

OVIC 2022-23

Annual Report

Then. Now. Next

Authorised by the
OFFICE OF THE VICTORIAN INFORMATION COMMISSIONER

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Australia

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Letter of transmittal

To: The Honourable President of the Legislative Council

And: The Honourable Speaker of the Legislative Assembly

And: The Honourable Jaclyn Symes MP, Attorney General

I am pleased to transmit, in accordance with section 64(5) of the *Freedom of Information Act 1982 (Vic)*, the annual report of the Office of the Victorian Information Commissioner for the financial year ending 30 June 2023, for presentation to Parliament.

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

Rachel Dixon

Acting Information Commissioner

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Commissioner's foreword

Then

Since OVIC's inception in 2017, information management has grown increasingly complex. We've had to adapt to properly respond to the pressures of protecting individuals' rights through a major pandemic. We have witnessed the increasing threat to our individual privacy through more data breaches and increasingly sophisticated hacking. Developments in artificial intelligence (**AI**) have led us to question how we continue to uphold information security and integrity in the future.

Through all these changes, we've remained focused on the foundations that form the heart of OVIC. To uphold and administer the information laws that protect every Victorian's personal privacy, while also ensuring fair access. And to promote and embed a culture of transparency amongst the Victorian public sector (**VPS**).

We have committed to numerous initiatives and projects to achieve these goals. We enriched our collection of resources to better guide individuals, communities and agencies through information technology change and upheaval. We expanded our training and education programs to keep pace with growing demand across the public sector. Even at the height of an international health crisis, we put continuous improvement at the centre of our work, producing new guidance and frameworks to mitigate information risks under extraordinary circumstances.

Post-pandemic, these lessons were solidified through the publication of our 2021-24 Strategic Plan and our renewed 2022-25 Regulatory Action Policy. Together, both documents signalled our renewed focus and refined process.

We set our focus on empowering the community to both understand and exercise their information rights through accessible platforms, publications, and training materials to build resilience, knowledge and protection. Through the updated policy details these regulatory obligations brought, and the specific auditory and investigative actions associated with them, we remained committed to upholding and administering the Acts under our watch.

Now

We are on the cusp of a major change in information governance. Over a six-month period in 2022, an estimated 1 million to 10 million Australians were impacted by data breaches, reminding all of us of the importance of good information collection principles.

Throughout Privacy Awareness Week 2023, we joined Federal and State information commissioners to highlight the importance of good information security and privacy practices, resulting in the highest recorded attendance of any previous OVIC events.

Also reflective of increased public interest in privacy, we continue to develop resources and access to internal expertise around the topic of AI. As generative AI becomes more commonplace, questions remain regarding its safe use and execution, especially when it comes to government departments and their staff. Generative AI will continue to develop. As the information regulator, we will continue to provide resources and engage with government to communicate a message: generating information and verifying information for accuracy are still very different things.

Our recently published VicForests Investigation report, *Process versus Outcome: Investigation into VicForests' handling of a series of FOI requests*, was tabled to Parliament in March 2023. In it, we detail findings relevant to the transparent operation of any Victorian government agency: by focusing on legal technicality and process over outcomes, government loses sight of the purpose of the FOI Act, which is to provide the public with fair access to information with minimal impediment.

An earlier investigation report published in October 2022, *Impediments to timely FOI and information release*, details the extent to the delays many Victorians face with their FOI requests. Twelve months on, these considerable delays continue to hamper access to information in a timely manner. We have advocated for a substantive review of Victoria's FOI laws for some time to counteract these detrimental delays. In an auspicious move for all Victorians, the Integrity and Oversight Committee (**IOC**) of the Victorian Parliament will conduct a comprehensive review of the FOI Act due for completion in March 2024 – a move we welcome and applaud.

As part of our commitment to promote transparency, accountability, and open government, we progressed the next phase of the proactive and informal release and behaviour change project. This initiative recognises the importance of the proactive and informal release of information, and the quality of the resources we developed reflect our dedication to improve agency and general public understanding of this important area.

Next

Emerging technology and shifting legislative frameworks will continue to present challenges and opportunities to both the VPS and wider Victorian community.

We must continue to prioritise strategies to manage the changes promised by the continued proliferation of AI. Without understanding and strategic planning as our base, we risk falling behind legislatively and operationally.

We also need to enhance information governance, especially as it concerns data disposal and destruction. If the past is any indication of our future, data breaches will continue to play a major role in edging data security forward. As the regulator, we will continue to encourage best practice throughout the VPS when it comes to data collection, storage and of course, deletion. For ourselves, this also means continual updates to our own information security, education activities, and guidance and policies.

