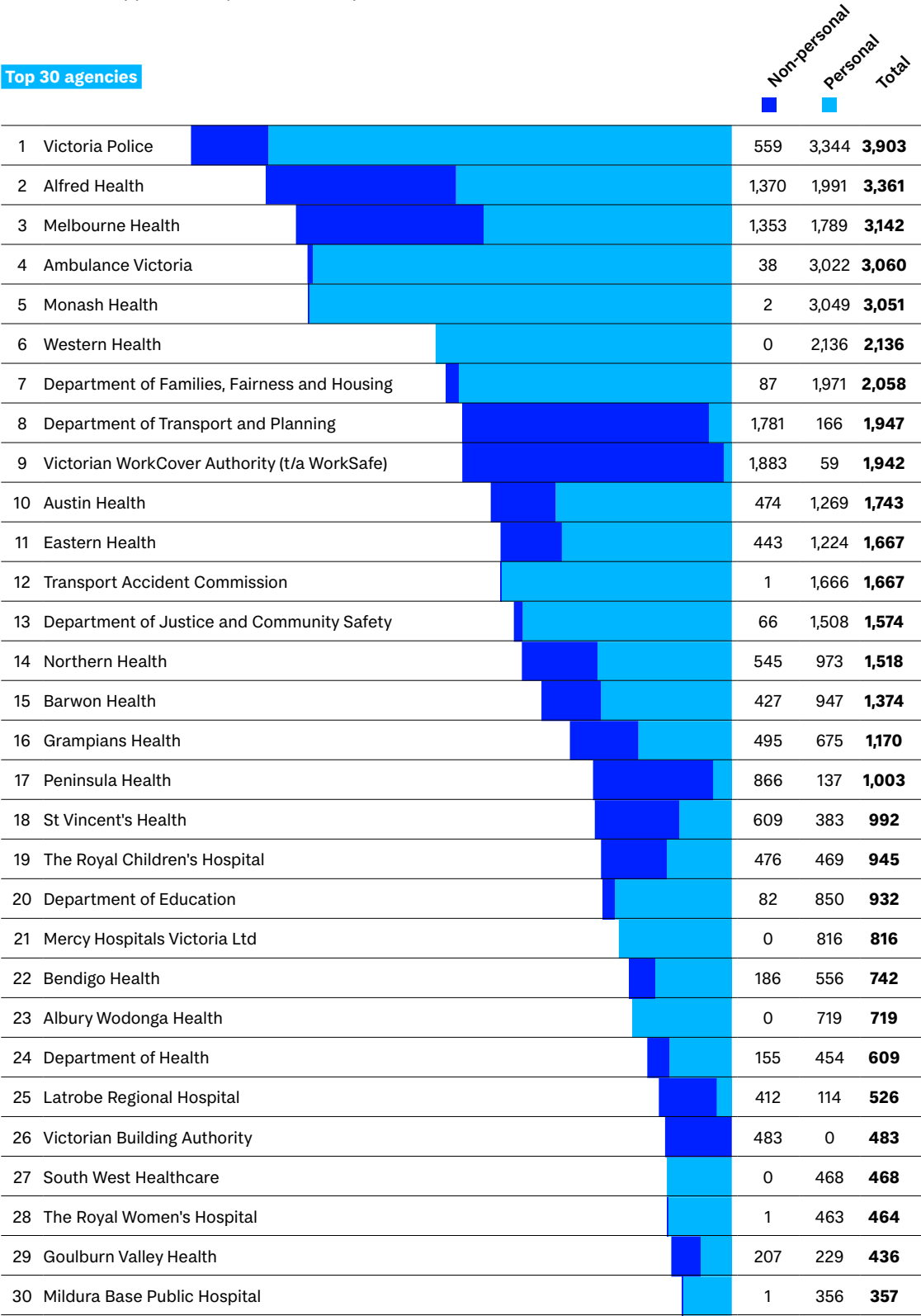
Charges must be waived where the applicant is impecunious, and the request is for personal documents. The FOI Act also provides for other circumstances where access charges are not payable.

In 2023-24, agencies collected \$1,007,874.35 in access charges. The total amount in access charges waived was \$179,358.46.



Top 30 agencies

The top 30 agencies received a total of 40,805 FOI requests in 2023-24. This accounts for approximately 76% of all requests received (53,159).



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 2023-24.

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 no section 12 notices were served in 2023-24.

Reading rooms provided by agencies

117 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;
- agency data sets;
- research reports/journals;
- an applicant's own medical record;
- an applicant's own personal records;
- travel 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.



Difficulties in administering the FOI Act

**Increase in FOI requests received**

Agencies have indicated that the continued increase in FOI requests made each year is impacting significantly on workload and has led to delays in finalising decisions and meant staff have not been able to complete non FOI-related duties.

**Staffing and cost**

11.8% of agencies advised of staffing or cost related difficulties in administering the FOI Act, an increase from 10.9% last year. As in previous years, difficulties reported by agencies included:

- meeting legislated timeframes with limited dedicated staff;
- 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 or factors that impacted on their ability to administer the FOI Act were reported by 10.1% of agencies. These included:

- limits to current record keeping and IT systems adversely impacting the processing of FOI requests whilst working remotely;
- applicants making numerous FOI requests in a short period of time;
- the 30-day time limit to process a request is unrealistic;
- unreasonable conduct and demands from applicants; and
- increasing FOI-related workload due to growing number of FOI requests received and requests becoming more voluminous and complex.

Efforts made by agencies to implement the spirit and intention of the FOI Act

Approximately 21.8% of agencies provided details on their efforts to implement the spirit and intention of the FOI Act.

These efforts included:

- 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; and
- undertaking further education for agency staff involved in processing FOI requests to improve their ability to provide better and more timely decisions.

51 agencies reported that releasing information proactively led to a decrease in FOI requests being received or having to be processed.



# 7

## Appendices

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# Disclosure index

The Office of the Victorian Information Commissioner's (**OVIC**) 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 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 (SD) & Financial Reporting Directions (FRD)		
Report of operations		
Pages 11-18		
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 9

Legislation	Requirement	Page reference
Standing Directions (SD) & Financial Reporting Directions (FRD)		
Financial and other information		
FRD 8D	Performance against output performance measures	Pages 13-14
FRD 10A	Disclosure index	Pages 121-122
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	Pages 11-12
FRD 22H	Application and operation of the <i>Freedom of Information Act 1982</i> (Vic)	Page 16
FRD 22H	Application and operation of the <i>Public Interest Disclosure Act 2012</i> (Vic)	Pages 15-16
FRD 22H	Details of consultancies over \$10,000	Page 12
FRD 22H	Details of consultancies under \$10,000	Page 12
FRD 22H	Compliance with the <i>Building Act 1993</i> (Vic)	Page 15
FRD 22H	Disclosure of government advertising expenditure	Page 16
FRD 22H	Disclosure of information computer technology expenditure	Page 11
FRD 22H	Asset Management Accountability Framework maturity assessment	Pages 17-18
FRD 22H	Disclosure of emergency procurement	Page 16
FRD 22 H	Disclosure of procurement complaints	Page 16
FRD 24C	Reporting of office based environmental impacts	Page 15
FRD 29C	Workforce data disclosures	Pages 9-10
SD 5.2	Specific requirements under Standing Direction 5.2	Letter of Transmittal

## Legislation

*Freedom of Information Act 1982* (Vic)  
*Building Act 1993* (Vic)  
*Protected Disclosure Act 2012* (Vic)  
*Carers Recognition Act 2012* (Vic)  
*Disability Act 2006* (Vic)  
*Local Jobs First Act 2003* (Vic)  
*Financial Management Act 1994* (Vic)  
*Gender Equality Act 2020* (Vic)



# Appendices to Part 6

## Explanation of appendices

### Appendix A Requests received by agencies

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

Three hundred and one agencies reported receiving one or more FOI requests. Approximately 60% of those agencies received more than 10 requests and 16.2% received more than 100. The remaining agencies reported they did not receive a request in 2023-24

The access outcomes reported by agencies are listed for all requests decided in 2023-24, including those that were received prior to the start of the financial year and then decided in 2023-24.

Two hundred and eighty six 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 Energy, Environment and Climate Action (**DEECA**) in 2023-24. DEECA advised that one of these Committees received an FOI request in 2023-24.

### 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 2023-24.

VCAT utilises alternative dispute resolution processes, where cases may be resolved prior to a hearing. If this occurs, the appeal may be withdrawn or dismissed.

### Appendix C Exemptions cited

Applicants have a legally enforceable right to access documents, other than documents that are exempt documents under the *Freedom of Information Act 1982* (Vic) (**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 FOI 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, granted access in part or to denied access, to documents, as reported by agencies.

### Appendix E FOI fees and charges

In 2023-24, an application fee of \$31.80 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 2023-24.

## Appendix A - Part 1

### FOI requests, sorted by relevant agency

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Totals	35,529	17,630	27,093	14,864	1,461	17,237
Albury Wodonga Health	719	0	641	36	0	56
Alexandra District Health	13	0	13	0	0	0
Alfred Health*	1991	1370	3094	36	4	286
Alpine Health	7	2	10	0	0	1
Alpine Resorts Victoria	2	0	1	0	0	1
Alpine Shire Council*	0	17	5	1	1	13
Ambulance Victoria	3022	38	2008	547	2	573
Ararat Rural City Council*	9	0	0	0	0	14
Architects Registration Board of Victoria	0	2	0	1	0	1
Assistant Treasurer of Victoria*	0	2	0	4	0	0
Attorney General	0	2	0	0	0	2
Austin Health	1269	474	1412	60	3	419
Australian Grand Prix Corporation	0	4	2	0	0	3
Bairnsdale Regional Health Service	96	10	84	26	0	0
Banyule City Council	6	23	4	19	1	8
Barwon Health	947	427	457	898	4	146
Barwon Region Water Corporation	3	0	0	1	0	2
Bass Coast Health	19	107	126	1	0	10
Bass Coast Shire Council	0	27	15	12	2	30
Baw Baw Shire Council*	0	31	3	10	2	19
Bayside City Council	1	78	30	8	2	44
Beaufort and Skipton Health Service*	8	6	14	0	0	0
Beechworth Health Service*	1	2	3	0	0	0
Benalla Health*	46	8	54	0	0	0
Benalla Rural City Council*	2	0	0	0	0	3
Bendigo Health	556	186	600	191	6	95
Bendigo Kangan Institute*	26	0	26	0	0	0
Birrarung Council	0	1	0	1	0	0
Boort District Health	1	0	0	0	1	0
Borough of Queenscliffe*	0	12	3	5	0	6
Box Hill Institute	10	1	11	1	0	0



FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Brimbank City Council	5	47	23	7	2	27
Buloke Shire Council	0	2	1	1	0	1
Calvary Health Care Bethlehem	16	0	16	0	0	0
Campaspe Shire Council*	0	23	3	2	2	24
Cardinia Shire Council*	5	33	10	6	0	35
Casterton Memorial Hospital*	3	0	3	0	0	0
Caulfield Racecourse Reserve Trust*	1	0	0	1	0	0
Central Gippsland Health Service	128	0	118	0	0	11
Central Goldfields Shire Council	15	4	4	3	0	17
Central Highlands Region Water Corporation	0	3	2	0	0	1
Central Highlands Rural Health	8	20	28	0	0	0
Chisholm Institute	13	2	3	8	0	5
City of Ballarat*	3	51	28	11	2	24
City of Boroondara	3	73	25	15	2	58
City of Casey	9	31	2	30	2	7
City of Darebin	4	63	34	7	4	34
City of Greater Bendigo*	8	58	36	4	3	27
City of Greater Dandenong*	4	40	20	6	1	26
City of Greater Geelong*	58	281	179	134	5	33
City of Melbourne*	6	63	24	10	7	48
City of Monash	23	30	9	12	3	29
City of Port Phillip	11	57	38	9	3	25
City of Stonnington	6	90	57	23	2	17
City of Whitehorse*	1	28	12	6	2	13
Cladding Safety Victoria	0	2	0	1	0	1
Cohuna District Hospital	11	0	11	0	0	0
Colac Area Health*	55	8	47	6	0	12
Colac Otway Shire*	0	6	0	2	0	10
Coliban Region Water Corporation	5	0	1	2	0	3
Commission for Children and Young People	16	0	0	0	10	8
Corangamite Shire*	0	2	2	0	0	2
Country Fire Authority*	36	66	48	9	2	66
Court Services Victoria	7	6	1	2	1	15
Dairy Food Safety Victoria	0	1	0	0	1	0
Deakin University	23	2	1	23	0	2
Dental Health Services Victoria	301	0	300	0	1	0
Department of Education	850	82	203	248	23	530
Department of Energy, Environment and Climate Action (DEECA)	2	172	41	52	16	78

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Department of Families, Fairness and Housing (DFFH)	1971	87	91	878	499	1487
Department of Government Services (DGS)* (includes Victorian Local Government Grants Commission/Business Licensing Authority/ Estate Agents Council/Service Victoria/ Minister for Government Services/Minister for Local Government/Department of Government Services/Minister For Consumer Affairs)	23	55	7	27	4	45
Department of Health (DOH)	454	155	109	157	15	374
Department of Jobs, Skills, Industry and Regions (DJSIR)	5	72	8	29	5	38
Department of Justice and Community Safety (DJCS) (includes: Appeal Costs Board/Local Government Inspectorate/Emergency Recovery Victoria/Emergency Management Victoria)	1508	66	55	1043	54	907
Department of Premier and Cabinet (DPC)	6	85	10	46	16	38
Department of Transport and Planning (DTP)	166	1781	974	384	108	665
Department of Treasury and Finance (DTF)*	2	71	5	40	5	32
Development Victoria	0	5	0	3	0	2
Dhelkaya Health	27	1	24	0	0	6
East Gippsland Catchment Management Authority	0	1	0	1	0	0
East Gippsland Region Water Corporation (t/a East Gippsland Water)	1	0	0	1	0	0
East Gippsland Shire Council*	0	32	5	2	4	24
East Grampians Health Service	52	16	41	0	0	28
East Wimmera Health Service	11	0	10	0	0	1
Eastern Health	1224	443	473	1023	16	325
Echuca Regional Health	16	112	128	0	0	0
Emergency Services Superannuation Board (t/a ESSSuper)	7	0	3	5	0	0
Energy Safe Victoria	19	12	18	2	5	7
Environment Protection Authority	3	112	55	38	11	20
Essential Services Commission*	1	6	0	0	0	7
Federation University Australia	2	0	1	2	0	0
Fire Rescue Victoria	0	310	1	308	1	0
Frankston City Council*	2	32	13	8	0	17
Game Management Authority	0	5	0	1	0	4
Gannawarra Shire Council	28	6	1	0	1	33
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	0	4	0	2	0	4
Gippsland Southern Health Service*	22	39	60	0	0	2
Glen Eira City Council*	6	41	11	8	1	32
Glenelg Hopkins Catchment Management Authority*	1	0	0	1	0	0
Glenelg Shire Council*	0	2	0	1	0	2
Golden Plains Shire Council*	4	13	2	8	0	10



FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Gordon Institute of TAFE*	6	3	8	0	0	4
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	1	0	0	0	1	1
Goulburn Valley Health	229	207	208	186	0	88
Goulburn Valley Region Water Corporation	2	0	2	0	0	1
Goulburn-Murray Rural Water Corporation	2	3	3	0	0	3
Grampians Health	675	495	724	342	8	121
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	1	0	1	0	0	0
Great Ocean Road Coast and Parks Authority	0	0	0	1	0	0
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	16	0	14	0	0	2
Greater Metropolitan Cemeteries Trust	0	0	0	1	0	0
Greater Shepparton City Council	0	15	12	0	1	4
Greater Western Water*	93	0	35	20	0	45
Greyhound Racing Victoria	3	3	0	0	6	0
Health Complaints Commissioner	1	0	0	0	1	0
HealthShare Victoria	4	0	0	1	1	2
Heathcote Health	8	0	8	0	0	0
Hepburn Shire Council* (includes Bullarto Cemetery Trust)	2	6	1	3	0	8
Heritage Council of Victoria	1	3	0	0	0	4
Hesse Rural Health Service	0	3	1	0	0	3
Heywood Rural Health	1	0	0	0	0	1
Hindmarsh Shire Council*	0	2	2	0	0	1
Hobsons Bay City Council*	10	54	10	22	2	39
Holmesglen Institute	19	1	1	3	0	18
Horsham Rural City Council	3	30	19	0	1	14
Hume City Council*	4	66	19	7	4	48
Independent Broad-based Anti-corruption Commission	0	1	1	0	0	0
Indigo Shire Council	2	17	6	2	0	12
Infrastructure Victoria	1	0	0	0	0	1
Inglewood and Districts Health Service	8	0	5	0	0	3
Judicial College of Victoria	1	0	0	0	0	1
Kardinia Park Stadium Trust	0	1	0	0	0	1
Kerang District Health	6	2	7	0	0	1
Kingston City Council*	2	54	15	12	2	35
Knox City Council*	3	9	3	7	0	4
Kyabram and District Health Services	1	17	18	0	0	0
La Trobe University	16	1	12	2	0	5
Labour Hire Authority	0	1	0	0	1	0

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Lakes Entrance Committee of Management	0	1	1	0	0	0
Latrobe City Council*	9	17	3	14	3	7
Latrobe Regional Hospital	114	412	499	2	4	62
Loddon Shire Council*	1	6	0	0	0	9
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	0	0	0	1	0	0
Macedon Ranges Shire Council	12	30	4	7	1	47
Mallee Catchment Management Authority	0	2	2	0	0	0
Mallee Track Health and Community Service	8	0	9	0	0	1
Manningham City Council*	2	29	7	9	0	20
Mansfield District Hospital	23	0	20	0	0	3
Mansfield Shire Council	12	2	4	2	2	7
Maribyrnong City Council*	14	18	17	10	1	8
Maroondah City Council*	7	12	0	14	1	11
Maryborough District Health Service	46	8	44	0	0	10
Medical Panels	15	0	1	0	0	14
Melbourne and Olympic Parks Trust	1	1	1	0	0	1
Melbourne Arts Precinct Corporation	0	0	0	1	0	0
Melbourne Convention and Exhibition Trust	0	1	1	0	0	0
Melbourne Health	1789	1353	1303	1561	0	587
Melbourne Market Authority	1	0	0	1	0	2
Melbourne Water	3	30	3	27	1	16
Melton City Council	10	29	1	26	3	20
Mental Health and Wellbeing Commission	4	1	2	1	0	2
Mental Health Tribunal	22	0	0	3	0	20
Mercy Hospitals Victoria Ltd*	816	0	600	95	1	137
Merri-bek City Council*	0	42	7	15	1	26
Mildura Base Public Hospital	356	1	319	26	0	45
Mildura Rural City Council	0	27	1	4	1	22
Minister for Emergency Services	0	3	0	2	0	2
Minister for Energy and Resources	0	1	0	0	0	2
Minister for Environment	0	3	0	0	2	1
Minister for Health	0	1	0	0	0	1
Minister for Mental Health	0	1	0	0	0	1
Minister for Outdoor Recreation	0	1	0	0	0	1
Minister for Planning	0	2	0	2	1	1
Minister for Police	0	1	0	1	0	0
Minister for the Suburban Rail Loop	0	1	0	1	0	1
Mitchell Shire Council	0	27	4	9	2	14
Moira Shire Council	2	10	8	6	0	1



FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Monash Health	3049	2	2550	309	5	366
Monash University*	85	24	62	7	8	35
Moonee Valley City Council*	12	31	14	9	2	20
Moorabool Shire Council (includes Gordon (Old) Cemetery Trust)	0	28	6	8	4	13
Mornington Peninsula Shire* (includes Mornington Peninsula Cemetery Trust)	4	58	1	38	5	28
Mount Alexander Shire Council	11	11	1	5	0	17
Moyne Shire Council*	0	7	6	0	1	3
Municipal Association of Victoria	0	3	0	1	0	2
Murrindindi Shire Council*	0	9	0	6	0	3
Museums Victoria	0	0	0	1	0	0
NCN Health	5	51	56	0	0	0
Nillumbik Shire Council*	4	16	8	9	3	8
North East Catchment Management Authority	0	3	2	0	0	1
North East Region Water Corporation (t/a North East Water)	2	0	0	2	0	0
Northeast Health Wangaratta	277	18	254	9	2	30
Northern Grampians Shire Council*	0	10	0	0	0	11
Northern Health	973	545	1191	354	3	62
Office of Public Prosecutions*	17	44	0	13	8	42
Office of the Road Safety Camera Commissioner	1	0	0	0	0	1
Office of the Victorian Information Commissioner (OVIC)	1	4	2	3	0	2
Orbost Regional Health	34	0	34	0	0	0
Parks Victoria	2	20	6	4	1	12
Peninsula Health	137	866	927	13	3	115
Peter MacCallum Cancer Centre	164	26	179	11	0	0
Port of Hastings Corporation	1	0	0	0	0	1
Portland District Health	50	0	12	35	0	5
Premier of Victoria (includes Previous Premier of Victoria)	2	9	0	11	1	11
Previous Minister for Education	0	1	0	0	0	1
PrimeSafe	2	0	0	1	1	0
Professional Boxing and Combat Sports Board	0	1	0	0	0	1
Public Record Office Victoria*	1	1	1	1	0	0
Pyrenees Shire Council	2	20	6	1	0	20
Queen Elizabeth Centre	6	0	4	2	0	0
Racing Integrity Commissioner*	1	0	0	0	1	0
Racing Victoria Limited	6	3	1	7	0	2
Remembrance Parks Central Victoria	0	0	0	1	0	0

