

## How do I make a complaint or request a review from OVIC or ask more questions?

You can complete the complaint or review form at <https://make-an-foi-complaint.ovic.vic.gov.au/> or <https://request-an-foi-review.ovic.vic.gov.au/>

You can also contact OVIC on **enquiries@ovic.vic.gov.au**, **1300 006 842**, or by post at **PO Box 24274, Melbourne Victoria 3001**



For more information visit <https://ovic.vic.gov.au/>



**OVIC**  
Office of the Victorian  
Information Commissioner

## What are your FOI rights in Victoria?



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## What are your FOI rights in Victoria?

You can request documents from all Victorian public sector agencies and ministers, including:

- government departments
- local councils
- public hospitals and health services
- public schools
- universities
- TAFE institutes
- statutory authorities.

## How can you make an FOI request?

An FOI request should be sent to the agency or minister you want the documents from. Check their website or call them first to see if they can provide the information to you directly.

### When making an FOI request:

- tell the agency or minister that you are requesting information under the FOI Act
- include your contact details
- pay the application fee or ask for the fee to be waived or reduced if you are facing financial hardship
- clearly state what documents you want so the agency or minister can find them for you.

### To make a request, you can:

- send the agency or minister your request by email
- send the agency or minister a letter with your request
- apply online <https://www.justice.vic.gov.au/freedom-of-information-online-form> where you will need to create an account.

## How long will it take for your FOI request to be processed?

Sometimes the agency or minister will let you know if they need more time. The timeframe can be extended beyond 30 days if it needs to consult or with your agreement.

## What if there's a problem with how your request is handled?

You can complain to OVIC within 60 days. Common reasons include delay and missing documents.

Visit <https://ovic.vic.gov.au/freedom-of-information-for-the-public/foi-complaints/>



## What happens after the agency or minister processes your request?

### You will be given a decision that tells you:

- if the agency or minister has decided to release all, some, or none of the documents you requested
- which exemptions (if any) apply to the information or documents
- what you can do next.

**If you disagree with the decision, contact OVIC within 28 days to seek review of it.**

Visit <https://ovic.vic.gov.au/freedom-of-information-for-the-public/foi-reviews/>

## Can you amend government-held documents?

If an agency or minister holds personal information about you that you believe is inaccurate, wrong, incomplete, out of date, or is misleading, you can ask them to correct or amend it. If you disagree with the Agency's decision you can ask OVIC to review it.

Visit <https://ovic.vic.gov.au/freedom-of-information/requesting-an-amendment/>