As we tick over 40 years of the FOI Act, this milestone is also the ideal opportunity to push for much-needed legislative reform. In the past, we've recommended steps to take to modernise the Act for the digital age. If we are to combat the information availability and security challenges we see ahead, now is the time to enact these changes in the legislation.

While no one can predict the future, our combined six years' regulatory experience in the FOI, privacy and information security space has provided us with a glimpse of what's to come. As our 2023-24 regulatory action priorities foreshadow, we will continue to strive for consistent compliance, reduce risks where possible, improve information governance under all circumstances, and promote privacy in a data-driven age. We look forward to reporting on our progress in these and all other arenas to our community and valued stakeholders.

Year at a glance

2022

July

Published Audit Report on information security risks and third parties

Released regulatory priorities for 2022-2025

Published Part I of the draft FOI guidelines

August

Protective Data Security Plans (**PDSP**) submitted to OVIC

Examination report into privacy and information handling training at Victoria Police

Hosted Information Access Series on proactive and informal release of information

September

Celebrated International Access to Information Day

Commenced annual stakeholder engagement survey

Celebrated the 5th anniversary of OVIC

Responded to Victorian Ombudsman's investigation report into former youth worker's unauthorised access to sensitive information about vulnerable children

2023

January

Published new guidance on Industrial Automation and Control Systems

Hosted a webinar and new guidance on privacy and recordkeeping obligations

February

Information Access Series on proactive and informal release of information

Hosted an FOI and Privacy Regional Roadshow

Updated guidance on what is a "document" under the FOI Act and releasing information informally and proactively

Published new FOI complaints step-by-step landing page on OVIC's website for the public

March

Published an Incident Insights Report and hosted a VISN forum

Tabled an investigation report to Parliament into VicForests' handling of a series of FOI requests

Published Draft Part VIA of the FOI Guidelines for consultation

Hosted information session on upcoming Attestations

October

Hosted a Victorian Privacy Network meeting

Published an Incident Insights Report

Hosted a presentation to FOI officers on Caretaker Conventions

November

Hosted a Victorian Information Security Network (**VISN**) forum

Published guidance on releasing health records informally under the FOI Act, the Health Records Act, and the Health Services Act

Published guidance on releasing Council information proactively and informally under the Local Government Act and the FOI Act

December

Delivered agency training on the early stages of FOI processing

Chaired the State and Territory Security Representatives Group Meeting

April

Hosted a Victorian Privacy Network meeting

Hosted an Information Access Series High Conflict Institute session

May

Celebrated Privacy Awareness Week

Published Part V of the draft FOI Guidelines

Hosted a Law Week event on data breaches

June

Hosted Ask Us Anything sessions on a Protective Data Security Plans and the FOI annual survey process

Victorian Parliament's Integrity and Oversight Committee review of the FOI Act announced

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We support the Victorian public sector by



Educating on FOI, privacy and information security matters



Providing **guidance** on the Victorian Protective Data Security Framework and on efficient and effective information security outcomes



Ensuring fair access to government information



Providing **guidance** on the Information Privacy Principles

We support the Victorian community by



Helping individuals understand and exercise their privacy rights



Helping individuals **understand and exercise** their right to access government information



Taking **regulatory action** in the public interest



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
Sven Bluemmel

Public Access Deputy Commissioner
Joanne Kummrow

Privacy and Data Protection Deputy Commissioner
Rachel Dixon



What we do

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

Freedom of Information Act

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

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

- to promote understanding and acceptance by agencies and the public of the FOI Act and its object;
- to conduct reviews of decisions made by agencies and Ministers under the FOI Act;
- to receive and handle complaints made under the FOI Act;
- to provide advice, education and guidance to agencies and the public in relation to the Information Commissioner's functions; and
- to develop and monitor compliance with 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 (**VPDSF**);
- to issue protective data security standards and promote their uptake by the Victorian public sector;
- to conduct monitoring and assurance activities to assess compliance with those standards; and
- to undertake research, issue reports, guidelines, and other materials with regard to protective data security.

Our staff

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

The benefits of the hybrid working arrangements OVIC implemented in 2021 continued to be evident, with staff engaging in flexible working arrangements to support genuine work-life balance.

In 2022-23, 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 Equality Action Plan priorities.

In 2022-23, OVIC staff undertook a range of training activities and workshops including:

- Good complaints training;
- Recruiting for inclusion;
- Bystander action training;
- Valuing information;
- Conflict of interest;
- Cultural awareness; and
- Understanding, identifying and responding to sexual harassment.