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
RMIT University*	21	12	7	13	2	14
Robinvale District Health Services	5	0	5	0	0	0
Rochester and Elmore District Health Service	12	0	7	0	0	5
Royal Botanic Gardens Board	0	1	0	0	0	1
Rural City of Wangaratta	1	6	5	3	0	1
Rural Northwest Health	6	0	6	0	0	0
Safe Transport Victoria	3	17	11	1	2	11
Safer Care Victoria	0	22	5	6	5	8
Seymour Health	7	37	39	1	0	4
South East Water Corporation	0	26	26	5	0	3
South Gippsland Hospital	2	13	15	0	0	0
South Gippsland Shire Council*	2	37	3	7	5	34
South West Healthcare	468	0	377	65	4	25
South West Institute of TAFE	1	0	1	0	0	0
Southern Grampians Shire Council	5	15	1	4	0	18
Southern Metropolitan Cemeteries Trust	0	0	0	1	0	0
St Vincent's Health	383	609	895	16	5	116
State Library of Victoria*	4	1	0	5	0	0
State Revenue Office	12	3	1	10	4	3
Strathbogie Shire Council*	0	10	1	7	0	4
Suburban Rail Loop Authority	4	8	1	3	1	7
Sunraysia Institute of TAFE	0	1	0	1	0	0
Surf Coast Shire Council*	8	43	1	28	5	28
Sustainability Victoria	0	2	1	0	1	1
Swan Hill District Health	174	0	135	4	0	38
Swan Hill Rural City Council	1	4	3	2	0	1
Swinburne University of Technology	1	16	0	5	3	10
TAFE Gippsland	2	1	2	0	1	1
Tallangatta Health Service	7	0	7	0	0	0
The Kilmore & District Hospital	3	22	25	0	0	1
The Royal Children's Hospital	469	476	453	350	9	147
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	15	0	4	7	2	2
The Royal Victorian Eye and Ear Hospital	70	194	255	0	0	31
The Royal Women's Hospital	463	1	335	91	4	71
Timboon and District Healthcare Service	29	0	29	0	0	0
Towong Shire Council	0	9	0	1	1	11
Transport Accident Commission	1666	1	459	1122	27	211
Treasurer of Victoria*	0	4	2	3	0	0
Triple Zero Victoria*	28	6	2	5	25	7



FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Tweddle Child + Family Health Service	5	1	7	0	0	1
University of Melbourne*	85	57	35	2	3	103
V/Line Corporation	23	2	2	19	4	6
Veterinary Practitioners Registration Board of Victoria	1	0	0	0	0	1
VicForests	0	7	0	6	0	3
VicScreen	0	0	0	1	0	0
Victoria Legal Aid*	48	4	0	1	0	52
Victoria Police	3344	559	192	2056	258	4138
Victoria State Emergency Service	60	2	36	4	0	24
Victoria University	8	6	14	1	0	0
Victorian Assisted Reproductive Treatment Authority	1	3	0	3	0	1
Victorian Auditor-General's Office	0	2	2	0	0	0
Victorian Building Authority	0	483	31	70	19	401
Victorian Curriculum and Assessment Authority	0	4	0	4	0	1
Victorian Electoral Commission	1	2	1	1	0	1
Victorian Equal Opportunity & Human Rights Commission	2	0	0	1	0	1
Victorian Fisheries Authority	2	3	1	2	1	2
Victorian Gambling and Casino Control Commission*	1	11	0	5	3	5
Victorian Government Solicitor	0	1	0	0	0	1
Victorian Health Promotion Foundation (t/a VicHealth)	0	1	1	0	0	0
Victorian Infrastructure Delivery Authority*	4	62	18	23	19	22
Victorian Inspectorate	0	1	0	0	0	1
Victorian Institute of Forensic Medicine	2	3	1	2	0	2
Victorian Institute of Forensic Mental Health	127	0	91	38	0	1
Victorian Institute of Teaching	15	0	4	1	2	17
Victorian Legal Admissions Board	1	0	0	1	0	0
Victorian Legal Services Board	2	1	0	1	0	2
Victorian Legal Services Commissioner	7	1	0	7	0	2
Victorian Managed Insurance Authority	51	11	14	28	10	12
Victorian Ombudsman	28	4	7	0	0	31
Victorian Pharmacy Authority	0	1	0	0	1	0
Victorian Planning Authority	0	2	3	0	0	0
Victorian Public Sector Commission	0	6	0	1	0	5
Victorian Rail Track (t/a VicTrack)	0	13	2	5	0	8
Victorian Registration and Qualifications Authority	3	0	2	2	0	0
Victorian Small Business Commission	0	1	0	0	1	0

Agency	Requests received		Outcomes <sup>22</sup> of all requests received or decided in 2023-24			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other <sup>23</sup>
Victorian WorkCover Authority (t/a WorkSafe)	59	1883	17	689	57	1610
Wage Inspectorate Victoria	4	0	2	2	0	0
Warrnambool City Council	0	13	3	3	0	8
Wellington Shire Council	6	2	2	6	0	2
West Gippsland Healthcare Group	175	32	158	9	0	43
West Wimmera Health Service	47	7	40	0	0	14
West Wimmera Shire Council*	0	8	2	2	0	8
Western District Health Service*	71	29	100	0	0	0
Western Health	2136	0	1696	181	0	327
Whittlesea City Council	1	51	10	32	1	17
William Angliss Institute of TAFE*	1	0	0	2	0	0
Wodonga City Council	5	0	0	5	0	0
Wodonga Institute of TAFE	0	1	0	2	0	0
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)*	2	0	2	0	0	0
Wyndham City Council	30	43	13	10	2	58
Yarra City Council	92	4	26	19	6	51
Yarra Ranges Shire Council*	6	34	5	23	0	18
Yarra Valley Water Corporation*	5	24	36	0	1	0
Yarram and District Health Service	2	6	8	0	0	0
Yarrawonga Health	6	14	20	0	0	0
Yarriambiack Shire Council	0	10	0	2	0	8

**22** Outcomes include all requests decided in the 2023-2024 financial year, including those which were received in the previous financial year but decided in 2023-2024.

**23** '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 2023-2024 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.

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



Appendix A - Part 2

Agencies that did not receive FOI requests

Aberfeldy Cemetery Trust	Beenak Cemetery Trust	Bumberrah Cemetery Trust
Adass Israel Cemetery Trust	Bellbrae Cemetery Trust	Bung Bong & Wareek Cemetery Trust
Adult, Community and Further Education Board	Benalla Cemetery Trust	Bungaree Cemetery Trust
Alberton Cemetery Trust	Benambra Cemetery Trust	Buninyong Cemetery Trust
Alexandra Cemetery Trust	Bendoc Cemetery Trust	Bunyip Cemetery Trust
Alma Cemetery Trust	Berriwillock Cemetery Trust	Burrum Burrum Cemetery Trust
Alpine Resorts Coordinating Council	Berwick and Harkaway Cemeteries Trust	Byaduk Cemetery Trust
AMES Australia (previously known as Adult Multicultural Education Services)*	Bethanga Cemetery Trust	Byaduk North Cemetery Trust
Amherst Cemetery Trust	Beulah Cemetery Trust	Camperdown Cemetery Trust
Amphitheatre Cemetery Trust	Birchip Cemetery Trust	Cann River Cemetery Trust
Antwerp Cemetery Trust	Blackheath Cemetery Trust	Cape Bridgewater Cemetery Trust
Apollo Bay Cemetery Trust	Blackwood Cemetery Trust	Cape Clear Cemetery Trust
Apsley Cemetery Trust	Bleak House Cemetery Trust	Caramut Cemetery Trust
Ararat Cemetery Trust	Blue Mountain Cemetery Trust	Carisbrook Cemetery Trust
Arthur's Creek Cemetery Trust	Boinka Cemetery Trust	Carlsruhe Cemetery Trust
Ashens Cemetery Trust	Boolarra Cemetery Trust	Carlyle Cemetery Trust
Australian Centre for the Moving Image	Boorhaman Cemetery Trust	Carngham Cemetery Trust
Avenel Cemetery Trust	Boort Cemetery Trust	Carrajung Cemetery Trust
Avoca Cemetery Trust	Boram Boram Cemetery Trust	Carwarp Cemetery Trust
Bairnsdale Cemetery Trust	Boroondara Cemetery Trust	Cassilis Cemetery Trust
Ballan Cemetery Trust	Bowman's Forest Cemetery Trust	Casterton (New) Cemetery Trust
Ballangeich Cemetery Trust	Box Hill Cemetery Trust	Casterton (Old) Cemetery Trust
Ballarat General Cemeteries Trust	Branxholme Cemetery Trust	Castlemaine Public Cemetery Trust
Balmoral Cemetery Trust	Briagolong Cemetery Trust	Cathcart Cemetery Trust
Bambra Cemetery Trust	Bridgewater (Old) Cemetery Trust	Cathkin Cemetery Trust
Bannerton Cemetery Trust	Bridgewater Cemetery Trust	Cavendish Cemetery Trust
Bannockburn Cemetery Trust	Bright Cemetery Trust	Cenitex
Banyule Cemeteries Trust	Brim Cemetery Trust	Central Coast Regional Coastal Board
Baringhup Cemetery Trust	Brimpaen Cemetery Trust	Central Gippsland Region Water Corporation (t/a Gippsland Water)
Barkly Cemetery Trust	Broadford Cemetery Trust	Charlton Cemetery Trust
Barmah Cemetery Trust	Bruthen Cemetery Trust	Chetwynd Cemetery Trust
Barnawartha Cemetery Trust	Buangor Cemetery Trust	Chewton Cemetery Trust
Bealiba Cemetery Trust	Buchan Cemetery Trust	Chief Parliamentary Counsel Victoria
Beaufort Cemetery Trust	Buckland Cemetery Trust	Chiltern (New) Cemetery Trust
Beechworth Cemetery Trust	Bulla Cemetery Trust	Chiltern (Old) Cemetery Trust
		Clarendon Cemetery Trust

Clear Lake Cemetery Trust	Dergholm Cemetery Trust	Footscray Cemetery Trust
Clunes Cemetery Trust	Derrinallum Cemetery Trust	Foster Cemetery Trust
Cobden Cemetery Trust	Devenish Cemetery Trust	Franklinford Cemetery Trust
Cobram Cemetery Trust	Digby Cemetery Trust	Frankston Cemetery Trust
Coghill's Creek Cemetery Trust	Dimboola Cemetery Trust	French Island Cemetery Trust
Cohuna Cemetery Trust	Disability Services Commissioner	Fryerstown Cemetery Trust
Colbinabbin Cemetery Trust	Disciplinary Appeals Boards	Gaffney's Creek Cemetery Trust
Coleraine Cemetery Trust	Donald Cemetery Trust	Garvoc Cemetery Trust
Collaborative Centre For Mental Health and Wellbeing	Dookie Cemetery Trust	Geelong Cemeteries Trust
Commissioner for Better Regulation*	Dookie East Cemetery Trust	Geelong Performing Arts Centre Trust
Commissioner for Environmental Sustainability	Dowling Forest Cemetery Trust	Geelong Regional Library Corporation*
Concongella Cemetery Trust	Drik Drik Cemetery Trust	Gembrook Cemetery Trust
Condah Cemetery Trust	Drouin Cemetery Trust	Gippsland Ports Committee of Management Incorporated
Connected Libraries (previously known as Casey-Cardinia Library Corporation)*	Drouin West Cemetery Trust	Gipsy Point Cemetery Trust
Coongulmerang Cemetery Trust	Dunkeld Cemetery Trust	Glengower Cemetery Trust
Corack Cemetery Trust	Dunolly (New) Cemetery Trust	Glenlyon Cemetery Trust
Corangamite Catchment Management Authority	Dunolly (Old) Cemetery Trust	Glenmaggie Cemetery Trust
Corinella Cemetery Trust	Durham Ox Cemetery Trust	Glenorchy Cemetery Trust
Corop Cemetery Trust	East Gippsland Shire Cemetery Trust	Glenthompson Cemetery Trust
Corryong Cemeteries Trust	Echuca Cemetery Trust	Gobur Cemetery Trust
Corryong Health (previously known as Upper Murray Health and Community Services)*	Eddington Cemetery Trust	Goldfields Library Corporation*
Cowangie Cemetery Trust	Eganstown Cemetery Trust	Goornong Cemetery Trust
Cranbourne Cemetery Trust	Eildon Weir Cemetery Trust	Gordon (New) Cemetery Trust
Cressy Cemetery Trust	Elaine Cemetery Trust	Gormandale Cemetery Trust
Creswick Cemetery Trust	Eldorado Cemetery Trust	Goulburn Broken Catchment Management Authority
Crib Point Cemetery Trust	Electoral Boundaries Commission	Goulburn Valley Regional Library Corporation
Crowlands Cemetery Trust	Ellerslie Cemetery Trust	Gowangardie Cemetery Trust
Cudgewa (Wabba) Cemetery Trust	Elmhurst Cemetery Trust	Granite Flat Cemetery Trust
Culgoa (Kaniera) Cemetery Trust	Elphinstone Cemetery Trust	Grantville Cemetery Trust
Dahwedarre Cemetery Trust	Eltham Cemetery Trust	Granya Cemetery Trust
Dargo Cemetery Trust	Ensay Cemetery Trust	Grays Bridge Cemetery Trust
Darlington Cemeteries Trust	Epping Cemetery Trust	Graytown Cemetery Trust
Darraweit Guim Cemetery Trust	Eureka (Chinkapook) Cemetery Trust	Great Ocean Road Coast and Parks Authority
Dartmoor Cemetery Trust	Euroa Cemetery Trust	Great Western Cemetery Trust
Daylesford Cemetery Trust	Ferntree Gully Cemetery Trust	Greater Metropolitan Cemeteries Trust*
Deep Lead Cemetery Trust	Firearms Appeals Committee	Green Hill Cemetery Trust
Deputy Premier of Victoria	First Mildura Irrigation Trust	Green Lake Cemetery Trust
		Greendale Cemetery Trust



Agencies that did not receive FOI requests (continued)

Greta Cemetery Trust	Kinglake Ranges Cemetery Trust	Maldon Cemetery Trust
Guildford Cemetery Trust	Kingower Cemetery Trust	Mallacoota Cemetery Trust
Hamilton Cemetery Trust	Koetong Cemetery Trust	Malmsbury Cemetery Trust
Harcourt Cemetery Trust	Koondrook Cemetery Trust	Manangatang Cemetery Trust
Harness Racing Victoria	Kooweerup Regional Health Service	Mansfield Cemetery Trust
Harrietville Cemetery Trust	Korong Vale Cemetery Trust	Marlo Cemetery Trust
Harrow Cemetery Trust	Korumburra Cemetery Trust	Marong Cemetery Trust
Havilah Cemetery Trust	Kyabram Cemetery Trust	Maryborough Cemetery Trust
Hawkesdale Cemetery Trust	Kyneton Cemetery Trust	Maryknoll Cemetery Trust
Hazelwood Cemetery Trust	Laen North Cemetery Trust	Marysville Cemetery Trust
Heathcote Cemetery Trust	Lake Boga Cemetery Trust	Matlock Cemetery Trust
Hexham Cemetery Trust	Lake Bolac Cemetery Trust	Meeniyen Cemetery Trust
Heyfield Cemetery Trust	Lake Rowan Cemetery Trust	Melbourne Arts Precinct Corporation
Heywood Cemetery Trust	Lakes Entrance Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust
Hopetoun Cemetery Trust	Lalbert Cemetery Trust	Melbourne Cricket Ground Trust
Horsham Cemetery Trust	Lancefield Cemetery Trust	Melbourne Polytechnic
Hotspur Cemetery Trust	Land Tax Hardship Relief Board	Melton Cemetery Trust
Indigo North Health Inc.	Landsborough Cemetery Trust	Merbein Cemetery Trust
Inglewood Cemetery Trust	Lang Lang Cemetery Trust	Meredith Cemetery Trust
Inverleigh Cemetery Trust	Latrobe Valley Authority	Meringur Cemetery Trust
Inverloch Cemetery Trust	Learmonth Cemetery Trust	Merino Cemetery Trust
Jeparit Cemetery Trust	Legal Practitioners' Liability Committee*	Merit Protection Boards
Jerro Cemetery Trust	Leongatha Cemetery Trust	Milawa Cemetery Trust
John Foord (Wahgunyah) Cemetery Trust	Lethbridge Cemetery Trust	Mildura Cemetery Trust
Joyce's Creek Cemetery Trust	Lexton Cemetery Trust	Minimay Cemetery Trust
Kangaroo Ground Cemetery Trust	Linton Cemetery Trust	Mining Land Rehabilitation Authority
Karnak Cemetery Trust	Lismore Cemetery Trust	Minister for Ambulance Services
Katamatite Cemetery Trust	Loch Ard Cemetery Trust	Minister for Carers and Volunteers
Katandra Cemetery Trust	Lockwood Cemetery Trust	Minister for Casino, Gaming and Liquor Regulation
Katyl Cemetery Trust	Longwood Cemetery Trust	Minister for Children
Kenmare Cemetery Trust	Lorquon Cemetery Trust	Minister for Climate Action
Kerang Cemetery Trust	Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	Minister for Commonwealth Games Delivery
Kiata Cemetery Trust	Macarthur Cemetery Trust	Minister for Commonwealth Games Legacy
Kiewa Cemetery Trust	Macedon Cemetery Trust	Minister for Community Sport
Kilcunda Cemetery Trust	Maddingley Cemetery Trust	Minister for Corrections (includes Minister for Victim Support/Minister for Youth Justice)
Kilmore Cemetery Trust	Maffra Cemetery Trust	
Kilnoorat Cemetery Trust	Majorca Cemetery Trust	

Minister for Creative Industries	Minister for Water	Natimuk Cemetery Trust
Minister for Crime Prevention (includes Minister for Racing)	Minister for Women	National Gallery of Victoria
Minister for Development Victoria (includes Minister for Precincts)	Minister for WorkSafe and the TAC*	National Parks Advisory Council
Minister for Disability	Minister for Youth	Natte Yallock Cemetery Trust
Minister for Early Childhood and Pre-Prep	Minyip Cemetery Trust	Navarre Cemetery Trust
Minister for Economic Growth	Miram Cemetery Trust	Neerim Cemetery Trust
Minister for Education	Mirboo North Cemetery Trust	Nelson Cemetery Trust
Minister for Employment	Mitiamo Cemetery Trust	Netherby Cemetery Trust
Minister for Energy	Mitta Mitta Cemetery Trust	Newbridge Cemetery Trust
Minister for Equality	Moe Memorial Park Trust	Newstead Cemetery Trust
Minister for Health Infrastructure	Moliagul Cemetery Trust	Nhill Cemetery Trust
Minister for Higher Education	Moonambel Cemetery Trust	Nillumbik Cemetery Trust
Minister for Housing	Moondarra Cemetery Trust	Nirranda Cemetery Trust
Minister for Industrial Relations*	Moonlight Head Cemetery Trust	North Central Catchment Management Authority*
Minister for Industry and Innovation	Moorngag Cemetery Trust	North East Link State Tolling Corporation
Minister for Jobs and Industry	Mooroopna Cemetery Trust	Numurkah-Wunghnu Cemetery Trust
Minister for Manufacturing Sovereignty	Morrisons Cemetery Trust	Nurrabel Cemetery Trust
Minister for Medical Research	Mortlake Cemetery Trust	Nyah Cemetery Trust
Minister for Multicultural Affairs (includes Previous Minister for Multicultural Affairs)	Mount Cole Cemetery Trust	Nyora Cemetery Trust
Minister for Ports and Freight (includes Minister for Roads and Road Safety)	Mount Egerton Cemetery Trust	Office of the Administrator, SECV
Minister for Prevention of Family Violence	Mount Prospect Cemetery Trust	Office of the Chief Investigator Transport Safety
Minister for Public and Active Transport	Moyne Health Services	Office of the Special Investigator
Minister for Public Transport	Moyston Cemetery Trust	Omeo Cemetery Trust
Minister for Regional Development (includes Previous Minister for Regional Development)	Muckleford Cemetery Trust	Omeo District Health
Minister for Skills and TAFE (includes Minister for Training and Skills)	Murchison Cemetery Trust	Orbost Cemetery Trust
Minister for Small Business	Murray Valley Wine Grape Industry Development Committee	Ouyen Cemetery Trust
Minister for Suburban Development	Murrayville Cemetery Trust	Pakenham Cemetery Trust
Minister for the State Electricity Commission	Murtoa Cemetery Trust	Panmure Cemetery Trust
Minister for the Suburbs	Museums Victoria	Pannoo-bamawm Cemetery Trust
Minister for Tourism, Sport and Major Events	Myrtleford Cemetery Trust	Patho Cemetery Trust
Minister for Trade	Mysia Cemetery Trust	Paynesville Cemetery Trust
Minister for Trade and Investments	Mystic Park Cemetery Trust	Phillip Island Cemetery Trust
Minister for Transport and Infrastructure	Nagambie Cemetery Trust	Phillip Island Nature Park Board of Management
Minister for Treaty and First Peoples	Nandaly Cemetery Trust	Pimpinio Cemetery Trust
Minister for Veterans	Narimga Cemetery Trust	Pleasant Creek Cemetery Trust
	Narracan Cemetery Trust	Polkemmet Cemetery Trust
	Narrawong Cemetery Trust	Pompapiel Cemetery Trust
	Nathalia Cemetery Trust	Poowong Cemetery Trust



Agencies that did not receive FOI requests (continued)

Port Campbell Cemetery Trust	Rochester Cemetery Trust	Strathdownie East Cemetery Trust
Port Fairy Cemetery Trust	Rokewood Cemetery Trust	Streatham Cemetery Trust
Portable Long Service Authority	Rosebery Cemetery Trust	Stuart Mill Cemetery Trust
Portland (North) Cemetery Trust	Rosedale Cemetery Trust	Sunbury Cemetery Trust
Portland (South) Cemetery Trust	Rothwell Cemetery Trust	Surveyors Registration Board of Victoria
Ports Victoria	Runnymede Cemetery Trust	Sutton Grange Cemetery Trust
Post Sentence Authority	Rupanyup Cemetery Trust	Swan Hill Cemetery Trust
Previous Minister for Agriculture	Rushworth Cemetery Trust	Swanwater West Cemetery Trust
Previous Minister for Child Protection and Family Services	Rye Cemetery Trust	Talgarno Cemetery Trust
Previous Minister for Creative Industries	Sale Cemetery Trust	Tallangatta Cemetery Trust
Previous Minister for Disability, Ageing and Carers	San Remo Cemetery Trust	Tallarook Cemetery Trust
Previous Minister for Housing	Sandford Cemetery Trust	Taradale Cemetery Trust
Previous Minister for Outdoor Recreation	Sandy Creek Cemetery Trust	Tarnagulla Cemetery Trust
Previous Minister for Prevention of Family Violence	Scientific Advisory Committee	Tarrawingee Cemetery Trust
Previous Minister for Women	Scotts Creek Cemetery Trust	Tarrayoukyan Cemetery Trust
Previous Minister for Youth	Sea Lake Cemetery Trust	Tarwin Lower Cemetery Trust
Public Records Advisory Council*	Sentencing Advisory Council	Tatura Cemetery Trust
Public Sector Gender Equality Commissioner	Seymour Cemeteries Trust	Tattoon Cemetery Trust
Puffing Billy Railway Board	Sheep Hills Cemetery Trust	Tawonga Cemetery Trust
Pyramid Hill Cemetery Trust	Shelford Cemetery Trust	Teesdale Cemetery Trust
Quambatook Cemetery Trust	Shepparton Cemetery Trust	Terang & Mortlake Health Service
Quantong Cemetery Trust	Shrine of Remembrance Trust	Terang Cemetery Trust
Queen Victoria Women's Centre Trust	Skipton Cemetery Trust	Terrapee Cemetery Trust
Queenstown Cemetery Trust	Smeaton Cemetery Trust	Thoona Cemetery Trust
Rainbow Cemetery Trust	Smythesdale Cemetery Trust	Thorpdale Cemetery Trust
Raywood Cemetery Trust	South Gippsland Region Water Corporation (t/a South Gippsland Water)	Timor Cemetery Trust
Red Bank Cemetery Trust	Southern Metropolitan Cemeteries Trust	Tongala Cemetery Trust
Red Cliffs Cemetery Trust	Speed Cemetery Trust	Tooan Cemetery Trust
Redcastle Cemetery Trust	Spring Hill Cemetery Trust	Toolamba Cemetery Trust
Remembrance Parks Central Victoria	Spring Lead Cemetery Trust	Toongabbie Cemetery Trust
Residential Tenancies Bond Authority	St Arnaud Cemetery Trust	Toora Cemetery Trust
Respect Victoria	Staffordshire Reef Cemetery Trust	Towaninnie Cemetery Trust
Rheola Cemetery Trust	Stanley Cemetery Trust	Tower Hill Cemetery Trust
Riddells Creek Cemetery Trust	State Sport Centres Trust	Trafalgar Cemetery Trust
Ripplebrook Cemetery Trust	Steiglitz Cemetery Trust	Traralgon Cemetery Trust
Robinvale Cemetery Trust	Stratford Cemetery Trust	Trentham Cemetery Trust
	Strathbogie Cemetery Trust	Trust for Nature (Victoria)

Tungamah Cemetery Trust	Walpeup Cemetery Trust	Wychitella Cemetery Trust
Tutye Cemetery Trust	Walwa Cemetery Trust	Yabba Cemetery Trust
Tyaak Cemetery Trust	Wangaratta Cemetery Trust	Yackandandah Cemetery Trust
Tylden Cemetery Trust	Wannon Region Water Corporation	Yalca North Cemetery Trust
Underbool Cemetery Trust	Warracknabeal Cemetery Trust	Yallourn Cemetery Trust
University of Divinity	Warragul Cemetery Trust	Yambuk Cemetery Trust
Upper Regions (Wail) Cemetery Trust	Warrnambool Cemetery Trust	Yan Yean Cemetery Trust
Upper Yarra Cemetery Trust	Watchem Cemetery Trust	Yarck Cemetery Trust
Vaughan Cemetery Trust	Waterloo Cemetery Trust	Yarra Plenty Regional Library*
VicScreen	Waubra Cemetery Trust	Yarragon Cemetery Trust
Victorian Aboriginal Heritage Council	Wedderburn Cemetery Trust	Yarram Cemetery Trust
Victorian Academy of Teaching and Leadership	Welshpool Cemetery Trust	Yarrowonga & District Cemetery Trust
Victorian Arts Centre Trust*	Werona and Kooroocheang Cemetery Trust	Yarrayne Cemetery Trust
Victorian Asbestos Eradication Agency	Werrimull Cemetery Trust	Yea Cemetery Trust
Victorian Catchment Management Council	West Gippsland Catchment Management Authority	Yooralla
Victorian Disability Advisory Council	West Wimmera Cemetery Trust	Zoological Parks and Gardens Board
Victorian Disability Worker Commission (includes Victorian Disability Worker Commissioner)	Westernport Region Water Corporation	* Denotes agencies that provide reading room facilities or can make them available by arrangement.
Victorian Environmental Assessment Council	Whitefield Cemetery Trust	
Victorian Environmental Water Holder	Whitehorse Manningham Regional Library Corporation	
Victorian Government Architect	Whroo Cemetery Trust	
Victorian Government Purchasing Board	Wickliffe Cemetery Trust	
Victorian Independent Remuneration Tribunal	Willaura Cemetery Trust	
Victorian Law Reform Commission	Willow Grove Cemetery Trust	
Victorian Marine and Coastal Council	Wimmera Catchment Management Authority	
Victorian Mining Warden	Winiam Cemetery Trust	
Victorian Multicultural Commission	Winton Cemetery Trust	
Victorian Professional Standards Council	Wodonga Cemetery Trust	
Victorian Responsible Gambling Foundation	Wonthaggi Cemetery Trust	
Victorian Skills Authority (includes Victorian Skills Authority Advisory Board)	Woodend Cemetery Trust	
Victorian Strawberry Industry Development Committee	Woods Point Cemetery Trust	
Victorian Veterans Council	Woodside Cemetery Trust	
Violet Town Cemetery Trust	Woolsthorpe Cemetery Trust	
Waanyarra Cemetery Trust	Woomelang Cemetery Trust	
Waitchie Cemetery Trust	Woorak Cemetery Trust	
Walhalla Cemetery Trust	Woornadoo Cemetery Trust	
Wallan Cemetery Trust	Woosang Cemetery Trust	
	WorkCover Advisory Committee	
	Wycheproof Cemetery Trust	



Appendix B

FOI Appeals to the Victorian Civil and Administrative Tribunal 2023-24<sup>24</sup>

Agency	Appeals lodged	Appeals withdrawn from VCAT <sup>25</sup>	Decided by VCAT	Agency decision confirmed <sup>26</sup>	Agency decision varied	Agency decision overturned	Other <sup>27</sup>
Totals	152	63	29	18	7	4	272
Australian Grand Prix Corporation	1	0	0	0	0	0	1
Boort District Health	1	0	1	1	0	0	0
Chief Parliamentary Counsel Victoria	0	1	1	1	0	0	1
City of Boroondara	0	0	0	0	0	0	1
City of Melbourne	1	1	0	0	0	0	2
City of Stonnington	1	1	0	0	0	0	1
Commission for Children and Young People	1	0	0	0	0	0	2
Country Fire Authority	1	1	0	0	0	0	2
Department of Education	6	0	0	0	0	0	7
Department of Energy, Environment and Climate Action (DEECA)	3	2	0	0	0	0	6
Department of Families, Fairness and Housing (DFFH)	8	6	1	1	0	0	16
Department of Government Services	2	0	0	0	0	0	3
Department of Health (DOH)	3	1	4	1	2	1	9
Department of Jobs, Skills, Industry and Regions (DJSIR)	2	0	0	0	0	0	3
Department of Justice and Community Safety (DJCS)	16	10	0	0	0	0	29
Department of Premier and Cabinet (DPC)	4	3	1	0	1	0	7
Department of Transport and Planning (DTP)	8	3	2	0	2	0	14
Department of Treasury and Finance (DTF)	2	0	0	0	0	0	5
Development Victoria	0	0	0	0	0	0	2
Environment Protection Authority	2	1	0	0	0	0	3
Fire Rescue Victoria	0	0	1	0	1	0	0
Glen Eira City Council	1	1	0	0	0	0	1
Grampians Health	0	1	0	0	0	0	1
Horsham Rural City Council	1	0	0	0	0	0	1
Hume City Council	1	0	0	0	0	0	2
Kingston City Council	0	0	1	1	0	0	0
Labour Hire Authority	1	0	0	0	0	0	1
Latrobe Regional Hospital	1	0	1	1	0	0	0
Macedon Ranges Shire Council	2	0	0	0	0	0	3
Melbourne Convention and Exhibition Trust	0	0	0	0	0	0	1
Melbourne Health	1	0	0	0	0	0	1
Mercy Hospitals Victoria Ltd	1	0	0	0	0	0	1
Mitchell Shire Council	0	0	1	0	0	1	0

Agency	Appeals lodged	Appeals withdrawn from VCAT <sup>25</sup>	Decided by VCAT	Agency decision confirmed <sup>26</sup>	Agency decision varied	Agency decision overturned	Other <sup>27</sup>
Monash Health	1	2	0	0	0	0	3
Moorabool Shire Council	2	0	0	0	0	0	3
Murrindindi Shire Council	0	0	1	1	0	0	0
Nilumbik Shire Council	1	0	0	0	0	0	1
Office of the Victorian Information Commissioner (OVIC)	0	0	0	0	0	0	1
Parks Victoria	1	0	0	0	0	0	1
Premier of Victoria	2	1	0	0	0	0	3
Racing Victoria Limited	1	0	0	0	0	0	6
Remembrance Parks Central Victoria	1	0	0	0	0	0	1
Rural City of Wangaratta	1	0	0	0	0	0	1
Safe Transport Victoria	0	0	0	0	0	0	1
State Revenue Office	1	0	0	0	0	0	1
Suburban Rail Loop Authority	0	0	0	0	0	0	2
The Royal Children's Hospital	1	0	0	0	0	0	1
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	1	0	2	2	0	0	1
The Royal Women's Hospital	1	0	0	0	0	0	1
Towong Shire Council	0	0	1	0	1	0	0
Transport Accident Commission	2	1	0	0	0	0	2
University of Melbourne	0	0	0	0	0	0	1
Veterinary Practitioners Registration Board of Victoria	0	0	1	0	0	1	0
Victoria Police	45	25	4	3	0	1	87
Victoria University	1	0	1	1	0	0	0
Victorian Building Authority	3	0	0	0	0	0	4
Victorian Infrastructure Delivery Authority	7	1	0	0	0	0	7
Victorian Institute of Forensic Mental Health	1	0	0	0	0	0	1
Victorian Institute of Teaching	2	0	5	5	0	0	5
Victorian Legal Services Board	0	0	0	0	0	0	1
Victorian Legal Services Commissioner	0	0	0	0	0	0	1
Victorian Rail Track (t/a VicTrack)	0	0	0	0	0	0	1
Victorian WorkCover Authority (t/a WorkSafe)	2	1	0	0	0	0	4
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	1	0	0	0	0	0	2
Wyndham City Council	3	0	0	0	0	0	3

**24** The data in this table is based on the number and type of decisions handed down by the Tribunal in 2023-24, 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 often pass between an appeal being lodged, the mediation and other processes that can occur prior to a formal hearing, and a final decision being handed down by the Tribunal.

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

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

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



Appendix C

Exemptions cited under the FOI Act

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Albury Wodonga Health	s.30(1) x 2 s.33(1) x 31 s.35(1)(b) x 3	
Alfred Health	s.29(b) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 26 s.33(4) x 1 s.34(1)(a) x 2 s.34(1)(b) x 1 s.35(1)(a) x 2 s.35(1)(b) x 18 s.36(1)(a) x 1 s.38 x 23	
Alpine Shire Council	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2 s.35(1)(b) x 1	
Ambulance Victoria	s.30(1) x 10 s.32(1) x 1 s.33(1) x 549 s.34(1)(a) x 4 s.35(1)(a) x 5	
Architects Registration Board of Victoria	s.30(1) x 1 s.31(1)(a) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Assistant Treasurer of Victoria	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.30(1) x 1 s.33(1) x 1	
Austin Health	s.30(1) x 2 s.33(1) x 33 s.35(1)(b) x 31 s.38 x 2	
Bairnsdale Regional Health Service	s.31(1)(c) x 26	
Banyule City Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 17 s.38A(1)(c) x 1 s.36(2)(a) x 1	
Barwon Health	s.30(1) x 262 s.32(1) x 3 s.33(1) x 777 s.33(4) x 2 s.35(1)(a) x 286 s.38 x 23	
Barwon Region Water Corporation	s.33(1) x 1	
Bass Coast Health	s.33(1) x 1 s.35(1)(b) x 1	
Bass Coast Shire Council	s.33(1) x 14	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Baw Baw Shire Council	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 9 s.34(1)(b) x 1 s.31A x 1	
Bayside City Council	s.30(1) x 1 s.32(1) x 2 s.33(1) x 4 s.34(1)(a) x 2 s.34(1)(b) x 3	
Bendigo Health	s.25A(5) x 3 s.30(1) x 6 s.32(1) x 1 s.33(1) x 179 s.35(1)(b) x 41 s.38 x 7	
Birrarung Council	s.33(1) x 1	
Boort District Health	s.33(1) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	s.33(1) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1
Borough of Queenscliffe	s.25A(1) x 2 s.30(1) x 1 s.33(1) x 3	
Box Hill Institute	s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
Brimbank City Council	s.30(1) x 5 s.31(1)(a) x 2 s.32(1) x 2 s.33(1) x 4 s.33(6) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1	
Buloke Shire Council	s.33(1) x 1	
Campaspe Shire Council	s.30(1) x 4 s.31(1)(a) x 1 s.31(1)(b) x 1 s.33(1) x 3	
Cardinia Shire Council	s.32(1) x 1 s.33(1) x 6	
Caulfield Racecourse Reserve Trust	s.25A(1) x 1 s.25A(5) x 1 s.34(1)(b) x 1 s.36(1)(b) x 1	
Central Goldfields Shire Council	s.33(1) x 2 s.36(1)(b) x 1	
Chief Parliamentary Counsel Victoria		s.32(1) x 1

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Chisholm Institute	s.33(1) x 7 s.34(4)(a) x 1	
City of Ballarat	s.30(1) x 1 s.32(1) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.35(1)(b) x 3	
City of Boroondara	s.30(1) x 3 s.32(1) x 2 s.33(1) x 13 s.34(1)(b) x 1 s.34(4)(a) x 1 s.36(2)(b) x 1	
City of Casey	s.25A(1) x 1 s.33(1) x 28 s.34(1)(b) x 2 s.35(1)(a) x 2 s.35(1)(b) x 1	
City of Darebin	s.31(1)(b) x 3 s.32(1) x 1 s.33(1) x 8 s.35(1)(b) x 4	
City of Greater Bendigo	s.25A(1) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 4 s.35(1)(b) x 1	
City of Greater Dandenong	s.25A(5) x 1 s.30(1) x 1 s.32(1) x 2 s.33(1) x 2 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1	
City of Greater Geelong	s.25A(1) x 8 s.30(1) x 6 s.33(1) x 126 s.34(1)(b) x 4	
City of Melbourne	s.28(1)(b) x 1 s.30(1) x 5 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 11 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(b) x 5 s.36(1)(b) x 1 s.38 x 1	
City of Monash	s.25A(1) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 11 s.34(1)(b) x 2	
City of Port Phillip	s.30(1) x 2 s.31(1)(a) x 2 s.31(1)(d) x 3 s.33(1) x 6 s.34(1)(b) x 2 s.35(1)(b) x 3 s.38 x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
City of Stonnington	s.30(1) x 5 s.31(1)(d) x 1 s.32(1) x 3 s.33(1) x 11 s.34(1)(b) x 5 s.34(4)(a) x 3 s.36(1)(b) x 4	
City of Whitehorse	s.25A(1) x 1 s.30(1) x 1 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 3 s.34(1)(b) x 1 s.35(1)(b) x 2 s.38 x 1	
Cladding Safety Victoria	s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1	
Colac Area Health	s.33(1) x 6	
Colac Otway Shire	s.33(1) x 2	
Coliban Region Water Corporation	s.25A(5) x 1 s.33(1) x 1 s.34(1)(a) x 1	
Commission for Children and Young People	s.25A(5) x 10 s.31(1)(a) x 10 s.31(1)(c) x 9 s.32(1) x 1 s.33(1) x 9 s.35(1)(b) x 9 s.38 x 10	
Country Fire Authority	s.30(1) x 7 s.31(1)(c) x 1 s.31(1)(d) x 1 s.32(1) x 3 s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(b) x 4 s.36(1)(a) x 1 s.36(1)(b) x 1 s.38 x 2	
Court Services Victoria	s.25A(5) x 1 s.30(1) x 2 s.31(1)(d) x 1 s.31(1)(e) x 1 s.33(1) x 2	
Dairy Food Safety Victoria	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1	
Deakin University	s.30(1) x 5 s.32(1) x 3 s.33(1) x 16 s.34(1)(b) x 1 s.34(4)(a) x 1	
Dental Health Services Victoria	s.32(1) x 1	



Exemptions cited under the FOI Act (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)
Department of Education	s.25A(1) x 16 s.28(1)(b) x 1 s.28(1)(ba) x 7 s.28(1)(c) x 2 s.28(1)(d) x 2 s.29(a) x 2 s.29(b) x 1 s.30(1) x 73 s.31(1)(a) x 2 s.31(1)(c) x 12 s.31(1)(d) x 1 s.32(1) x 17 s.33(1) x 245 s.34(1)(b) x 4 s.34(4)(a) x 2 s.34(4)(c) x 1 s.35(1)(a) x 1 s.35(1)(b) x 72 s.38 x 39		Department of Government Services	s.25A(1) x 1 s.28(1)(ba) x 2 s.29(b) x 2 s.29A x 1 s.30(1) x 4 s.31(1)(a) x 2 s.31(1)(d) x 1 s.32(1) x 4 s.33(1) x 16 s.34(4)(a) x 1 s.35(1)(b) x 2 s.36(1)(a) x 2 s.38 x 6	
			Department of Health (DOH)	s.25A(1) x 21 s.25A(5) x 1 s.28(1)(b) x 2 s.28(1)(ba) x 3 s.28(1)(c) x 1 s.28(1)(d) x 3 s.29(a) x 8 s.29(b) x 1 s.30(1) x 17 s.31(1)(a) x 1 s.32(1) x 5 s.33(1) x 138 s.34(1)(b) x 4 s.34(4)(a) x 3 s.35(1)(a) x 4 s.35(1)(b) x 14 s.24(1) x 4 s.29B x 2	s.30(1) x 1 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2 s.35(1)(b) x 1
Department of Energy, Environment and Climate Action (DEECA)	s.28(1)(b) x 5 s.28(1)(ba) x 11 s.28(1)(c) x 1 s.28(1)(d) x 4 s.30(1) x 18 s.31(1)(a) x 4 s.31(1)(c) x 1 s.31(1)(d) x 1 s.31(1)(e) x 2 s.32(1) x 11 s.33(1) x 20 s.34(1)(a) x 1 s.34(1)(b) x 11 s.34(4)(a) x 7 s.35(1)(a) x 2 s.35(1)(b) x 9 s.38 x 11				
Department of Families, Fairness and Housing (DFFH)	s.25A(1) x 32 s.25A(5) x 435 s.28(1)(b) x 2 s.28(1)(ba) x 8 s.28(1)(d) x 2 s.29(a) x 1 s.29(b) x 1 s.30(1) x 50 s.31(1)(a) x 335 s.31(1)(c) x 656 s.32(1) x 37 s.33(1) x 1311 s.34(1)(b) x 14 s.34(4)(a) x 6 s.35(1)(a) x 6 s.35(1)(b) x 770 s.38 x 607	s.31(1)(a) x 1 s.33(1) x 1	Department of Jobs, Skills, Industry and Regions (DJSIR)	s.25A(1) x 4 s.28(1)(b) x 7 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.28(1)(d) x 5 s.29(b) x 2 s.30(1) x 7 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 15 s.34(1)(b) x 12 s.34(4)(a) x 8 s.35(1)(a) x 2 s.35(1)(b) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)	Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Department of Justice and Community Safety (DJCS)	s.25A(1) x 143 s.25A(5) x 10 s.28(1)(a) x 1 s.28(1)(b) x 2 s.28(1)(ba) x 10 s.28(1)(c) x 1 s.28(1)(d) x 6 s.29(b) x 1 s.30(1) x 150 s.31(1)(a) x 411 s.31(1)(b) x 2 s.31(1)(c) x 5 s.31(1)(d) x 256 s.32(1) x 11 s.33(1) x 182 s.33(6) x 4 s.34(1)(b) x 3 s.34(4)(a) x 1 s.35(1)(a) x 6 s.35(1)(b) x 41 s.38 x 1058 s.29B x 51		Department of Treasury and Finance (DTF)	s.28(1)(a) x 6 s.28(1)(b) x 11 s.28(1)(c) x 8 s.28(1)(d) x 25 s.29(a) x 3 s.30(1) x 22 s.32(1) x 6 s.33(1) x 4 s.34(1)(b) x 13 s.34(4)(a) x 15 s.35(1)(b) x 3 s.38 x 1	
			Development Victoria	s.28(1)(b) x 1 s.30(1) x 1 s.34(1)(b) x 3 s.34(4)(a) x 2	
			East Gippsland Catchment Management Authority	s.30(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
Department of Premier and Cabinet (DPC)	s.25A(1) x 2 s.25A(5) x 7 s.28(1)(a) x 4 s.28(1)(b) x 6 s.28(1)(ba) x 9 s.28(1)(c) x 9 s.28(1)(d) x 22 s.29(a) x 3 s.29(b) x 5 s.29A x 4 s.30(1) x 25 s.31(1)(a) x 1 s.31(1)(e) x 4 s.32(1) x 15 s.33(1) x 38 s.34(1)(b) x 9 s.34(4)(a) x 3 s.35(1)(b) x 1 s.38 x 2	s.28(1)(d) x 1 s.30(1) x 1	East Gippsland Region Water Corporation (t/a East Gippsland Water)	s.33(1) x 1	
			East Gippsland Shire Council	s.25A(5) x 1 s.30(1) x 3 s.31(1)(a) x 2 s.31(1)(c) x 1 s.31(1)(d) x 2 s.33(1) x 4 s.34(1)(b) x 3 s.35(1)(b) x 1	
			Eastern Health	s.25A(1) x 4 s.25A(5) x 1 s.30(1) x 45 s.31(1)(a) x 1 s.32(1) x 6 s.33(1) x 888 s.33(4) x 3 s.35(1)(b) x 281 s.38 x 19	
Department of Transport and Planning (DTP)	s.25A(1) x 4 s.25A(5) x 16 s.28(1)(a) x 1 s.28(1)(b) x 5 s.28(1)(ba) x 5 s.28(1)(c) x 8 s.28(1)(d) x 4 s.29(a) x 1 s.29A x 3 s.30(1) x 42 s.31(1)(a) x 5 s.31(1)(b) x 1 s.31(1)(d) x 1 s.32(1) x 8 s.33(1) x 177 s.34(1)(b) x 10 s.34(4)(a) x 14 s.35(1)(b) x 6 s.36(1)(b) x 1 s.38 x 283	s.28(1)(b) x 1 s.28(1)(d) x 1 s.30(1) x 2	Emergency Services Superannuation Board (t/a ESSSuper)	s.30(1) x 5	
			Energy Safe Victoria	s.31(1)(a) x 3 s.31(1)(b) x 2 s.32(1) x 1 s.33(1) x 1	
			Environment Protection Authority	s.25A(1) x 5 s.29A x 2 s.30(1) x 11 s.31(1)(a) x 3 s.31(1)(b) x 1 s.32(1) x 4 s.33(1) x 22 s.34(1)(a) x 1 s.34(1)(b) x 8 s.35(1)(a) x 1 s.35(1)(b) x 7	
			Federation University Australia	s.30(1) x 2	