Focusing on gender equality

In line with requirements under the *Gender Equality Act 2020*, OVIC commenced implementation of its first Gender Equality Action Plan. Informed by data from the annual People Matter survey results and staff consultations, the Plan was approved by the Gender Equality Commissioner.

In 2022-23, OVIC has completed several actions from the Gender Equality Action Plan including:

- Undertaking Privacy Impact Assessment on data required for the *Gender Equality Act 2020*, and communicating access, use and storage protocols to employees;
- Implementing training for Gender Equality Action Plan initiatives for all staff and leaders; and
- Creating a cross-organisational Gender Equity Working Group with Executive sponsorship.

Workforce profile

As at 30 June 2023 OVIC staff, excluding statutory appointees, comprised:

- 55 ongoing (with four on parental leave); and
- two fixed term.

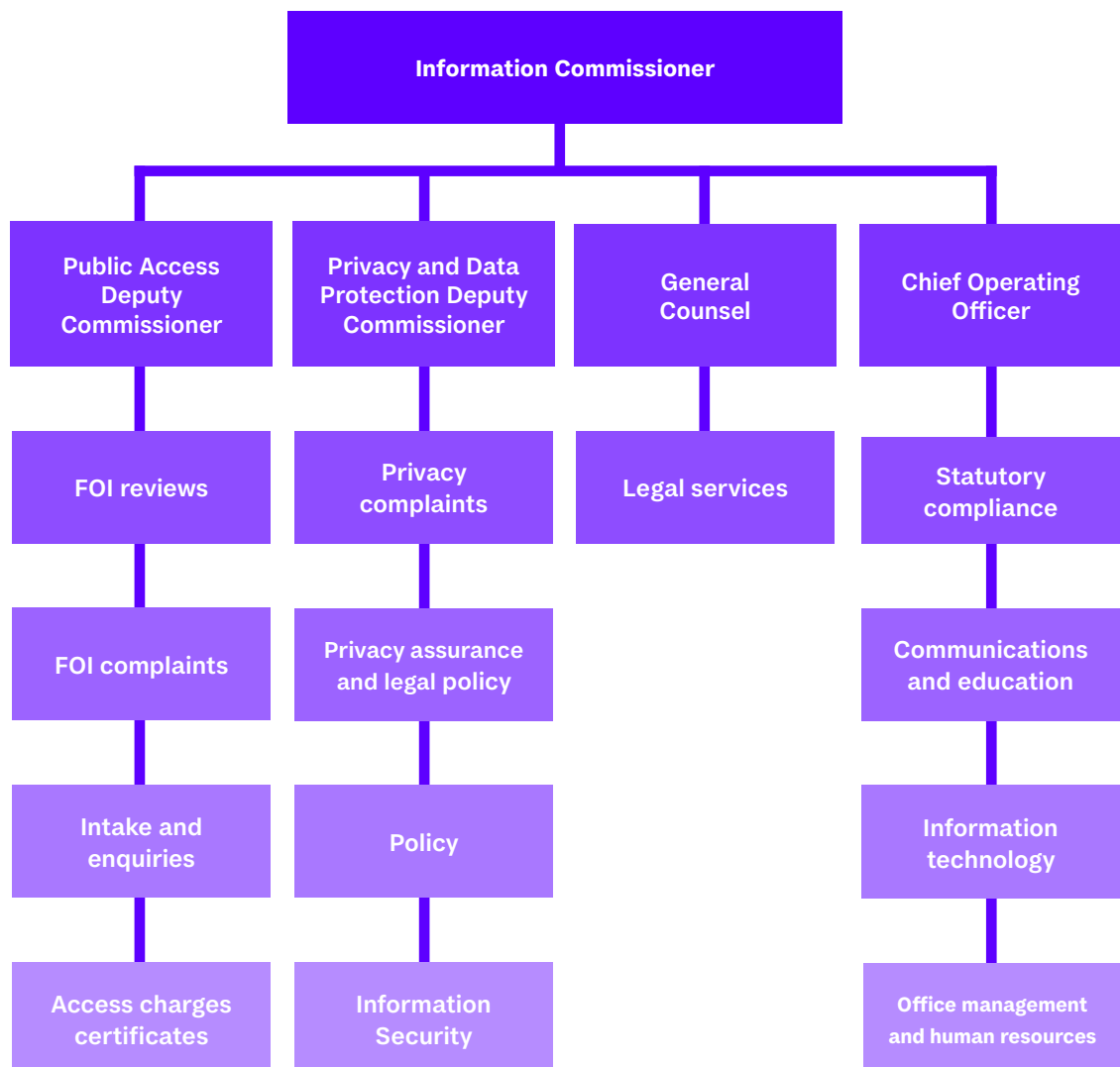
As at 30 June 2023, OVIC staff profile comprised:

- 41 female and 16 male staff;
- 21 staff under 35 years of age;
- 20 staff from 35 to 44 years of age; and
- 13 staff from 45 to 72 years of age.