Exemptions cited under the FOI Act (continued)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Fire Rescue Victoria	s.25A(1) x 1 s.28(1)(b) x 1 s.30(1) x 2 s.33(1) x 303 s.34(1)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	s.33(1) x 1
Frankston City Council	s.30(1) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.35(1)(b) x 3	
Game Management Authority	s.33(1) x 1	
Gannawarra Shire Council	s.33(1) x 1	
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	s.33(1) x 2	
Glen Eira City Council	s.30(1) x 2 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 3 s.34(1)(b) x 3 s.35(1)(b) x 2	
Glenelg Hopkins Catchment Management Authority	s.33(1) x 1	
Glenelg Shire Council	s.30(1) x 1	
Golden Plains Shire Council	s.25A(5) x 5 s.33(1) x 5 s.34(1)(b) x 1	
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	s.25A(5) x 1	
Goulburn Valley Health	s.25A(1) x 1 s.25A(5) x 3 s.30(1) x 1 s.33(1) x 186 s.35(1)(b) x 15	
Grampians Health	s.25A(1) x 2 s.30(1) x 8 s.33(1) x 297 s.35(1)(b) x 75	
Great Ocean Road Coast and Parks Authority	s.25A(5) x 1 s.29(b) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1	
Greater Metropolitan Cemeteries Trust	s.33(1) x 1	
Greater Shepparton City Council	s.25A(1) x 1	
Greater Western Water	s.30(1) x 8 s.33(1) x 8 s.34(1)(b) x 18 s.35(1)(b) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Greyhound Racing Victoria	s.25A(1) x 1 s.25A(5) x 1 s.30(1) x 1 s.31(1)(a) x 3 s.31(1)(c) x 2 s.32(1) x 2 s.35(1)(b) x 1	
Health Complaints Commissioner	s.25A(5) x 1	
HealthShare Victoria	s.33(1) x 2 s.34(4)(b) x 1	
Hepburn Shire Council	s.33(1) x 3	
Hobsons Bay City Council	s.30(1) x 6 s.31(1)(a) x 3 s.31(1)(b) x 1 s.31(1)(c) x 3 s.32(1) x 2 s.33(1) x 18 s.34(1)(a) x 1 s.35(1)(a) x 3 s.35(1)(b) x 7	
Holmesglen Institute	s.30(1) x 1 s.32(1) x 1 s.33(1) x 3 s.34(4)(a) x 1	
Horsham Rural City Council	s.34(1)(a) x 1	
Hume City Council	s.25A(1) x 2 s.30(1) x 1 s.31(1)(d) x 1 s.33(1) x 8 s.35(1)(b) x 3 s.36(2)(b) x 1	
Indigo Shire Council	s.30(1) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 1	
Kingston City Council	s.30(1) x 3 s.31(1)(a) x 1 s.32(1) x 3 s.33(1) x 5 s.34(1)(b) x 4 s.34(4)(a) x 1 s.35(1)(b) x 1 s.38A(1)(a) x 1 s.38A(1)(c) x 1	s.30(1) x 1 s.32(1) x 1 s.38 x 1
Knox City Council	s.33(1) x 7 s.38 x 1	
La Trobe University	s.30(1) x 2 s.33(1) x 1	
Labour Hire Authority	s.29(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 1 s.38 x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Latrobe City Council	s.25A(5) x 2 s.30(1) x 4 s.31(1)(a) x 1 s.33(1) x 13 s.34(1)(a) x 2 s.34(1)(b) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1	
Latrobe Regional Hospital	s.30(1) x 1 s.33(1) x 2 s.35(1)(b) x 1 s.38 x 3	s.33(1) x 1 s.38 x 1
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	s.31(1)(c) x 1	
Macedon Ranges Shire Council	s.25A(5) x 3 s.30(1) x 2 s.31(1)(a) x 1 s.33(1) x 4 s.34(1)(a) x 3 s.35(1)(b) x 1	
Manningham City Council	s.30(1) x 2 s.33(1) x 4 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38 x 1	
Mansfield Shire Council	s.25A(1) x 1 s.31(1)(c) x 1 s.31(1)(e) x 1 s.33(1) x 2	
Maribyrnong City Council	s.30(1) x 3 s.32(1) x 1 s.33(1) x 8 s.34(1)(b) x 2	
Maroondah City Council	s.33(1) x 15	
Melbourne Arts Precinct Corporation	s.28(1)(ba) x 1 s.28(1)(d) x 1 s.31(1)(c) x 1 s.32(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.36(1)(b) x 1	
Melbourne Health	s.30(1) x 1 s.33(1) x 1537 s.33(4) x 3 s.35(1)(a) x 80 s.38 x 22	
Melbourne Market Authority	s.33(1) x 1	
Melbourne Water	s.30(1) x 12 s.31(1)(a) x 2 s.32(1) x 3 s.33(1) x 4 s.34(1)(a) x 2 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(a) x 2 s.35(1)(b) x 6	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Melton City Council	s.25A(1) x 1 s.30(1) x 2 s.31(1)(b) x 1 s.33(1) x 16 s.33(6) x 2 s.34(4)(a) x 4 s.35(1)(a) x 1 s.35(1)(b) x 3 s.23 x 3	
Mental Health and Wellbeing Commission	s.33(1) x 1	
Mental Health Tribunal	s.30(1) x 1 s.33(1) x 2 s.35(1)(a) x 1 s.38 x 1	
Mercy Hospitals Victoria Ltd	s.30(1) x 2 s.31(1)(c) x 2 s.32(1) x 90 s.33(1) x 2	
Merri-bek City Council	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 12 s.34(1)(b) x 2 s.35(1)(b) x 1 s.38 x 1	
Mildura Base Public Hospital	s.33(4) x 26	
Mildura Rural City Council	s.32(1) x 1 s.33(1) x 4	
Minister for Emergency Services	s.30(1) x 1 s.33(1) x 2	
Minister for Environment	s.28(1)(b) x 1 s.28(1)(ba) x 1	
Minister for Planning	s.28(1)(ba) x 1 s.30(1) x 3 s.33(1) x 1	
Minister for Police	s.30(1) x 1 s.33(1) x 1	
Minister for the Suburban Rail Loop	s.33(1) x 1	
Mitchell Shire Council	s.25A(1) x 1 s.33(1) x 7 s.34(4)(a) x 1 s.35(1)(a) x 2	
Moira Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 6 s.35(1)(b) x 2 s.38 x 1	
Monash Health	s.30(1) x 42 s.31(1)(a) x 3 s.32(1) x 2 s.33(1) x 166 s.33(4) x 3 s.34(4)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 115 s.38 x 32	



Exemptions cited under the FOI Act (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)
Monash University	s.25A(1) x 3 s.25A(5) x 2 s.29A x 1 s.30(1) x 1 s.31(1)(a) x 2 s.33(1) x 8 s.34(1)(a) x 1 s.35(1)(a) x 1 s.38 x 1		Office of Public Prosecutions	s.25A(5) x 2 s.32(1) x 7 s.33(1) x 14 s.34(1)(a) x 1 s.35(1)(b) x 7 s.38 x 2	
Moonee Valley City Council	s.30(1) x 1 s.31(1)(b) x 1 s.33(1) x 7 s.34(1)(b) x 2 s.35(1)(b) x 2		Office of the Victorian Information Commissioner (OVIC)	s.32(1) x 1 s.33(1) x 1 s.38 x 1	
Moorabool Shire Council	s.30(1) x 3 s.31(1)(a) x 4 s.33(1) x 9 s.34(1)(b) x 1 s.35(1)(a) x 1		Parks Victoria	s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38 x 2	
Mornington Peninsula Shire	s.30(1) x 3 s.32(1) x 2 s.33(1) x 41 s.33(6) x 1 s.34(1)(b) x 10 s.34(4)(a) x 1		Peninsula Health	s.25A(1) x 2 s.30(1) x 1 s.32(1) x 1 s.33(1) x 8 s.35(1)(a) x 3 s.35(1)(b) x 4 s.36(1)(a) x 1	
Mount Alexander Shire Council	s.25A(5) x 2 s.30(1) x 1 s.33(1) x 2		Peter MacCallum Cancer Centre	s.33(1) x 11	
Moyne Shire Council	s.31(1)(a) x 1 s.33(1) x 1 s.34(1)(b) x 1		Portland District Health	s.33(1) x 35	
Municipal Association of Victoria	s.33(1) x 1 s.34(1)(b) x 1		Premier of Victoria	s.25A(1) x 1 s.28(1)(c) x 1 s.28(1)(d) x 2 s.29(a) x 1 s.29(b) x 4 s.29A x 5 s.30(1) x 5 s.31(1)(e) x 1 s.32(1) x 1 s.33(1) x 11 s.34(1)(b) x 1	
Murrindindi Shire Council	s.25A(5) x 2 s.30(1) x 1 s.33(1) x 6 s.34(1)(b) x 1	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	PrimeSafe	s.25A(1) x 1 s.38 x 1	
Museums Victoria	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.36(1)(b) x 1		Public Record Office Victoria	s.33(1) x 1 s.35(1)(a) x 1	
Nillumbik Shire Council	s.30(1) x 1 s.31(1)(a) x 2 s.31(1)(c) x 1 s.32(1) x 2 s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(b) x 7 s.23 x 1		Pyrenees Shire Council	s.34(4)(a) x 1 s.35(1)(a) x 1	
North East Region Water Corporation (t/a North East Water)	s.33(1) x 2		Queen Elizabeth Centre	s.33(1) x 2	
Northeast Health Wangaratta	s.25A(1) x 11 s.33(1) x 11		Racing Integrity Commissioner	s.30(1) x 1 s.33(1) x 1	
Northern Health	s.30(1) x 5 s.33(1) x 305 s.33(4) x 1 s.35(1)(b) x 46		Racing Victoria Limited	s.25A(5) x 1 s.30(1) x 6 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.32(1) x 2 s.33(1) x 6 s.35(1)(a) x 3 s.35(1)(b) x 1	
			Remembrance Parks Central Victoria	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)	Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
RMIT University	s.25A(1) x 1 s.30(1) x 8 s.32(1) x 3 s.33(1) x 12 s.34(1)(a) x 1 s.34(1)(b) x 3 s.34(4)(a) x 2 s.35(1)(b) x 5		Sunraysia Institute of TAFE	s.30(1) x 1	
Rural City of Wangaratta	s.32(1) x 1 s.35(1)(a) x 1 s.36(2)(a) x 1		Surf Coast Shire Council	s.25A(5) x 11 s.30(1) x 1 s.33(1) x 25 s.34(1)(b) x 5 s.35(1)(b) x 4	
Safe Transport Victoria	s.33(1) x 1 s.38 x 2		Sustainability Victoria	s.30(1) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1	
Safer Care Victoria	s.25A(1) x 1 s.30(1) x 4 s.32(1) x 1 s.33(1) x 7 s.35(1)(b) x 6		Swan Hill District Health	s.33(1) x 4	
Seymour Health	s.33(1) x 1		Swan Hill Rural City Council	s.30(1) x 1 s.33(1) x 2	
South East Water Corporation	s.33(1) x 1 s.34(1)(a) x 4		Swinburne University of Technology	s.30(1) x 3 s.32(1) x 1 s.33(1) x 1 s.34(1)(b) x 3 s.34(4)(a) x 3	
South Gippsland Shire Council	s.25A(1) x 1 s.30(1) x 6 s.31(1)(b) x 1 s.31(1)(d) x 3 s.33(1) x 8 s.34(1)(b) x 5 s.34(4)(a) x 2 s.35(1)(b) x 1 s.36(2)(b) x 1		TAFE Gippsland	s.25A(5) x 1 s.38 x 1	
South West Healthcare	s.33(1) x 39 s.35(1)(b) x 46		The Royal Children's Hospital	s.25A(5) x 3 s.30(1) x 11 s.32(1) x 2 s.33(1) x 351 s.35(1)(b) x 98 s.38 x 28	
Southern Grampians Shire Council	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.38A(1)(a) x 1		The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	s.25A(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.33(1) x 2 s.35(1)(b) x 2 s.24A(1) x 1	s.31(1)(a) x 1 s.31(1)(c) x 1
Southern Metropolitan Cemeteries Trust	s.30(1) x 1 s.32(1) x 1 s.33(1) x 1		The Royal Women's Hospital	s.30(1) x 8 s.33(1) x 76 s.35(1)(a) x 4 s.38 x 7	
St Vincent's Health	s.33(1) x 10 s.35(1)(b) x 11		Towong Shire Council	s.33(1) x 2 s.33(4) x 1 s.34(1)(a) x 1	s.33(1) x 1
State Library of Victoria	s.25A(5) x 5 s.30(1) x 2 s.32(1) x 5 s.33(1) x 5 s.35(1)(a) x 5 s.35(1)(b) x 5		Transport Accident Commission	s.25A(1) x 25 s.25A(5) x 3 s.30(1) x 944 s.31(1)(a) x 5 s.32(1) x 552 s.33(1) x 167 s.35(1)(a) x 15 s.38 x 594	
State Revenue Office	s.25A(1) x 1 s.30(1) x 9 s.31(1)(a) x 6 s.31(1)(c) x 1 s.32(1) x 4 s.33(1) x 9 s.35(1)(a) x 4 s.38 x 6 s.24A(1) x 2		Treasurer of Victoria	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1	
Strathbogie Shire Council	s.25A(5) x 2 s.33(1) x 7		Triple Zero Victoria	s.30(1) x 3 s.32(1) x 5 s.33(1) x 4 s.34(1)(a) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 25	
Suburban Rail Loop Authority	s.33(1) x 3 s.34(4)(a) x 1				



Exemptions cited under the FOI Act (continued)

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
University of Melbourne	s.25A(1) x 2 s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
V/Line Corporation	s.28(1)(b) x 1 s.30(1) x 4 s.32(1) x 1 s.33(1) x 15 s.34(1)(a) x 1 s.35(1)(b) x 1	
VicForests	s.33(1) x 5 s.34(1)(b) x 1	
VicScreen	s.25A(1) x 1 s.30(1) x 1 s.33(1) x 1	
Victoria Legal Aid	s.38 x 1	
Victoria Police	s.25A(1) x 119 s.25A(5) x 93 s.28(1)(b) x 1 s.29A x 3 s.30(1) x 236 s.31(1)(a) x 70 s.31(1)(b) x 45 s.31(1)(c) x 8 s.31(1)(d) x 547 s.31(1)(e) x 11 s.31(3) x 20 s.32(1) x 3 s.33(1) x 2083 s.33(4) x 6 s.33(6) x 16 s.34(1)(b) x 1 s.34(4)(c) x 1 s.35(1)(b) x 257 s.38 x 655 s.24A(1) x 1 s.31(4) x 4	s.25A(1) x 2 s.31(1)(d) x 1 s.33(1) x 3
Victoria State Emergency Service	s.30(1) x 2 s.32(1) x 1 s.33(1) x 2 s.35(1)(a) x 1 s.35(1)(b) x 2	
Victoria University	s.30(1) x 1 s.33(1) x 1	s.34(1)(a) x 1
Victorian Assisted Reproductive Treatment Authority	s.25A(1) x 2 s.30(1) x 1 s.32(1) x 2 s.33(1) x 1 s.35(1)(a) x 1	
Victorian Building Authority	s.30(1) x 14 s.31(1)(a) x 6 s.31(1)(b) x 1 s.31(1)(d) x 6 s.32(1) x 1 s.33(1) x 61 s.35(1)(a) x 1 s.35(1)(b) x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Victorian Curriculum and Assessment Authority	s.25A(1) x 1 s.30(1) x 2 s.33(1) x 4 s.35(1)(b) x 1	
Victorian Electoral Commission	s.33(1) x 1	
Victorian Equal Opportunity & Human Rights Commission	s.33(1) x 1 s.35(1)(b) x 1 s.38 x 1	
Victorian Fisheries Authority	s.25A(1) x 1 s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.33(1) x 3 s.35(1)(b) x 1	
Victorian Gambling and Casino Control Commission	s.25A(1) x 2 s.25A(5) x 1 s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 3 s.33(1) x 3 s.35(1)(a) x 2 s.35(1)(b) x 1 s.38 x 3	
Victorian Infrastructure Delivery Authority	s.25A(1) x 10 s.25A(5) x 1 s.28(1)(b) x 7 s.30(1) x 19 s.32(1) x 4 s.33(1) x 17 s.34(1)(b) x 5 s.34(4)(a) x 7 s.35(1)(b) x 2	
Victorian Institute of Forensic Medicine	s.33(1) x 2	
Victorian Institute of Forensic Mental Health	s.29(b) x 1 s.30(1) x 3 s.31(1)(a) x 2 s.33(1) x 28 s.35(1)(b) x 14	
Victorian Institute of Teaching	s.25A(5) x 1 s.30(1) x 1 s.31(1)(a) x 2 s.33(1) x 2 s.35(1)(b) x 2 s.38 x 1	s.25A(1) x 4 s.25A(5) x 1
Victorian Legal Admissions Board	s.33(1) x 1	
Victorian Legal Services Board	s.30(1) x 1 s.31(1)(a) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.38 x 1	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Victorian Legal Services Commissioner	s.30(1) x 6 s.31(1)(a) x 2 s.33(1) x 5 s.35(1)(a) x 1 s.35(1)(b) x 3 s.38 x 6	
Victorian Managed Insurance Authority	s.25A(5) x 1 s.30(1) x 6 s.31(1)(a) x 3 s.32(1) x 5 s.33(1) x 31 s.34(1)(a) x 1 s.34(1)(b) x 5 s.34(4)(a) x 7 s.35(1)(b) x 1 s.36(1)(a) x 1 s.36(1)(b) x 4	
Victorian Pharmacy Authority	s.34(1)(a) x 1 s.34(1)(b) x 1	
Victorian Public Sector Commission	s.25A(1) x 1	
Victorian Rail Track (t/a VicTrack)	s.31(1)(a) x 1 s.32(1) x 2 s.33(1) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1 s.38 x 1	
Victorian Registration and Qualifications Authority	s.30(1) x 2 s.35(1)(b) x 1	
Victorian Small Business Commission	s.25A(5) x 1	
Victorian WorkCover Authority (t/a WorkSafe)	s.25A(1) x 22 s.25A(5) x 31 s.30(1) x 16 s.31(1)(a) x 14 s.31(1)(b) x 2 s.31(1)(d) x 7 s.32(1) x 47 s.33(1) x 678 s.34(1)(a) x 5 s.34(1)(b) x 14 s.35(1)(b) x 204 s.38 x 6	
Wage Inspectorate Victoria	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(a) x 1	
Warrnambool City Council	s.34(1)(a) x 2 s.35(1)(a) x 2 s.35(1)(b) x 2	
Wellington Shire Council	s.33(1) x 6	
West Gippsland Healthcare Group	s.33(1) x 9	
West Wimmera Shire Council	s.25A(5) x 1 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Western Health	s.30(1) x 56 s.33(1) x 65 s.35(1)(b) x 60	
Whittlesea City Council	s.33(1) x 32 s.34(1)(a) x 1 s.35(1)(b) x 1	
William Angliss Institute of TAFE	s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Wodonga City Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 3	
Wodonga Institute of TAFE	s.29(a) x 1 s.33(1) x 1 s.34(1)(a) x 1	
Wyndham City Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 8 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(b) x 2	
Yarra City Council	s.25A(1) x 5 s.25A(5) x 2 s.33(1) x 11 s.24(1) x 8	
Yarra Ranges Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 20 s.34(1)(a) x 1 s.35(1)(b) x 3	
Yarra Valley Water Corporation	s.24A(1) x 1	
Yarriambiack Shire Council	s.25A(1) x 1 s.34(1)(a) x 1	



Appendix D

Names and titles of FOI decision makers

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Albury Wodonga Health	Wendy Sutcliffe (Health Information Manager)	[641 - 36 - 0]
Alexandra District Health	Chantell Roylance (FOI Officer)	[13 - 0 - 0]
Alfred Health	Prof Andrew Way (Chief Executive Officer)	[0 - 1 - 0]
	Simon Stafrace (Director, Alfred Mental & Addiction Health)	[243 - 17 - 1]
	Amanda Hart (Manager Legal Support Service (incl FOI and Police)	[3 - 3 - 0]
	Dr Lee Hamley (Executive Director Medical Services)	[2848 - 15 - 3]
Alpine Health	Nick Shaw (FOI Officer)	[10 - 0 - 0]
Alpine Resorts Victoria	Melanie Kay (FOI Officer)	[1 - 0 - 0]
Alpine Shire Council	Julia Lam (Records Officer)	[4 - 0 - 0]
	Belinda Schultz (Governance Officer)	[1 - 1 - 1]
Ambulance Victoria	Paul Maclean (FOI Manager)	[809 - 133 - 2]
	Tina White (FOI Officer)	[880 - 341 - 0]
	Kelly McNair (FOI Officer)	[319 - 73 - 0]
Architects Registration Board of Victoria	Fiona Gjoni (FOI Officer)	[0 - 1 - 0]
Assistant Treasurer of Victoria	Danny Pearson (Assistant Treasurer)	[0 - 4 - 0]
Austin Health	Alan Finch (FOI Mental Health Reviewer)	[273 - 54 - 0]
	Dr Tony Chan (FOI Medical Reviewer)	[842 - 2 - 0]
	Mardi Stephens (FOI Manager)	[287 - 3 - 3]
	Kate Wendt (Health Information Service Manager)	[5 - 0 - 0]
	Fleur Shaw- Jones (Legal Counsel)	[2 - 1 - 0]
	Kim Robinson (Northern Centre Against Sexual Assault)	[1 - 0 - 0]
	Angela Sacco (Northern Centre Against Sexual Assault)	[1 - 0 - 0]
	Dr Eleanor D'Ath Miller (Clinical Neuropsychologist)	[1 - 0 - 0]
Australian Grand Prix Corporation	Dale Nardella (FOI Officer)	[2 - 0 - 0]
Bairnsdale Regional Health Service	Susan Wait (Health Information Manager)	[58 - 24 - 0]
	Mau Wee (Director of Medical Services)	[1 - 1 - 0]
	Caitlin Adams (Health Information Manager)	[2 - 0 - 0]
	Allyson Reddick (FOI Officer)	[23 - 1 - 0]
Banyule City Council	Carmel Rapacciuolo (Senior Governance Officer)	[1 - 8 - 0]
	Linda Chapple (Governance Coordinator)	[0 - 5 - 1]
	Nick Petroulias (FOI Officer)	[3 - 6 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Barwon Health	Kirsty Miller (Patient Information Release Unit Manager)	[103 - 122 - 2]
	Bernadine McNamara (General Counsel )	[6 - 9 - 2]
	Fiona Nelson (Lawyer)	[3 - 4 - 0]
	Fiona Harland (FOI Officer)	[84 - 193 - 0]
	Jodie Thompson (FOI Officer)	[134 - 48 - 0]
	Megan Kumnick (FOI Officer)	[50 - 179 - 0]
	Sandra Gregory (FOI Officer)	[56 - 267 - 0]
	Anita Scicluna (FOI Officer)	[21 - 76 - 0]
Barwon Region Water Corporation	Robyn Gaeth (FOI & Information Privacy Manager)	[0 - 1 - 0]
Bass Coast Health	Renee Kelsall (Director of Medical Services)	[2 - 0 - 0]
	Emma Taylor (Health Information Manager)	[16 - 0 - 0]
	Lisa Fuessel (Health Information Manager)	[32 - 0 - 0]
	Kelly McRae (FOI Officer)	[12 - 0 - 0]
	Emilia Pezzi (Health Information Manager)	[64 - 1 - 0]
Bass Coast Shire Council	Stephen Kennedy (Information Management Systems and Project Officer)	[0 - 0 - 1]
	Sharyn Tilley (Records Coordinator)	[5 - 0 - 0]
	Tim Evans (FOI Officer)	[8 - 7 - 0]
	Chelsea Wilson (Governance officer)	[2 - 5 - 1]
Baw Baw Shire Council	Allira Merlo (FOI & Information Privacy Manager)	[3 - 10 - 2]
Bayside City Council	Terry Callant (Governance Manager)	[0 - 1 - 0]
	Karen Brown (Governance Coordinator)	[7 - 4 - 1]
	Perry Lay-Pass (FOI Officer)	[23 - 3 - 1]
Beaufort and Skipton Health Service	Meryn Pease (Chief Executive Officer)	[14 - 0 - 0]
Beechworth Health Service	Liz Ibrom (FOI Officer)	[3 - 0 - 0]
Benalla Health	Jackie Kelly (Chief Executive Officer)	[54 - 0 - 0]
Bendigo Health	Laura Uren (FOI Officer)	[120 - 28 - 2]
	Jane Tyack (FOI Officer)	[184 - 59 - 1]
	Keely Scarce (FOI Officer)	[39 - 18 - 2]
	Anna Carter (FOI Officer)	[2 - 3 - 0]
	Sue Roberts (FOI Officer)	[131 - 57 - 1]
	Michelle Cybula (FOI Officer)	[124 - 26 - 0]
Bendigo Kangan Institute	Kerri Ricketts (Manager Records and Information)	[26 - 0 - 0]
Birraring Council	Prof Chris Chesterfield (Chair)	[0 - 1 - 0]
Boort District Health	Mohammed Mubarak Meera Sahib (FOI Officer)	[0 - 0 - 1]
Borough of Queenscliffe	Jenni Walker (HR and Governance Coordinator)	[3 - 5 - 0]
Box Hill Institute	Grant Radford (Chief Executive Officer)	[0 - 1 - 0]
	Edwin Stone (FOI Officer)	[11 - 0 - 0]
Brimbank City Council	Elizabeth Bell (FOI Officer)	[0 - 0 - 1]
	Danielle Pepyat (FOI Officer)	[0 - 0 - 1]
	Amanda Marijanovic (FOI Officer)	[23 - 7 - 0]
Buloke Shire Council	Jen Hewett (Manager Governance)	[1 - 1 - 0]



Names and titles of FOI 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	Janine Stockley (Health Information Manager)	[16 - 0 - 0]
Campaspe Shire Council	Andrew Cowin (FOI Manager)	[0 - 0 - 1]
	Deidre Madill (FOI Officer)	[3 - 2 - 1]
Cardinia Shire Council	Julia Donaldson (FOI Officer)	[7 - 1 - 0]
	Doug Evans (Project Lead)	[3 - 5 - 0]
Casterton Memorial Hospital	Rohan Fitzgerald (Interim Chief Executive Officer)	[3 - 0 - 0]
Caulfield Racecourse Reserve Trust	Phil Meggs (Chief Executive Officer)	[0 - 1 - 0]
Central Gippsland Health Service	Dr Divyanshu Dua (Director of Medical Services)	[118 - 0 - 0]
Central Goldfields Shire Council	Mick Smith (FOI Manager)	[2 - 2 - 0]
	Jane Still (FOI Manager)	[2 - 1 - 0]
Central Highlands Region Water Corporation	Leesa Bolt (FOI Officer)	[2 - 0 - 0]
Central Highlands Rural Health	Maree Cuddihy (Chief Executive Officer)	[28 - 0 - 0]
Chisholm Institute	Thomas Patereskos (General Counsel)	[3 - 8 - 0]
City of Ballarat	Lyndsay Leingang (FOI Officer)	[28 - 11 - 1]
	Fabian Horton (FOI Manager)	[0 - 0 - 1]
City of Boroondara	Kirstin Ritchie (Coordinator Governance)	[6 - 2 - 0]
	Liam Merrifield (Senior Governance and Integrity Officer)	[11 - 9 - 0]
	Elizabeth Manou (Senior Governance and Integrity Officer)	[7 - 3 - 2]
	Bryan Wee (Manager Governance and Legal)	[0 - 1 - 0]
	Freya Jones (Senior Governance Officer)	[1 - 0 - 0]
City of Casey	Geraldene Rajendra (FOI Officer)	[1 - 11 - 2]
	Dani Stephenson (FOI Officer)	[0 - 7 - 0]
	Adam Black (FOI Officer)	[0 - 4 - 0]
	Tim Evans (FOI Officer)	[1 - 7 - 0]
	Michelle Tipton (FOI Officer)	[0 - 1 - 0]
City of Darebin	Mark Aylward (FOI Manager)	[34 - 7 - 4]
City of Greater Bendigo	Aaron Day (Lawyer)	[10 - 0 - 0]
	Rebecca Maple (Lawyer)	[6 - 2 - 1]
	Therese Pritchard (FOI Officer)	[12 - 2 - 2]
	Karen Lockyer (FOI Officer)	[8 - 0 - 0]
City of Greater Dandenong	April Seymour (FOI Officer)	[0 - 0 - 1]
	Belma Muminovic (FOI Officer)	[7 - 3 - 0]
	Dani Trimble (FOI Officer)	[3 - 0 - 0]
	Dr John McSwiney (FOI Officer)	[8 - 1 - 0]
	Kaye Peterson (FOI Officer)	[2 - 2 - 0]
City of Greater Geelong	Angela Woodruff (FOI Officer)	[10 - 17 - 0]
	Cass Saunders (FOI Officer)	[56 - 56 - 2]
	Lauren Richardson (FOI Officer)	[105 - 52 - 3]
	Jillian Chapman (FOI Officer)	[8 - 9 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
City of Melbourne	Elizabeth Manou (FOI Officer)	[0 - 1 - 0]
	Peter Gannoni (FOI Officer)	[20 - 6 - 6]
	Lia Morgan (FOI Officer)	[4 - 3 - 1]
City of Monash	Renee Russel (FOI Officer)	[1 - 5 - 1]
	Amanda Sapolu (FOI Officer)	[3 - 1 - 2]
	Lina Georgiou (FOI Officer)	[2 - 1 - 0]
	Zinzile Mkhize (FOI Officer)	[3 - 5 - 0]
City of Port Phillip	Joanne Shea (FOI Officer)	[38 - 8 - 2]
	Alli Griffin (FOI Officer)	[0 - 1 - 1]
City of Stonnington	Lucy Bastick (FOI Officer)	[57 - 23 - 2]
City of Whitehorse	Leah Pritchett (FOI and Privacy Officer)	[0 - 0 - 1]
	Elle Yildiz (FOI Officer)	[10 - 4 - 0]
	Luisa Kimball (FOI Officer)	[2 - 2 - 1]
Cladding Safety Victoria	Tanya Thomas (Head of Legal)	[0 - 1 - 0]
Cohuna District Hospital	Wendy Lunghusen (FOI & Information Privacy Manager)	[11 - 0 - 0]
Colac Area Health	Ian Mackay (Director of Medical Services)	[37 - 6 - 0]
	Louisa Pearce (FOI Officer)	[8 - 0 - 0]
	Eve Eden (Health Information Manager)	[2 - 0 - 0]
Colac Otway Shire	Janine Johnstone (FOI Officer)	[0 - 2 - 0]
Coliban Region Water Corporation	Jade Smitten (FOI Officer)	[0 - 1 - 0]
	Bill Bonney (FOI Officer)	[1 - 1 - 0]
Commission for Children and Young People	Leanne Barnes (Chief Executive Officer)	[0 - 0 - 10]
Corangamite Shire	Kathrine Bryan (Records Coordinator)	[2 - 0 - 0]
Country Fire Authority	Monica Barnes (FOI & Information Privacy Manager)	[48 - 7 - 2]
	Paul Ramage (FOI Officer)	[0 - 1 - 0]
	Leanna La Combre (FOI Officer)	[0 - 1 - 0]
Court Services Victoria	Maya Statton (Manager, Legal and Governance)	[1 - 2 - 1]
Dairy Food Safety Victoria	Corrie Goodwin (Chief Executive Officer)	[0 - 0 - 1]
Deakin University	Domenica Poci-Kocsis (Legal Compliance Officer)	[0 - 21 - 0]
	Sandra Mussett (FOI Officer)	[1 - 2 - 0]
Dental Health Services Victoria	Paul Ive (FOI Officer)	[300 - 0 - 0]
	Edward Howarth (FOI Manager)	[0 - 0 - 1]
Department of Education	Elle Maroudas (FOI Manager)	[58 - 30 - 3]
	Alex Henderson (FOI Manager)	[21 - 36 - 3]
	Damien O'Shea (Director, Executive and Ministerial Services)	[13 - 20 - 3]
	Evan Spurway (Acting Director, Executive and Ministerial Services)	[0 - 0 - 1]
	Emily Polson (Acting Team Leader)	[41 - 75 - 5]
	Gaven Sturma (Team Leader)	[6 - 8 - 2]
	Shane Skelton (Team Leader)	[64 - 79 - 6]



Names and titles of FOI 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 Energy, Environment and Climate Action (DEECA)	Veronica Finn (Senior FOI Officer)	[3 - 10 - 1]
	Arielle Perlow (Senior FOI Officer)	[1 - 4 - 1]
	Kim Reeves (Principal Advisor FOI & Information Privacy)	[4 - 3 - 2]
	Stuart Atkins (FOI & Information Privacy Manager)	[17 - 9 - 6]
	Roo Anand (Senior FOI Officer)	[4 - 9 - 3]
	Nazdana Haidari (FOI Officer)	[8 - 15 - 3]
	Ben Achurst (FOI Officer)	[2 - 1 - 0]
	Bena Asafu-Adjaye (FOI Officer)	[2 - 1 - 0]
Department of Families, Fairness and Housing (DFFH)	Xavier Addams (FOI Officer)	[1 - 2 - 2]
	Esra Arguc (FOI Officer)	[0 - 0 - 53]
	Biswo Bhadel (FOI Officer)	[0 - 0 - 17]
	Nicole Brown (FOI Officer)	[1 - 14 - 37]
	Jay Cadiramen (FOI Officer)	[1 - 0 - 0]
	Claire Coghill (Director)	[7 - 24 - 5]
	Josie Collings (FOI Officer)	[9 - 20 - 4]
	Michelle Crowe (Acting Director)	[0 - 2 - 0]
	Hannah Duxbury (FOI Officer)	[0 - 0 - 44]
	Jaade Frechette (FOI Officer)	[1 - 18 - 0]
	Axel Fuller (FOI Officer)	[1 - 9 - 0]
	Melissa Gardner (FOI Officer)	[0 - 72 - 6]
	Stephanie Hamilton (Acting Director)	[0 - 0 - 1]
	Lisa Hay (FOI Officer)	[0 - 3 - 0]
	Josephine Hecimovic (FOI Officer)	[2 - 49 - 3]
	Kane Ireson (FOI Officer)	[3 - 5 - 41]
	Elena Keane (FOI Officer)	[4 - 26 - 0]
	Neve Kotonis (FOI Officer)	[0 - 0 - 3]
	Stephanie Koutsoukos (FOI Officer)	[0 - 1 - 52]
	Sam Li (FOI Officer)	[4 - 3 - 22]
	Ophelia Lobo (FOI Officer)	[0 - 0 - 46]
	Will Luby (FOI Officer)	[3 - 35 - 0]
	Noeline McKenzie (FOI Officer)	[12 - 127 - 0]
	Lilliana McRae (FOI Officer)	[3 - 10 - 2]
	Deena Morgan (FOI Officer)	[0 - 0 - 126]
	Hamsa Nadir (FOI Officer)	[0 - 0 - 15]
	Jade Papathanasiou (FOI Manager)	[1 - 5 - 0]
	Samantha Phipps (FOI Officer)	[7 - 58 - 1]
	Livia Punaro (FOI Officer)	[2 - 82 - 0]
	Regan Richards (FOI Officer)	[0 - 5 - 1]
	Lisa Scholes (FOI Manager)	[4 - 8 - 4]
	Diantha Schut (FOI Officer)	[1 - 8 - 1]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Department of Families, Fairness and Housing (DFFH) <i>continued</i>	Abel Simpson-Yap (FOI Officer)	[0 - 0 - 1]
	Mesha Sojourn (FOI Officer)	[1 - 100 - 3]
	Narelle Staub (Acting Director)	[1 - 3 - 0]
	Tanya Surae (FOI Officer)	[10 - 74 - 0]
	Stephanie Vidler (FOI Officer)	[6 - 32 - 5]
	Sally Yeoland (FOI Officer)	[2 - 53 - 0]
	Xavier Mugavu-Spittle (FOI Officer)	[4 - 30 - 4]
Department of Government Services	Nick McArdle (FOI Officer)	[2 - 5 - 1]
	Ezat Alam (FOI Officer)	[1 - 1 - 1]
	Lisa Marsicovetere (FOI Officer)	[0 - 1 - 0]
	Tina Kyriakos (FOI Officer)	[3 - 10 - 2]
Department of Health (DOH)	Anthia Atsis (FOI Officer)	[1 - 10 - 0]
	Bishoy Attalla (FOI Officer)	[3 - 5 - 0]
	Mike Cain (FOI Manager)	[102 - 151 - 15]
	Linda Cammareri (FOI Officer)	[4 - 0 - 0]
Department of Jobs, Skills, Industry and Regions (DJSIR)	Michael Ghobrial (FOI Officer)	[0 - 1 - 0]
	Kate Kulman (FOI Manager)	[8 - 29 - 5]
Department of Justice and Community Safety (DJCS)	Seyhan Balkis (FOI Officer)	[0 - 17 - 0]
	Matt Hall (FOI Team Leader)	[0 - 2 - 0]
	Mesha Sojourn (FOI Officer)	[0 - 5 - 0]
	Michael Stefanovic (Chief Municipal Officer)	[0 - 1 - 0]
	Monica White (FOI Senior Advisor)	[0 - 7 - 0]
	Natasha Haslem (FOI Senior Advisor)	[2 - 7 - 1]
	Rebecca Corston (FOI Officer)	[18 - 164 - 13]
	Robbie Peschel (FOI Officer)	[5 - 48 - 2]
	Jonah Estaniel (FOI Officer)	[1 - 16 - 0]
	Karla Hooke (FOI Officer)	[2 - 9 - 2]
	Marley Cullinan (FOI Officer)	[0 - 212 - 1]
	Rosie Binns (FOI Officer)	[2 - 128 - 10]
	Joel Jeremiejczyk (FOI Officer)	[9 - 149 - 11]
	Dakota Copley-Morgan (FOI Officer)	[0 - 45 - 0]
	Frank Markopoulos (FOI Officer)	[2 - 84 - 0]
	Claire McDonough (FOI Officer)	[9 - 10 - 5]
	Alana Palavikas (FOI Team Leader)	[0 - 7 - 1]
	Alia Dib (FOI Officer)	[0 - 0 - 1]
	Amy Grunwaldt (FOI Reporting Reviews and Complaints Principal Officer)	[0 - 5 - 0]
	Andrew McCann (FOI Senior Advisor)	[0 - 6 - 0]
	Catherine Castro (FOI Officer)	[5 - 78 - 2]
	Sophie Liakos (FOI Officer)	[0 - 39 - 4]
	William Ng (FOI Officer)	[0 - 4 - 1]



Names and titles of FOI 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 Premier and Cabinet (DPC)	Pneet Grewal (FOI and Privacy Officer)	[1 - 4 - 5]
	Margaret Hurley (FOI and Privacy Officer)	[4 - 14 - 3]
	Morgan McNally (FOI and Privacy Officer)	[1 - 5 - 2]
	Brenna Steel (Senior FOI and Privacy Officer)	[1 - 17 - 4]
	Matthew Thompson (Manager, FOI and Privacy)	[3 - 4 - 0]
	Jane Wischer (Senior FOI and Privacy Officer)	[0 - 2 - 2]
Department of Transport and Planning (DTP)	Allana Parolin (Privacy & Information Access Advisor)	[61 - 55 - 14]
	Andrew Weston (FOI & Information Privacy Manager)	[0 - 2 - 4]
	Darson Bonett (FOI & Information Privacy Manager)	[31 - 4 - 1]
	Gavin Mak (Privacy & Information Access Advisor)	[31 - 24 - 3]
	Jacqueline Tierney (Privacy & Information Access Advisor )	[54 - 68 - 12]
	Kristian Dzolev (Privacy & Information Access Advisor)	[0 - 0 - 13]
	Markus Winter (Privacy & Information Access Advisor)	[18 - 1 - 1]
	Mary Paton (Privacy & Information Access Lead)	[156 - 155 - 20]
	Michelle Grech (Privacy & Information Access Advisor)	[99 - 11 - 4]
	Mikaela Maher (Privacy & Information Access Advisor)	[38 - 17 - 7]
	Pranav Saluja (Privacy & Information Access Lead)	[484 - 41 - 28]
	Vivian Chung (Privacy & Information Access Advisor)	[2 - 6 - 1]
Department of Treasury and Finance (DTF)	Agata Bober (General Counsel)	[1 - 8 - 1]
	Sue Xie (FOI Manager)	[3 - 14 - 1]
	Ezatullah Alam (FOI Manager)	[1 - 18 - 3]
Development Victoria	Samantha Oliver (FOI Officer)	[0 - 3 - 0]
Dhelkaya Health	Karin Peak (Health Information Manager & FOI Officer)	[24 - 0 - 0]
East Gippsland Catchment Management Authority	Rebecca Hemming (Chief Executive Officer)	[0 - 1 - 0]
East Gippsland Region Water Corporation (t/a East Gippsland Water)	Lynette Maggs (FOI Officer)	[0 - 1 - 0]
East Gippsland Shire Council	Ela Alexander (FOI Officer)	[5 - 2 - 4]
East Grampians Health Service	Dr Kaushik Banerjea (Director of Medical Services)	[41 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer)	[10 - 0 - 0]
Eastern Health	Alissa Schultink (FOI Officer)	[57 - 128 - 1]
	Amanda Park (FOI Officer)	[86 - 282 - 4]
	Andrea Allis (FOI Officer)	[110 - 310 - 6]
	Erin Chapman (FOI Officer)	[11 - 19 - 1]
	Jacqueline Chalwell (FOI Officer)	[6 - 19 - 0]
	Sally-Ann Thomas (FOI Officer)	[105 - 151 - 2]
	Sally-Anne McKinney (FOI Manager)	[8 - 23 - 2]
	Sarah Godfrey (FOI Officer)	[90 - 91 - 0]
Echuca Regional Health	Judith Clark (FOI Officer)	[128 - 0 - 0]
Emergency Services Superannuation Board (t/a ESSSuper)	Ivone Caeiro Alves (FOI Officer)	[3 - 5 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Energy Safe Victoria	Katherine Ludvik (FOI Officer)	[18 - 2 - 5]
Environment Protection Authority	Colin Wolfe (FOI Manager)	[21 - 14 - 5]
	Julia Begley (FOI Officer)	[25 - 20 - 6]
	Stefani Manevska (Paralegal)	[3 - 3 - 0]
	Jeremy Cheong (Solicitor)	[2 - 1 - 0]
	Jordan Clarke (Paralegal)	[4 - 0 - 0]
Federation University Australia	Ben Morris (FOI Manager)	[1 - 2 - 0]
Fire Rescue Victoria	Danielle Jones (FOI Manager)	[0 - 1 - 0]
	Stacey Sharpe (FOI Manager)	[1 - 8 - 1]
	Jan Smith (FOI Officer)	[0 - 299 - 0]
Frankston City Council	Carole Fleeman (Coordinator Freedom of Information and Privacy)	[2 - 2 - 0]
	Jacob Atkinson (Senior Freedom of Information Officer)	[11 - 6 - 0]
Game Management Authority	Kate Kulman (FOI Manager)	[0 - 1 - 0]
Gannawarra Shire Council	Alissa Harrower (FOI Manager)	[1 - 0 - 1]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Melissa Jeal (FOI Manager)	[0 - 2 - 0]
Gippsland Southern Health Service	Zoe Harbis (Health Information Manager)	[60 - 0 - 0]
Glen Eira City Council	Ludwig Cook (Legal Officer)	[6 - 4 - 1]
	Elena Obukhova (Legal Officer)	[5 - 4 - 0]
Glenelg Hopkins Catchment Management Authority	Janette Albert (FOI Officer)	[0 - 1 - 0]
Glenelg Shire Council	Kylie Walford (FOI Officer)	[0 - 1 - 0]
Golden Plains Shire Council	Lauren Richardson (Governance & Risk Specialist)	[0 - 1 - 0]
	Sophie Brown (Governance & Risk Specialist)	[2 - 7 - 0]
Gordon Institute of TAFE	Steven Reaper (Chief Financial People & Operating Officer)	[6 - 0 - 0]
	Brendan Snookes (Head of Business Services)	[2 - 0 - 0]
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	Kristie O'Brien (Chief Executive Officer)	[0 - 0 - 1]
Goulburn Valley Health	Nicholas Amadei (FOI Officer)	[38 - 43 - 0]
	Sarah Jacob (FOI Officer)	[109 - 80 - 0]
	John James (Health Information Manager)	[15 - 8 - 0]
	Jessica Mapletoft (FOI Officer)	[46 - 55 - 0]
Goulburn Valley Region Water Corporation	Brett Elgar (Manager - Office of Managing Director)	[2 - 0 - 0]
Goulburn-Murray Rural Water Corporation	Lauren Cornwall (FOI Officer)	[3 - 0 - 0]
Grampians Health	Dr Anoop Lalith (Director of Mental Health Services)	[37 - 19 - 2]
	Anna Glenn (FOI Officer)	[299 - 157 - 1]
	Rosemarie Eyre (Doctor)	[57 - 33 - 0]
	Gayle Ekonomou (FOI Officer)	[0 - 1 - 0]
	Georgia O'Connell (FOI Reviewer)	[39 - 16 - 0]
	Dr Vidyendaran Rudhran (Mental Health Clinician)	[30 - 20 - 0]
	Laura Hartmann (Legal Counsel)	[0 - 0 - 5]
	Synnove Frydenlund (Lawyer)	[14 - 2 - 0]



Names and titles of FOI 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
Grampians Health <i>continued</i>	Erica Stoney (FOI Reviewer)	[38 - 42 - 0]
	Charlotte Edgington (FOI reviewer)	[19 - 33 - 0]
	Andre Nel (Deputy Chief Medical Officere)	[148 - 16 - 0]
	Kristenn Wilkinson (FOI Officer)	[42 - 3 - 0]
	Katrina Timms (PA to Director of Mental Health Services)	[1 - 0 - 0]
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager)	[1 - 0 - 0]
Great Ocean Road Coast and Parks Authority	Courtney Donelly (Governance Coordinator)	[0 - 1 - 0]
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	Andrea Russell (Director of Medical Services)	[12 - 0 - 0]
	Jenny Salkeld (Director of Medical Services)	[2 - 0 - 0]
Greater Metropolitan Cemeteries Trust	Andrew Port (Secretary)	[0 - 1 - 0]
Greater Shepparton City Council	Peter Lucarelli (Governance Compliance Officer)	[12 - 0 - 1]
Greater Western Water	Rosalind Robson (FOI Officer)	[35 - 20 - 0]
Greyhound Racing Victoria	Murray Bruce (FOI Officer)	[0 - 0 - 6]
Health Complaints Commissioner	A Palombo (Legal & Policy Officer)	[0 - 0 - 1]
HealthShare Victoria	John Delinaoum (Chief Financial Officer)	[0 - 1 - 1]
Heathcote Health	Angie Dredge (FOI Manager)	[8 - 0 - 0]
Hepburn Shire Council	Rebecca Smith (Manager Governance and Risk)	[1 - 3 - 0]
Hesse Rural Health Service	Carissa Brock (Chief Executive Officer)	[1 - 0 - 0]
Hindmarsh Shire Council	Petra Croot (FOI Officer)	[2 - 0 - 0]
Hobsons Bay City Council	Sue-Ellen Morrison (Senior Legal Officer)	[1 - 3 - 0]
	Irene Hills-Jones (Governance and Business Support Officer)	[7 - 5 - 0]
	Lindsay Rossendell (FOI Officer)	[2 - 14 - 2]
Holmesglen Institute	Fleur Goulding (FOI Officer)	[1 - 3 - 0]
Horsham Rural City Council	Catherine Schroder (FOI Officer)	[19 - 0 - 1]
Hume City Council	John Thomas (FOI Officer)	[19 - 7 - 4]
Independent Broad-based Anti-corruption Commission	Catherine Fitt (Senior Lawyer)	[1 - 0 - 0]
Indigo Shire Council	Annabel Harding (Governance Coordinator)	[6 - 2 - 0]
Inglewood and Districts Health Service	Dallas Coghill (Chief Executive Officer)	[5 - 0 - 0]
Kerang District Health	Allison Harvey (Health Information Manager)	[7 - 0 - 0]
Kingston City Council	Catherine McGarry (Governance and FOI Officer)	[15 - 12 - 2]
Knox City Council	Damian Watson (FOI Officer)	[3 - 7 - 0]
Kyabram and District Health Services	Lisa Drysdale (Health Information Manager)	[18 - 0 - 0]
La Trobe University	Fiona Rowley (FOI & Information Privacy Manager)	[12 - 2 - 0]
Labour Hire Authority	Steve Dargavel (Labour Hire Licensing Commissioner)	[0 - 0 - 1]
Lakes Entrance Committee of Management	Greg Dear (Chairperson)	[1 - 0 - 0]
Latrobe City Council	Cassandra Siddle (Compliance Officer (Primary FOI Officer)	[3 - 14 - 3]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Latrobe Regional Hospital	Ian Graham (Director of Medical Services)	[0 - 2 - 4]
	Leena Lawrence (Medical Management Registrar)	[405 - 0 - 0]
	Paul Lee (Clinical Director Mental Health )	[94 - 0 - 0]
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	Erinne Carey (FOI Officer)	[0 - 1 - 0]
Macedon Ranges Shire Council	Patricia Clive (FOI Officer)	[3 - 6 - 1]
	Cherry Stojanovic (FOI Officer)	[1 - 1 - 0]
Mallee Catchment Management Authority	Jenny Collins (Chief Executive Officer)	[2 - 0 - 0]
Mallee Track Health and Community Service	Rosemary Cattanach (FOI Officer)	[9 - 0 - 0]
Manningham City Council	Bhuvana Ramesh (Information Management Coordinator )	[1 - 3 - 0]
	David Bellchambers (Manager Information Technology )	[2 - 1 - 0]
	Melissa Zarif (Freedom of Information Specialist)	[4 - 5 - 0]
Mansfield District Hospital	Leonie Berry (Health Information Manager)	[20 - 0 - 0]
Mansfield Shire Council	Jane Carter (FOI Officer)	[4 - 2 - 2]
Maribyrnong City Council	Chris Southavong (FOI Officer)	[17 - 10 - 1]
Maroondah City Council	Brendan Tauro (FOI Officer)	[0 - 14 - 1]
Maryborough District Health Service	Nickola Allan (Chief Executive Officer)	[7 - 0 - 0]
	Robyn Wilson (Executive Director of Nursing, Midwifery and Allied Health)	[37 - 0 - 0]
Medical Panels	Amy Armstrong (FOI Officer)	[1 - 0 - 0]
Melbourne and Olympic Parks Trust	Travis Mardling (FOI Officer)	[1 - 0 - 0]
Melbourne Arts Precinct Corporation	Lachlan Tan (Director, Policy, Strategy & Governance)	[0 - 1 - 0]
Melbourne Convention and Exhibition Trust	Tim Ooi (FOI Officer)	[1 - 0 - 0]
Melbourne Health	Lorraine Robb (Consultant Psychiatrist)	[2 - 1 - 0]
	Jessica Mifsud (FOI Officer)	[121 - 106 - 0]
	James Hair (FOI Officer)	[2 - 2 - 0]
	Edward Mullen (Consultant Psychiatrist)	[7 - 2 - 0]
	Hannah Leongue (FOI Officer)	[322 - 427 - 0]
	Rachel Morgan (Registered Mental Health Nurse)	[0 - 2 - 0]
	Nitin Shukla (Consultant Psychiatrist)	[7 - 1 - 0]
	Andrea Polari (Consultant Psychiatrist)	[3 - 3 - 0]
	Catherine Tuhan (FOI Officer)	[2 - 1 - 0]
	Andrew Mariadason (FOI & Information Privacy Manager)	[0 - 1 - 0]
	Catherine Hearn (Consultant Psychiatrist)	[5 - 3 - 0]
	Lynne Humble (FOI Officer)	[436 - 426 - 0]
	Miguel Fernandez (Director of Medical Services)	[4 - 1 - 0]
	Duncan Rhoda (MHP) (Consultant Psychiatrist)	[1 - 0 - 0]
	James Belshaw (Consultant Psychiatrist)	[1 - 0 - 0]



Names and titles of FOI 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
Melbourne Market Authority	Malcolm Lum (FOI Officer Chief Legal & Commercial Officer)	[0 - 1 - 0]
Melbourne Water	Kate Croker (FOI Officer and Privacy Officer)	[3 - 27 - 1]
Melton City Council	Ruby Mher (FOI Officer)	[1 - 26 - 3]
Mental Health and Wellbeing Commission	Stephanie Cauchi (FOI & Information Privacy Manager)	[2 - 1 - 0]
Mental Health Tribunal	Alanna Williams (Legal Officer )	[0 - 2 - 0]
	Kristin Giles (Principal Legal Officer)	[0 - 1 - 0]
Mercy Hospitals Victoria Ltd	Suhan Baskar (Medical Director Governance)	[595 - 5 - 0]
	Dean Stevenson (Assoc Clinical Services Director)	[4 - 77 - 1]
	Michael Lograsso (Director of Medical Services)	[1 - 13 - 0]
Merri-bek City Council	Naomi Ellis (FOI Manager)	[7 - 14 - 1]
	Troy Delia (FOI & Information Privacy Manager)	[0 - 1 - 0]
Mildura Base Public Hospital	Alison Hammond (FOI Officer)	[132 - 7 - 0]
	Sophie George (FOI Officer)	[181 - 19 - 0]
	Angela Rodi (FOI Officer)	[6 - 0 - 0]
Mildura Rural City Council	Simone Loveridge (FOI Officer)	[1 - 4 - 1]
Minister for Emergency Services	Claire McDonough (FOI Officer)	[0 - 1 - 0]
	Monica White (Senior FOI Advisor)	[0 - 1 - 0]
Minister for Environment	Veronica Finn (Senior FOI Officer)	[0 - 0 - 2]
Minister for Planning	Allana Parolin (Privacy & Information Access Advisor)	[0 - 0 - 1]
	Pranav Saluja (Privacy & Information Access Lead)	[0 - 1 - 0]
	Mary Paton (Privacy & Information Access Lead)	[0 - 1 - 0]
Minister for Police	Natasha Haslem (FOI Senior Advisor)	[0 - 1 - 0]
Minister for the Suburban Rail Loop	Gavin Mak (Privacy & Information Access Advisor)	[0 - 1 - 0]
Mitchell Shire Council	Lidia Harding (FOI Manager)	[4 - 9 - 2]
Moira Shire Council	Margaret Hinck (Senior Governance Officer)	[8 - 6 - 0]
Monash Health	Maija Dimits (Health Information Manager)	[720 - 65 - 0]
	Jodie Thompson (Health Information Manager)	[721 - 101 - 1]
	Hayley Capiron (FOI & Information Privacy Manager)	[171 - 6 - 1]
	Frances Rodgers (FOI Officer)	[838 - 130 - 3]
Monash University	Carrie Harris (FOI Officer)	[100 - 7 - 0]
	Joanne Calmer (FOI Officer)	[0 - 1 - 0]
Moonee Valley City Council	Fiona Hunt (FOI Officer)	[62 - 6 - 8]
	Rosie Ferreira (FOI Officer)	[9 - 3 - 0]
	Lee McSweeney (FOI Officer)	[5 - 6 - 2]
Moorabool Shire Council	Celeste Gregory (FOI Manager)	[6 - 8 - 4]
Mornington Peninsula Shire	Jenny Richardson (FOI Officer)	[1 - 10 - 1]
	Diana Harris (Governance Officer)	[0 - 27 - 4]
	Pamela Vercoe (Manager - Legal & Governance)	[0 - 1 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Mount Alexander Shire Council	Augustine Sheppard (FOI Officer)	[1 - 5 - 0]
Moyne Shire Council	Alicia Cohen (Governance Coordinator)	[6 - 0 - 1]
Municipal Association of Victoria	Celia Robinson (Executive Manager, Legal & Governance)	[0 - 1 - 0]
Murrindindi Shire Council	David Echeverry (FOI Officer)	[0 - 6 - 0]
Museums Victoria	Rose Bollen (Head, Strategic Information and Compliance)	[0 - 1 - 0]
NCN Health	Tania Hill (FOI Officer)	[37 - 0 - 0]
	Ali Beatson (FOI Officer)	[4 - 0 - 0]
	Sophie Scott (FOI Officer)	[15 - 0 - 0]
Nillumbik Shire Council	Daan Van Orsouw (Freedom of Information & Privacy Advisor)	[8 - 7 - 3]
	Juliana Dimovski (Senior Governance Officer)	[0 - 2 - 0]
North East Catchment Management Authority	Katie Warner (Chief Executive Officer)	[2 - 0 - 0]
North East Region Water Corporation (t/a North East Water)	Misty Howard (FOI Officer)	[0 - 2 - 0]
Northeast Health Wangaratta	Dr Gavin Coppinger (Director of Medical Services)	[75 - 2 - 0]
	Dr Justine Harris (Director of Medical Services)	[105 - 4 - 1]
	Dr Garry Wilkes (Director of Medical Services)	[74 - 3 - 1]
Northern Health	Bree Coulthard (FOI Manager)	[938 - 233 - 3]
	Meri Milevski (Records Coordinator)	[206 - 77 - 0]
	Vijay Danivas (Director of Medical Services - NAMHS)	[34 - 38 - 0]
	Devapriya Rudolph (Records Coordinator - NWMH)	[11 - 5 - 0]
	Julie Jambon (Director of Medical Services - Older Persons Mental Health)	[2 - 1 - 0]
Office of Public Prosecutions	Tanya D'Souza (FOI Officer)	[0 - 12 - 7]
	Tracey Russell (FOI Manager)	[0 - 1 - 1]
Office of the Victorian Information Commissioner (OVIC)	Ted Lipiarski (Chief Operations Officer )	[2 - 3 - 0]
Orbost Regional Health	Amanda Burn (FOI Officer)	[34 - 0 - 0]
Parks Victoria	Olivia Martinello (Governance Officer (FOI)	[5 - 4 - 1]
	Lily Anderson (Senior Governance Officer (FOI & Privacy)	[1 - 0 - 0]
Peninsula Health	Hadrian Dawson (Team Leader - PIRU)	[197 - 4 - 2]
	Tracey Mogford (Senior PIRU Clerk)	[471 - 7 - 1]
	Sandra Richardson (Senior PIRU Clerk)	[31 - 1 - 0]
	Nikhila Ramachandran (Senior PIRU Clerk)	[176 - 0 - 0]
	Jenny Vanderwall (Senior PIRU Clerk)	[52 - 1 - 0]
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer)	[179 - 11 - 0]
Portland District Health	Casey Mills (FOI Officer)	[0 - 35 - 0]
	Casey Scott (Health Information Manager)	[12 - 0 - 0]
Premier of Victoria	Pneet Grewal (FOI and Privacy Officer)	[0 - 1 - 0]
	Margaret Hurley (FOI and Privacy Officer)	[0 - 7 - 1]
	Brenna Steel (Senior FOI and Privacy Officer)	[0 - 1 - 0]
	Matthew Thompson (Manager, FOI and Privacy)	[0 - 2 - 0]



Names and titles of FOI 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
PrimeSafe	Michael Coffey (Chief Executive Officer)	[0 - 1 - 1]
Public Record Office Victoria	Justine Heazlewood (Director & Keeper of Public Records)	[0 - 1 - 0]
	Jennifer Rout (Coordinator:Projects/ Internal Compliance)	[1 - 0 - 0]
Pyrenees Shire Council	Kathy Bramwell (FOI & Information Privacy Manager)	[6 - 1 - 0]
Queen Elizabeth Centre	Sue White (Chief Executive Officer)	[4 - 2 - 0]
Racing Integrity Commissioner	Elissa Watson (Director Integrity Policy, Assurance and Legal)	[0 - 0 - 1]
Racing Victoria Limited	Simonette Foletti (FOI Officer)	[1 - 5 - 0]
	Michelle Fielding (FOI Officer)	[0 - 2 - 0]
Remembrance Parks Central Victoria	Marg Lewis (RPCV Trust Chair)	[0 - 1 - 0]
RMIT University	Jane Koesasi (FOI Officer)	[7 - 8 - 2]
	Nicholas Pappin (FOI & Information Privacy Manager)	[0 - 5 - 0]
Robinvale District Health Services	Vicki Shawcross (FOI Officer)	[5 - 0 - 0]
Rochester and Elmore District Health Service	Darren Clark (Chief Executive Officer)	[5 - 0 - 0]
	Melissa Seelenmeyer (FOI Officer)	[2 - 0 - 0]
Rural City of Wangaratta	Andrew Scoffern (Governance and Reporting Advisor )	[5 - 3 - 0]
Rural Northwest Health	Jenni Masters (Chief Executive Officer)	[6 - 0 - 0]
Safe Transport Victoria	Hannah Kelaart (FOI & Information Privacy Manager)	[4 - 1 - 2]
	Tannaz Dehghan (FOI Officer)	[2 - 0 - 0]
	Emma Kiernan (FOI Officer)	[5 - 0 - 0]
Safer Care Victoria	Jane Burns (Chief Executive Officer)	[0 - 0 - 1]
	Andy Phillips (Chief Executive Officer)	[2 - 1 - 2]
	Mike Roberts (Chief Executive Officer)	[0 - 2 - 1]
	Louise McKinlay (Chief Executive Officer)	[3 - 3 - 1]
Seymour Health	Amanda Ingham (Health Information Manager)	[39 - 1 - 0]
South East Water Corporation	Gavin Warner (FOI Officer)	[1 - 0 - 0]
	Kate O'Connor (FOI Officer)	[25 - 5 - 0]
South Gippsland Hospital	Paul Greenhalgh (Chief Executive Officer)	[15 - 0 - 0]
South Gippsland Shire Council	Karina Strybosch (FOI Officer)	[1 - 1 - 0]
	Jade Harry (FOI Officer)	[2 - 6 - 5]
South West Healthcare	Didir Imran (Director of Medical Services)	[284 - 52 - 3]
	Richard Campion (Executive Director of Mental Health Services)	[93 - 13 - 1]
South West Institute of TAFE	Shannyn Martin (FOI & Information Privacy Manager)	[1 - 0 - 0]
Southern Grampians Shire Council	Lisa Grayland (Acting Governance Coordinator )	[1 - 4 - 0]
Southern Metropolitan Cemeteries Trust	Carl Enser (FOI & Information Privacy Manager)	[0 - 1 - 0]
St Vincent's Health	Danielle Kelly (FOI Officer)	[895 - 16 - 5]
State Library of Victoria	Paul Duldig (Chief Executive Officer)	[0 - 5 - 0]
State Revenue Office	Roman Valher (FOI & Information Privacy Manager)	[0 - 1 - 3]
	Sammie Ganesh (FOI Officer)	[0 - 5 - 1]
	Seaton Theobald (FOI Officer)	[1 - 4 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Strathbogie Shire Council	Aileen Davidson (Records/Freedom of Information Officer )	[1 - 7 - 0]
Suburban Rail Loop Authority	Candice Tan (FOI Officer)	[1 - 0 - 0]
	Lisa Vescovi (FOI Officer)	[0 - 3 - 1]
Sunraysia Institute of TAFE	Brett Millington (Chief Executive Officer)	[0 - 1 - 0]
Surf Coast Shire Council	Council Employee (Employee)	[1 - 28 - 5]
Sustainability Victoria	Helen Grutzner (FOI Officer)	[1 - 0 - 1]
Swan Hill District Health	Allison Harvey (Health Information Manager)	[100 - 4 - 0]
	Megan Leahy (Health Information Manager)	[35 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Information Coordinator)	[2 - 2 - 0]
	Bhan Pratap (Director Corporate Services)	[1 - 0 - 0]
Swinburne University of Technology	Matthew Smith (Manager, Regulatory & Integrity)	[0 - 5 - 3]
TAFE Gippsland	Laura Macpherson (Chief Executive Officer)	[0 - 0 - 1]
	Owen Drummond (FOI Officer)	[2 - 0 - 0]
Tallangatta Health Service	Vicki Pitcher (Chief Executive Officer)	[7 - 0 - 0]
The Kilmore & District Hospital	Lucille Dunuville (Health Information Manager)	[25 - 0 - 0]
The Royal Children's Hospital	Judith Smith (FOI Officer)	[261 - 177 - 0]
	Ricky Huynh (FOI reviewer)	[136 - 129 - 2]
	Angela Wood (FOI reviwer)	[42 - 42 - 2]
	Liz Morgan (Legal Counsel)	[1 - 0 - 5]
	Tanya Dargaville (Legal Counsel)	[1 - 0 - 0]
	Joanne Dean (NUM)	[1 - 0 - 0]
	Kylie Borlase (FOI Officer)	[8 - 0 - 0]
	Cate Rayner (Director Adolescent Medicine )	[1 - 0 - 0]
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	Ben Goodall (Mental Health Clinician)	[0 - 1 - 0]
	Sanjay Patel (Mental Health Clinician)	[2 - 1 - 0]
	Nick Andrianis (Governance and Compliance Officer)	[0 - 2 - 1]
The Royal Victorian Eye and Ear Hospital	Trinette Ambrose (Governance and Compliance Officer)	[4 - 5 - 1]
	Virginia Brumby (Health Information Manager)	[255 - 0 - 0]
The Royal Women's Hospital	Angela Mayhew (Privacy Manager & Health Information Manager)	[1 - 0 - 0]
	Michelle Schonrock (Freedom of Information Coordinator)	[192 - 46 - 2]
	Kathy Paris (HIS Clerical Team Leader)	[1 - 0 - 0]
	Felix Billington Kleinman (FOI Officer)	[141 - 45 - 2]
Timboon and District Healthcare Service	Larissa Barclay (Director of Clinical Services)	[29 - 0 - 0]
Towong Shire Council	Justin Troy (Coordinator Governance and Compliance)	[0 - 1 - 1]



Names and titles of FOI 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
Transport Accident Commission	Suzie Camorra (FOI Officer)	[65 - 241 - 11]
	Angela Smith (FOI Officer)	[28 - 224 - 1]
	Ashlee Morgan (FOI Officer)	[13 - 16 - 0]
	Cheryl Johnson (FOI Officer)	[107 - 176 - 2]
	Delilah Nichols (Solicitor, Information & Privacy)	[3 - 3 - 0]
	Felicity Wright (Information & Privacy Manager)	[0 - 0 - 1]
	Louise Smith (Senior Information & Privacy Advisor)	[88 - 185 - 3]
	Marjan Popal (FOI Officer)	[103 - 174 - 4]
	Victoria Karpicz (FOI Officer)	[52 - 103 - 5]
Treasurer of Victoria	Hon Tim Pallas MP (Treasurer)	[2 - 3 - 0]
Triple Zero Victoria	Alice Felman (Director Legal Services)	[0 - 4 - 12]
	Duncan Mackellar (Senior Legal Counsel - Cyber and Information)	[2 - 1 - 13]
Tweddle Child + Family Health Service	Kirsty Evans (Executive Director Clinical Services/Nursing)	[7 - 0 - 0]
University of Melbourne	Rosy Peake (FOI Officer)	[1 - 0 - 3]
	Nicola Lautenschlager (Director, Medical Services)	[24 - 0 - 0]
	Sarath Ranganathan (Director, Medical Services)	[7 - 0 - 0]
	Gioconda Di Lorenzo (FOI Officer)	[1 - 2 - 0]
	Nancy Huggett (FOI Officer)	[2 - 0 - 0]
V/Line Corporation	Steven Lay (FOI Officer)	[2 - 19 - 4]
VicForests	Sean Sims (Legal)	[0 - 3 - 0]
	Erin Simmons (Senoir Legal Counsel)	[0 - 3 - 0]
VicScreen	Emma Cornall (Senior Manager, Legal)	[0 - 1 - 0]
Victoria Legal Aid	Ali Yildiz (Managing Lawyer)	[0 - 1 - 0]
Victoria Police	Andrew McCann (Assistant FOI Officer)	[0 - 42 - 5]
	Brett Shenton (Assistant FOI Officer)	[7 - 108 - 9]
	Craig Matters (Deputy FOI Officer)	[3 - 18 - 6]
	Julie Billiet (Assistant FOI Officer)	[8 - 181 - 13]
	Kelly Snare (Assistant FOI Officer)	[17 - 127 - 39]
	Madison Haber (Assistant FOI Officer)	[0 - 8 - 0]
	Mary Stamos (Assistant FOI Officer)	[30 - 197 - 14]
	Michael Mazza (Assistant FOI Officer)	[18 - 152 - 24]
	Mitchell Beach (Deputy FOI Officer)	[27 - 107 - 10]
	Rajni Rana (Assistant FOI Officer)	[7 - 135 - 15]
	Robin Davey (FOI Manager)	[31 - 290 - 76]
	Ryan Kassavetis (Assistant FOI Officer)	[12 - 306 - 21]
	Shane Skelton (Assistant FOI Officer)	[9 - 80 - 7]
	Tina Kyriakos (Assistant FOI Officer)	[4 - 37 - 7]
	Michael Jackel (Acting Assistant FOI Officer)	[2 - 3 - 0]
	Marjorie Lunda (Assistant FOI Officer)	[10 - 140 - 5]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Victoria Police <i>continued</i>	Catherine Bray (Acting Assistant FOI Officer)	[0 - 1 - 0]
	Francesco Favata (Assistant FOI Officer)	[7 - 119 - 7]
	Justine Demetry (Acting Assistant FOI Officer)	[0 - 5 - 0]
Victoria State Emergency Service	Dale Grant (Information Compliance Officer)	[2 - 0 - 0]
	Lisa Macdermott (FOI Officer)	[3 - 0 - 0]
	Terese Roddam (FOI Officer)	[5 - 0 - 0]
	Sandy Crone (FOI Officer)	[26 - 4 - 0]
Victoria University	Ana Mitrovic (FOI Officer)	[14 - 1 - 0]
Victorian Assisted Reproductive Treatment Authority	Alexandra Saltis (Manager, Regulation and Compliance)	[0 - 3 - 0]
Victorian Auditor-General's Office	Andrew Greaves (Auditor-General)	[2 - 0 - 0]
Victorian Building Authority	Larna Chapman (Senior Lawyer)	[0 - 1 - 0]
	Andrea McKie (FOI Officer)	[24 - 65 - 17]
	Jade Forrester (FOI Officer)	[6 - 3 - 1]
	Simone Eason (FOI Officer)	[1 - 1 - 1]
Victorian Curriculum and Assessment Authority	Laurie McDonald (Principal Solicitor and Manager, Legal Services)	[0 - 4 - 0]
Victorian Electoral Commission	Rebecca French (FOI Officer)	[1 - 1 - 0]
Victorian Equal Opportunity & Human Rights Commission	Ro Allen (Commissioner)	[0 - 1 - 0]
Victorian Fisheries Authority	Travis Dowling (Chief Executive Officer)	[1 - 2 - 1]
Victorian Gambling and Casino Control Commission	Sharon Concisom (FOI Officer)	[0 - 5 - 3]
Victorian Health Promotion Foundation (t/a VicHealth)	Sandro Demaio (Chief Executive Officer)	[1 - 0 - 0]
Victorian Infrastructure Delivery Authority	Tom Lynch (Deputy Director, Commercial & Legal Program)	[0 - 1 - 0]
	Josh Miller (General Counsel)	[1 - 0 - 1]
	Laura Thomson (Director, Legal)	[1 - 2 - 0]
	Robert Forte (Director, Commercial and Legal)	[0 - 1 - 0]
	Dustin Byrne (Managing Principal Lawyer, Public Law)	[9 - 4 - 5]
	John Moneir (Senior Lawyer, Public Law)	[0 - 1 - 1]
	Hannah Sharp (Senior Lawyer)	[4 - 7 - 3]
	Natalie Plumstead (Principal Lawyer, Public Law)	[0 - 3 - 6]
	Michael Tuohey (Acting Director, Legal)	[2 - 0 - 0]
Victorian Institute of Forensic Medicine	Stephanie Garnham (Senior Lawyer)	[1 - 4 - 1]
	Efthimia Goudakis (Executive Director, Legal)	[0 - 0 - 2]
	Fiona Leahy (FOI Officer)	[1 - 2 - 0]
	Loay Othman (Health Information Manager)	[39 - 30 - 0]
Victorian Institute of Forensic Mental Health	Marree Brown (Health Information Manager)	[52 - 2 - 0]
	Anna Carter (Health Information Manager)	[0 - 5 - 0]
	Sarah Wardley (FOI Manager)	[0 - 1 - 0]
	Geoffrey Coates (FOI Officer)	[4 - 1 - 2]
Victorian Legal Admissions Board	Deborah Jones (Chief Executive Officer)	[0 - 1 - 0]



Names and titles of FOI 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 Legal Services Board	John Mazaris (FOI Officer)	[0 - 1 - 0]
Victorian Legal Services Commissioner	John Mazaris (FOI Officer)	[0 - 7 - 0]
Victorian Managed Insurance Authority	Frieda Esquelin (FOI Officer)	[14 - 28 - 10]
Victorian Ombudsman	Tracey Sutton (FOI Officer)	[1 - 0 - 0]
	Vanessa Twigg (FOI Officer)	[6 - 0 - 0]
Victorian Pharmacy Authority	Mr David McConville (Chair)	[0 - 0 - 1]
Victorian Planning Authority	Dean Rochfort (Executive Director People & Performance/Executive Director Regional Victoria (Acting)	[3 - 0 - 0]
Victorian Public Sector Commission	Chris Hofmann (FOI Officer)	[0 - 1 - 0]
Victorian Rail Track (t/a VicTrack)	Amy Hu (Senior Legal Counsel)	[2 - 5 - 0]
Victorian Registration and Qualifications Authority	Karissa Robinson (FOI Officer)	[2 - 2 - 0]
Victorian Small Business Commission	Lynda McAlary-Smith (Victorian Small Business Commissioner)	[0 - 0 - 1]
Victorian WorkCover Authority (t/a WorkSafe)	Ashlee Vadnal (FOI Officer)	[0 - 52 - 0]
	Ashleigh Ansell (FOI Officer)	[2 - 55 - 5]
	Beth Joel (FOI Officer)	[0 - 30 - 4]
	Bronte Wright (Legal Consel, FOI & Privacy)	[2 - 6 - 8]
	Charlotte McNiece (FOI Officer)	[1 - 86 - 11]
	Fiona Raw (FOI Officer)	[0 - 29 - 0]
	Karen van der Chys (FOI Officer)	[0 - 3 - 2]
	Kathy Maikousis (FOI Officer)	[1 - 21 - 0]
	Michelle Limb (FOI Officer)	[6 - 174 - 11]
	Miranda Pritchard (FOI Officer)	[0 - 44 - 1]
	Rebecca Cato (Legal Counsel, FOI & Privacy)	[2 - 5 - 3]
	Shelley Deacon (FOI Officer)	[3 - 184 - 12]
Wage Inspectorate Victoria	Tien Tran (FOI Officer)	[2 - 0 - 0]
	Cate Taylor (FOI Officer)	[0 - 2 - 0]
Warrnambool City Council	Wendy Clark (FOI Officer)	[3 - 3 - 0]
Wellington Shire Council	Denise Teo (Coordinator Information Management Services)	[2 - 6 - 0]
West Gippsland Healthcare Group	Dr Bill Fraser (Records Coordinator)	[83 - 2 - 0]
	Emma Taylor (Health Information Manager)	[1 - 0 - 0]
	Jess Burr (Records Coordinator)	[1 - 0 - 0]
	Lauren Beechey (FOI Officer)	[22 - 2 - 0]
	Letitia Clark (Director of Medical Services)	[3 - 2 - 0]
	Robyn Weeks (Health Information Manager)	[4 - 1 - 0]
	Trish O'Kelly (FOI Manager)	[8 - 0 - 0]
	Jessica Green (FOI Officer)	[4 - 2 - 0]
	Ewa Czaplewicz (FOI Officer)	[32 - 0 - 0]
West Wimmera Health Service	Ritchie Dodds (Chief Executive Officer)	[40 - 0 - 0]
West Wimmera Shire Council	Katie Frost (FOI Officer)	[2 - 2 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Western District Health Service	Dr Dale Ford (Chief Executive Officer)	[38 - 0 - 0]
	Dr Andrew Bradbeer (Chief Executive Officer)	[15 - 0 - 0]
	Rowen Clift (Chief Executive Officer)	[5 - 0 - 0]
	Sally Graham (Health Information Manager)	[42 - 0 - 0]
Western Health	Sofia Feye (FOI Officer)	[1103 - 123 - 0]
	Gayle Ekonomou (FOI Officer)	[470 - 57 - 0]
	Diana Dellecese (FOI Officer)	[19 - 0 - 0]
	Natalie Vassolo (FOI Officer)	[104 - 1 - 0]
Whittlesea City Council	Adreana Latimer (FOI Officer)	[10 - 32 - 1]
William Angliss Institute of TAFE	Nicholas Hunt (Chief Executive Officer)	[0 - 2 - 0]
Wodonga City Council	Kevin Scully (Governance Officer)	[0 - 4 - 0]
	Kane McMenamin (Records Coordinator)	[0 - 1 - 0]
Wodonga Institute of TAFE	Phillip Paterson (Chief Executive Officer)	[0 - 1 - 0]
	Graham Hart (Chief Executive Officer)	[0 - 1 - 0]
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	Dale Mitchell (Chief Financial Officer)	[2 - 0 - 0]
Wyndham City Council	Uma Khurana (FOI Team Leader)	[13 - 10 - 2]
Yarra City Council	Paula Gaete (FOI Officer)	[26 - 19 - 6]
Yarra Ranges Shire Council	Marissa Gardiner (Executive Officer Information Management)	[1 - 4 - 0]
	Jade Paizs (IM Compliance Lead)	[0 - 11 - 0]
	Katie Trucano (IM Compliance Lead)	[4 - 8 - 0]
Yarra Valley Water Corporation	Frank Portelli (FOI & Information Privacy Manager)	[36 - 0 - 1]
Yarram and District Health Service	Jane Millard (FOI & Information Privacy Manager)	[7 - 0 - 0]
	Paul Head (Chief Executive Officer)	[1 - 0 - 0]
Yarrawonga Health	Tayce Gallagher (FOI Officer)	[20 - 0 - 0]
Yarriambiack Shire Council	Bernardine Schilling (FOI Manager)	[0 - 2 - 0]



Appendix E

FOI fees and charges<sup>28</sup>

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Totals	\$1,248,156.38	\$442,514.02	\$1,007,874.35	\$179,358.46	\$0.00
Albury Wodonga Health	\$18,380.40	\$4,483.80	\$11,393.65	\$2,815.00	\$0.00
Alexandra District Health	\$254.40	\$159.00	\$0.00	\$0.00	\$0.00
Alfred Health	\$91,107.00	\$15,709.20	\$137,599.70	\$23,808.00	\$0.00
Alpine Health	\$222.60	\$63.60	\$44.40	\$0.00	\$0.00
Alpine Resorts Victoria	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Alpine Shire Council	\$252.00	\$288.60	\$152.73	\$0.00	\$0.00
Ambulance Victoria	\$97,339.80	\$0.00	\$0.00	\$0.00	\$0.00
Ararat Rural City Council	\$0.00	\$286.20	\$0.00	\$0.00	\$0.00
Architects Registration Board of Victoria	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Attorney General	\$31.80	\$31.80	\$0.00	\$0.00	\$0.00
Austin Health	\$43,248.00	\$12,115.80	\$23,858.55	\$6,311.70	\$0.00
Australian Grand Prix Corporation	\$89.62	\$5.78	\$0.00	\$0.00	\$0.00
Bairnsdale Regional Health Service	\$2,226.00	\$1,144.80	\$0.00	\$0.00	\$0.00
Banyule City Council	\$922.20	\$0.00	\$240.47	\$0.00	\$0.00
Barwon Health	\$33,262.80	\$10,398.60	\$16,780.00	\$3,389.60	\$0.00
Barwon Region Water Corporation	\$95.40	\$0.00	\$0.00	\$0.00	\$0.00
Bass Coast Health	\$3,021.00	\$985.80	\$1,116.40	\$110.80	\$0.00
Bass Coast Shire Council	\$604.20	\$254.40	\$670.48	\$428.64	\$0.00
Baw Baw Shire Council	\$763.20	\$222.60	\$799.10	\$0.00	\$0.00
Bayside City Council	\$1,908.00	\$604.20	\$1,884.77	\$95.40	\$0.00
Beaufort and Skipton Health Service	\$445.20	\$445.20	\$0.00	\$0.00	\$0.00
Beechworth Health Service	\$63.60	\$31.80	\$80.00	\$20.00	\$0.00
Benalla Health	\$394.20	\$1,323.00	\$570.39	\$1,470.00	\$0.00
Benalla Rural City Council	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Bendigo Health	\$19,270.80	\$4,324.80	\$30,271.00	\$185.00	\$0.00
Bendigo Kangan Institute	\$0.00	\$826.80	\$0.00	\$0.00	\$0.00
Birrarung Council	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Boort District Health	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Borough of Queenscliffe	\$127.20	\$254.40	\$0.00	\$0.00	\$0.00
Box Hill Institute	\$0.00	\$318.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$954.00	\$699.60	\$1,216.35	\$454.90	\$0.00
Buloke Shire Council	\$0.00	\$63.60	\$95.40	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Calvary Health Care Bethlehem	\$31.80	\$477.00	\$161.10	\$0.00	\$0.00
Campaspe Shire Council	\$159.00	\$572.40	\$144.25	\$0.00	\$0.00
Cardinia Shire Council	\$1,113.00	\$95.40	\$454.85	\$23.85	\$0.00
Casterton Memorial Hospital	\$63.60	\$31.80	\$126.15	\$23.20	\$0.00
Central Gippsland Health Service	\$4,070.40	\$0.00	\$0.00	\$0.00	\$0.00
Central Goldfields Shire Council	\$308.86	\$327.14	\$352.38	\$0.00	\$0.00
Central Highlands Region Water Corporation	\$95.40	\$0.00	\$0.00	\$0.00	\$0.00
Central Highlands Rural Health	\$572.40	\$318.00	\$174.60	\$0.00	\$0.00
Chisholm Institute	\$477.00	\$0.00	\$0.00	\$0.00	\$0.00
City of Ballarat	\$1,685.40	\$0.00	\$1,640.97	\$0.00	\$0.00
City of Boroondara	\$1,494.60	\$954.00	\$3,343.83	\$0.00	\$0.00
City of Casey	\$1,017.60	\$254.40	\$705.05	\$35.85	\$0.00
City of Darebin	\$1,876.20	\$254.40	\$135.70	\$778.60	\$0.00
City of Greater Bendigo	\$1,431.00	\$667.80	\$453.15	\$71.55	\$0.00
City of Greater Dandenong	\$1,049.40	\$349.80	\$740.90	\$0.00	\$0.00
City of Greater Geelong	\$10,176.00	\$604.20	\$0.00	\$0.00	\$0.00
City of Melbourne	\$1,968.00	\$226.20	\$2,089.95	\$105.10	\$0.00
City of Monash	\$1,049.40	\$636.00	\$604.20	\$0.00	\$0.00
City of Port Phillip	\$1,685.40	\$445.20	\$2,581.20	\$932.10	\$0.00
City of Stonnington	\$2,957.40	\$95.40	\$962.21	\$0.00	\$0.00
City of Whitehorse	\$667.80	\$254.40	\$107.55	\$239.00	\$0.00
Cladding Safety Victoria	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Cohuna District Hospital	\$63.60	\$286.20	\$0.00	\$0.00	\$0.00
Colac Area Health	\$1,494.60	\$508.80	\$0.00	\$33.20	\$0.00
Colac Otway Shire	\$286.20	\$0.00	\$384.25	\$0.00	\$0.00
Coliban Region Water Corporation	\$127.20	\$31.80	\$0.00	\$0.00	\$0.00
Commission for Children and Young People	\$318.00	\$190.80	\$0.00	\$0.00	\$0.00
Corangamite Shire	\$95.40	\$0.00	\$47.70	\$0.00	\$0.00
Country Fire Authority	\$3,148.20	\$318.00	\$4,091.80	\$2,730.60	\$0.00
Court Services Victoria	\$190.80	\$222.60	\$0.00	\$0.00	\$0.00
Dairy Food Safety Victoria	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Deakin University	\$763.20	\$31.80	\$0.00	\$0.00	\$0.00
Dental Health Services Victoria	\$505.60	\$9,034.40	\$0.00	\$0.00	\$0.00
Department of Education	\$22,609.80	\$7,282.20	\$0.00	\$0.00	\$0.00
Department of Energy, Environment and Climate Action (DEECA)	\$6,169.20	\$508.80	\$1,176.70	\$959.96	\$0.00



FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Department of Families, Fairness and Housing (DFFH)	\$1,908.00	\$62,773.20	\$163.55	\$2,524.99	\$0.00
Department of Government Services	\$795.00	\$572.40	\$275.40	\$1,079.15	\$0.00
Department of Health (DOH)	\$4,579.20	\$14,787.00	\$724.40	\$0.00	\$0.00
Department of Jobs, Skills, Industry and Regions (DJSIR)	\$2,257.80	\$318.00	\$208.37	\$1,071.04	\$0.00
Department of Justice and Community Safety (DJCS)	\$17,421.10	\$34,854.50	\$827.88	\$320.28	\$0.00
Department of Premier and Cabinet (DPC)	\$2,797.20	\$190.80	\$513.40	\$661.50	\$0.00
Department of Transport and Planning (DTP)	\$41,905.60	\$20,450.60	\$0.00	\$44,515.70	\$0.00
Department of Treasury and Finance (DTF)	\$2,862.00	\$95.40	\$0.00	\$0.00	\$0.00
Development Victoria	\$95.40	\$31.80	\$333.90	\$0.00	\$0.00
Dhelkaya Health	\$667.80	\$222.60	\$474.40	\$0.00	\$0.00
East Gippsland Catchment Management Authority	\$31.80	\$0.00	\$351.80	\$0.00	\$0.00
East Gippsland Region Water Corporation (t/a East Gippsland Water)	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
East Gippsland Shire Council	\$795.00	\$222.60	\$346.05	\$0.00	\$0.00
East Grampians Health Service	\$1,240.20	\$922.20	\$2,162.32	\$982.44	\$0.00
East Wimmera Health Service	\$286.20	\$63.60	\$108.60	\$0.00	\$0.00
Eastern Health	\$43,142.00	\$9,805.00	\$32,435.00	\$15,333.80	\$0.00
Echuca Regional Health	\$3,370.80	\$699.60	\$2,027.00	\$195.20	\$0.00
Emergency Services Superannuation Board (t/a ESSSuper)	\$222.60	\$0.00	\$0.00	\$0.00	\$0.00
Energy Safe Victoria	\$922.20	\$63.60	\$0.00	\$307.20	\$0.00
Environment Protection Authority	\$3,370.80	\$222.60	\$1,250.15	\$917.60	\$0.00
Essential Services Commission	\$95.40	\$95.40	\$0.00	\$0.00	\$0.00
Federation University Australia	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Fire Rescue Victoria	\$9,222.00	\$604.20	\$305.00	\$19.00	\$0.00
Frankston City Council	\$634.80	\$446.40	\$355.90	\$595.20	\$0.00
Game Management Authority	\$159.00	\$0.00	\$0.00	\$23.85	\$0.00
Gannawarra Shire Council	\$31.80	\$1,049.40	\$0.00	\$0.00	\$0.00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$63.60	\$0.00	\$0.00	\$353.00	\$0.00
Gippsland Southern Health Service	\$1,017.60	\$922.20	\$20.00	\$78.80	\$0.00
Glen Eira City Council	\$1,399.20	\$95.40	\$899.93	\$333.90	\$0.00
Glenelg Hopkins Catchment Management Authority	\$31.80	\$0.00	\$57.70	\$0.00	\$0.00
Glenelg Shire Council	\$63.60	\$0.00	\$213.53	\$0.00	\$0.00
Golden Plains Shire Council	\$222.60	\$286.20	\$119.50	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Gordon Institute of TAFE	\$159.00	\$127.20	\$0.00	\$0.00	\$0.00
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health	\$11,448.00	\$2,416.80	\$920.00	\$0.00	\$0.00
Goulburn Valley Region Water Corporation	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn-Murray Rural Water Corporation	\$127.20	\$31.80	\$0.00	\$0.00	\$0.00
Grampians Health	\$18,559.30	\$18,646.70	\$2,327.00	\$7,425.00	\$0.00
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	\$254.40	\$254.40	\$0.00	\$0.00	\$0.00
Greater Metropolitan Cemeteries Trust	\$0.00	\$0.00	\$0.00	\$31.80	\$0.00
Greater Shepparton City Council	\$316.80	\$160.20	\$715.80	\$0.00	\$0.00
Greater Western Water	\$2,893.80	\$31.80	\$2,019.47	\$31.74	\$0.00
Greyhound Racing Victoria	\$0.00	\$159.00	\$0.00	\$0.00	\$0.00
Health Complaints Commissioner	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
HealthShare Victoria	\$127.20	\$0.00	\$141.60	\$0.00	\$0.00
Heathcote Health	\$254.40	\$0.00	\$0.00	\$0.00	\$0.00
Hepburn Shire Council	\$254.40	\$0.00	\$321.20	\$0.00	\$0.00
Heritage Council of Victoria	\$31.80	\$95.40	\$0.00	\$0.00	\$0.00
Hesse Rural Health Service	\$0.00	\$95.40	\$0.00	\$0.00	\$0.00
Heywood Rural Health	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Hindmarsh Shire Council	\$0.00	\$63.60	\$0.00	\$0.00	\$0.00
Hobsons Bay City Council	\$1,208.40	\$826.80	\$213.63	\$0.00	\$0.00
Holmesglen Institute	\$63.60	\$572.40	\$0.00	\$0.00	\$0.00
Horsham Rural City Council	\$222.60	\$826.80	\$0.00	\$0.00	\$0.00
Hume City Council	\$1,494.60	\$731.40	\$643.80	\$524.55	\$0.00
Independent Broad-based Anti-corruption Commission	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Indigo Shire Council	\$413.40	\$190.80	\$61.40	\$173.10	\$0.00
Infrastructure Victoria	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Inglewood and Districts Health Service	\$159.00	\$95.40	\$0.00	\$0.00	\$0.00
Judicial College of Victoria	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Kerang District Health	\$159.00	\$95.40	\$0.00	\$0.00	\$0.00
Kingston City Council	\$1,081.20	\$667.80	\$143.10	\$1,428.70	\$0.00
Knox City Council	\$381.60	\$0.00	\$0.00	\$0.00	\$0.00
Kyabram and District Health Services	\$477.00	\$95.40	\$784.80	\$67.80	\$0.00
La Trobe University	\$539.40	\$1.20	\$0.00	\$0.00	\$0.00
Labour Hire Authority	\$31.80	\$0.00	\$95.40	\$0.00	\$0.00



FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Lakes Entrance Committee of Management	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Latrobe City Council	\$600.70	\$194.30	\$1,211.63	\$0.00	\$0.00
Latrobe Regional Hospital	\$10,303.20	\$6,360.00	\$23,993.40	\$5,238.00	\$0.00
Loddon Shire Council	\$63.60	\$159.00	\$0.00	\$0.00	\$0.00
Macedon Ranges Shire Council	\$431.20	\$904.40	\$994.58	\$810.90	\$0.00
Mallee Catchment Management Authority	\$63.60	\$31.80	\$0.00	\$0.00	\$0.00
Mallee Track Health and Community Service	\$0.00	\$254.40	\$0.00	\$254.40	\$0.00
Manningham City Council	\$477.00	\$508.80	\$0.00	\$0.00	\$0.00
Mansfield District Hospital	\$540.60	\$190.80	\$28.20	\$0.00	\$0.00
Mansfield Shire Council	\$222.60	\$286.20	\$0.00	\$0.00	\$0.00
Maribyrnong City Council	\$699.60	\$254.40	\$1,323.65	\$965.15	\$0.00
Maroondah City Council	\$572.40	\$31.80	\$0.00	\$0.00	\$0.00
Maryborough District Health Service	\$1,558.20	\$159.00	\$639.60	\$1.40	\$0.00
Medical Panels	\$0.00	\$477.00	\$0.00	\$0.00	\$0.00
Melbourne and Olympic Parks Trust	\$0.00	\$63.60	\$0.00	\$63.60	\$0.00
Melbourne Convention and Exhibition Trust	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Melbourne Health	\$90,055.20	\$9,733.20	\$201,531.64	\$2,520.67	\$0.00
Melbourne Market Authority	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Melbourne Water	\$954.00	\$127.20	\$4,446.12	\$676.66	\$0.00
Melton City Council	\$1,113.00	\$159.00	\$1,837.55	\$142.20	\$0.00
Mental Health and Wellbeing Commission	\$31.80	\$127.20	\$0.00	\$0.00	\$0.00
Mental Health Tribunal	\$0.00	\$699.60	\$0.00	\$0.00	\$0.00
Mercy Hospitals Victoria Ltd	\$16,377.00	\$9,571.80	\$0.00	\$0.00	\$0.00
Merri-bek City Council	\$1,234.90	\$100.70	\$1,042.08	\$0.00	\$0.00
Mildura Base Public Hospital	\$9,253.80	\$2,098.80	\$20,141.53	\$0.00	\$0.00
Mildura Rural City Council	\$222.60	\$636.00	\$0.00	\$0.00	\$0.00
Minister for Emergency Services	\$95.40	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Energy and Resources	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Environment	\$95.40	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Health	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Mental Health	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Outdoor Recreation	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Planning	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Police	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Minister for the Suburban Rail Loop	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Mitchell Shire Council	\$604.20	\$254.40	\$146.39	\$0.60	\$0.00
Moira Shire Council	\$318.00	\$63.60	\$274.00	\$669.36	\$0.00
Monash Health	\$81,503.40	\$15,518.40	\$169,000.00	\$1,895.85	\$0.00
Monash University	\$3,466.20	\$0.00	\$0.00	\$0.00	\$0.00
Moonee Valley City Council	\$1,335.60	\$63.60	\$441.20	\$286.20	\$0.00
Moorabool Shire Council	\$477.00	\$413.40	\$387.80	\$304.15	\$0.00
Mornington Peninsula Shire	\$1,335.60	\$636.00	\$256.24	\$0.00	\$0.00
Mount Alexander Shire Council	\$95.40	\$572.40	\$0.00	\$0.00	\$0.00
Moyne Shire Council	\$222.60	\$0.00	\$187.10	\$119.25	\$0.00
Municipal Association of Victoria	\$63.60	\$31.80	\$148.66	\$0.00	\$0.00
Murrindindi Shire Council	\$222.60	\$0.00	\$126.10	\$0.00	\$0.00
NCN Health	\$922.20	\$858.60	\$0.00	\$0.00	\$0.00
Nilumbik Shire Council	\$634.80	\$1.20	\$1,409.75	\$47.70	\$0.00
North East Catchment Management Authority	\$63.60	\$31.80	\$0.00	\$0.00	\$0.00
North East Region Water Corporation (t/a North East Water)	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Northeast Health Wangaratta	\$7,186.80	\$2,194.20	\$1,795.64	\$1,267.57	\$0.00
Northern Grampians Shire Council	\$31.80	\$286.20	\$0.00	\$0.00	\$0.00
Northern Health	\$41,212.80	\$7,059.60	\$76,144.55	\$8,313.80	\$0.00
Office of Public Prosecutions	\$1,717.20	\$318.00	\$0.00	\$0.00	\$0.00
Office of the Road Safety Camera Commissioner	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Office of the Victorian Information Commissioner (OVIC)	\$63.60	\$95.40	\$0.00	\$0.00	\$0.00
Orbost Regional Health	\$795.00	\$286.20	\$691.07	\$0.00	\$0.00
Parks Victoria	\$540.60	\$31.80	\$857.35	\$0.00	\$0.00
Peninsula Health	\$31,800.00	\$0.00	\$29,419.87	\$5,281.80	\$0.00
Peter MacCallum Cancer Centre	\$4,865.40	\$1,176.60	\$13,771.10	\$119.20	\$0.00
Portland District Health	\$1,462.80	\$127.20	\$289.09	\$1,065.00	\$0.00
Premier of Victoria	\$349.80	\$0.00	\$0.00	\$220.20	\$0.00
Previous Minister for Education	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
PrimeSafe	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Professional Boxing and Combat Sports Board	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Public Record Office Victoria	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Pyrenees Shire Council	\$159.00	\$540.60	\$0.00	\$0.00	\$0.00
Queen Elizabeth Centre	\$31.80	\$159.00	\$53.20	\$0.00	\$0.00
Racing Integrity Commissioner	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Racing Victoria Limited	\$190.80	\$95.40	\$0.00	\$0.00	\$0.00



FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
RMIT University	\$763.20	\$254.40	\$220.70	\$1,402.30	\$0.00
Robinvale District Health Services	\$30.60	\$128.40	\$28.72	\$0.00	\$0.00
Rochester and Elmore District Health Service	\$63.60	\$318.00	\$0.00	\$0.00	\$0.00
Royal Botanic Gardens Board	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Rural City of Wangaratta	\$190.80	\$31.80	\$0.00	\$0.00	\$0.00
Rural Northwest Health	\$159.00	\$31.80	\$159.00	\$0.00	\$0.00
Safe Transport Victoria	\$731.40	\$349.80	\$0.00	\$0.00	\$0.00
Safer Care Victoria	\$699.60	\$0.00	\$0.00	\$0.00	\$0.00
Seymour Health	\$1,113.00	\$286.20	\$904.90	\$220.00	\$0.00
South East Water Corporation	\$826.80	\$0.00	\$1,327.95	\$0.00	\$0.00
South Gippsland Hospital	\$127.20	\$349.80	\$255.60	\$0.00	\$0.00
South Gippsland Shire Council	\$661.00	\$579.20	\$817.08	\$300.94	\$0.00
South West Healthcare	\$8,522.40	\$6,328.20	\$10,085.15	\$0.00	\$0.00
South West Institute of TAFE	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Southern Grampians Shire Council	\$63.60	\$572.40	\$79.27	\$0.00	\$0.00
St Vincent's Health	\$23,627.40	\$7,918.20	\$5,417.02	\$2,110.00	\$0.00
State Library of Victoria	\$159.00	\$0.00	\$0.00	\$0.00	\$0.00
State Revenue Office	\$349.80	\$95.40	\$0.00	\$0.00	\$0.00
Strathbogie Shire Council	\$286.20	\$31.80	\$620.45	\$33.00	\$0.00
Suburban Rail Loop Authority	\$381.60	\$0.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$1,113.00	\$540.60	\$0.00	\$0.00	\$0.00
Sustainability Victoria	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Swan Hill District Health	\$2,734.80	\$2,798.40	\$6,293.60	\$0.00	\$0.00
Swan Hill Rural City Council	\$159.00	\$0.00	\$73.85	\$0.00	\$0.00
Swinburne University of Technology	\$314.40	\$226.20	\$479.13	\$0.00	\$0.00
TAFE Gippsland	\$63.60	\$31.80	\$0.00	\$0.00	\$0.00
Tallangatta Health Service	\$159.00	\$63.60	\$640.70	\$0.00	\$0.00
The Kilmore & District Hospital	\$795.00	\$0.00	\$459.65	\$0.00	\$0.00
The Royal Children's Hospital	\$19,938.60	\$10,017.00	\$15,069.80	\$877.00	\$0.00
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	\$381.60	\$95.40	\$45.88	\$0.00	\$0.00
The Royal Victorian Eye and Ear Hospital	\$5,914.80	\$2,480.40	\$0.00	\$0.00	\$0.00
The Royal Women's Hospital	\$10,112.40	\$4,642.80	\$19,527.17	\$3,572.19	\$0.00
Timboon and District Healthcare Service	\$667.80	\$254.40	\$647.88	\$0.00	\$0.00
Towong Shire Council	\$63.60	\$222.60	\$0.00	\$430.00	\$0.00
Transport Accident Commission	\$48,081.60	\$4,929.00	\$23,674.00	\$2,153.10	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Triple Zero Victoria	\$856.20	\$66.00	\$0.00	\$0.00	\$0.00
Tweddle Child + Family Health Service	\$159.00	\$31.80	\$0.00	\$0.00	\$0.00
University of Melbourne	\$1,717.20	\$2,830.20	\$816.86	\$23.85	\$0.00
V/Line Corporation	\$349.80	\$381.60	\$0.00	\$0.00	\$0.00
Veterinary Practitioners Registration Board of Victoria	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
VicForests	\$190.80	\$0.00	\$119.63	\$0.00	\$0.00
Victoria Legal Aid	\$0.00	\$1,653.60	\$0.00	\$0.00	\$0.00
Victoria Police	\$93,937.20	\$29,478.60	\$2,971.32	\$9,355.47	\$0.00
Victoria State Emergency Service	\$1,301.40	\$670.20	\$0.00	\$0.00	\$0.00
Victoria University	\$318.00	\$127.20	\$0.00	\$55.00	\$0.00
Victorian Assisted Reproductive Treatment Authority	\$127.20	\$0.00	\$181.42	\$238.50	\$0.00
Victorian Auditor-General's Office	\$0.00	\$63.60	\$0.00	\$0.00	\$0.00
Victorian Building Authority	\$4,261.20	\$11,098.20	\$400.50	\$1,264.05	\$0.00
Victorian Curriculum and Assessment Authority	\$63.60	\$31.80	\$0.00	\$0.00	\$0.00
Victorian Electoral Commission	\$95.40	\$31.80	\$0.00	\$0.00	\$0.00
Victorian Equal Opportunity & Human Rights Commission	\$0.00	\$63.60	\$0.00	\$0.00	\$0.00
Victorian Fisheries Authority	\$127.20	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Gambling and Casino Control Commission	\$381.60	\$0.00	\$68.80	\$0.00	\$0.00
Victorian Health Promotion Foundation (t/a VicHealth)	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Infrastructure Delivery Authority	\$540.60	\$159.00	\$0.00	\$0.00	\$0.00
Victorian Inspectorate	\$0.00	\$31.80	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Medicine	\$95.40	\$63.60	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Mental Health	\$0.00	\$4,038.60	\$0.00	\$0.00	\$0.00
Victorian Institute of Teaching	\$413.40	\$63.60	\$0.00	\$0.00	\$0.00
Victorian Legal Services Board	\$31.80	\$63.60	\$0.00	\$0.00	\$0.00
Victorian Legal Services Commissioner	\$63.60	\$190.80	\$0.00	\$0.00	\$0.00
Victorian Managed Insurance Authority	\$1,621.80	\$318.00	\$87.12	\$63.85	\$0.00
Victorian Ombudsman	\$0.00	\$1,017.60	\$0.00	\$0.00	\$0.00
Victorian Pharmacy Authority	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Planning Authority	\$63.60	\$31.80	\$35.61	\$0.00	\$0.00
Victorian Public Sector Commission	\$0.00	\$190.80	\$0.00	\$0.00	\$0.00
Victorian Rail Track (t/a VicTrack)	\$318.00	\$0.00	\$754.25	\$750.00	\$0.00
Victorian Registration and Qualifications Authority	\$63.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian WorkCover Authority (t/a WorkSafe)	\$60,674.40	\$1,081.20	\$0.00	\$0.00	\$0.00



FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Wage Inspectorate Victoria	\$95.40	\$31.80	\$0.00	\$0.00	\$0.00
Warrnambool City Council	\$63.60	\$349.80	\$0.00	\$148.47	\$0.00
Wellington Shire Council	\$222.60	\$31.80	\$387.56	\$31.05	\$0.00
West Gippsland Healthcare Group	\$5,565.00	\$1,017.60	\$4,873.08	\$0.00	\$0.00
West Wimmera Health Service	\$286.20	\$1,431.00	\$272.50	\$0.00	\$0.00
West Wimmera Shire Council	\$62.00	\$192.40	\$0.00	\$0.00	\$0.00
Western District Health Service	\$2,480.40	\$699.60	\$2,007.20	\$845.10	\$0.00
Western Health	\$49,226.40	\$18,539.40	\$52,563.00	\$0.00	\$0.00
Whittlesea City Council	\$1,303.80	\$381.60	\$897.75	\$238.50	\$0.00
William Angliss Institute of TAFE	\$31.80	\$0.00	\$0.00	\$0.00	\$0.00
Wodonga City Council	\$127.20	\$31.80	\$166.95	\$0.00	\$0.00
Wodonga Institute of TAFE	\$31.80	\$31.80	\$0.00	\$0.00	\$0.00
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	\$31.80	\$31.80	\$0.00	\$0.00	\$0.00
Wyndham City Council	\$1,431.00	\$890.40	\$95.40	\$477.00	\$0.00
Yarra City Council	\$3,052.80	\$95.40	\$0.00	\$0.00	\$0.00
Yarra Ranges Shire Council	\$1,113.00	\$190.80	\$1,728.95	\$488.04	\$0.00
Yarra Valley Water Corporation	\$403.80	\$486.60	\$0.00	\$0.00	\$0.00
Yarram and District Health Service	\$254.40	\$0.00	\$217.00	\$0.00	\$0.00
Yarrawonga Health	\$429.30	\$206.70	\$0.00	\$0.00	\$0.00
Yarriambiack Shire Council	\$0.00	\$318.00	\$0.00	\$0.00	\$0.00

28 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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