Workforce profile breakdown

Classification	Ongoing		Fixed term	
	Employees (Head count)	Employees (FTE)	Employees (Head count)	Employees (FTE)
VPS-3	11	10.8	2	2
VPS-4	23	20.9		
VPS-5	10	9.6		
VPS-6	9	7.9		
Snr Technical Specialist	2	2		
Total	55	51.2	2	2

Organisational chart



Finances

OVIC's annual financial statements have been consolidated into the Department of Justice and Community Safety's annual financial statements pursuant to determinations made by the Minister for Finance under section 53(i)(b) of the *Financial Management Act 1994*.

A high level un-audited consolidated operating statement, summary of expenses and transactions and balance sheet for OVIC is reported below.

Operating statement

	<i>Financial period ended 30 June 2023</i>	<i>Financial period ended 30 June 2022</i>
Appropriation	\$10,066,100	\$9,713,052
Other revenues	\$168,675	\$145,682
Expenses from transactions		
Salaries	\$8,258,114	\$7,984,427
Supplies and services	\$1,293,478	\$1,817,746
Depreciation	\$159,318	\$152,613
Total expenses from transactions	\$9,710,910	\$9,954,786
Net result from transactions (funded)	\$523,865	-\$96,052
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	\$523,865*	(\$96,052)
Expenses from transactions		
(a) Employee expenses		
Salaries and wages	\$6,806,198	\$6,803,628
Annual leave and long service leave	\$282,546	\$90,186
Superannuation costs	\$722,133	\$657,537
Other on-costs (fringe benefit tax, payroll tax and WorkCover levy)	\$447,236	\$433,077
Total employee expenses	\$8,258,114	\$7,984,428
(b) Supplies and services		
Professional services	\$155,404	\$188,116
Information technology	\$521,268	\$535,053
Other	\$616,805	\$1,094,577
Total supplies and services	\$1,293,478	\$1,817,746
(c) Depreciation		
Depreciation - building leasehold improvements	\$149,448	\$145,281
Depreciation - motor vehicles under finance lease	\$9,231	\$6,960
Depreciation - plant and equipment	\$639	\$373
Total depreciation	\$152,614	\$152,614

Balance sheet

	<i>Financial period ended 30 June 2023</i>	<i>Financial period ended 30 June 2022</i>
Receivables	\$4,462,569	\$3,540,202
Property, plant and equipment	\$1,132,478	\$1,243,052
Other non-financial assets	\$339,262	\$49,797
Total assets	\$5,934,309	\$4,833,051
Provisions	-\$2,500,248	-\$2,206,436
Payables	-\$1,523,424	-\$1,279,637
Other	-\$53,539	-\$13,745
Total liabilities	-\$4,077,212	-\$3,499,818
Net assets	\$1,857,097	\$1,333,233
Net worth	\$1,857,097	\$1,333,233

Remuneration

Total remuneration received by the Accountable Officer in connection with the management of OVIC during the reporting period was in the range: \$370,000 - \$380,000.

Consultancies over \$10,000

In 2022-23, there were four consultancies undertaken where the total fees payable to the individual consultancies were more than \$10,000. The total expenditure incurred during 2022-23 in relation to these consultancies was \$107,182.09 (excluding GST).

Consultancies under \$10,000

In 2022-23, there were no consultancies undertaken where the total fees payable to the individual consultancies were less than \$10,000.

Major contracts

No contracts valued at more than \$10 million were entered into in 2022-23.

* OVIC notes that these un-audited financial statements show an under expenditure as no adjustment was made to the budget for Centralised Accommodation Management. Had an adjustment been made OVIC's end of financial year result would have been a small over expenditure in the range \$0 - \$50,000.

Budget Paper Number Three (BP3) Output Performance 2022-23

OVIC's performance measures were included in the Department of Justice and Community Safety's Public Sector Information Management, Privacy and Integrity output in 2022-23.

Performance measures	Unit of measure	2022-23 actual	2022-23 target	Performance variation (%)	Result 1
Quantity					
Education and training activities delivered by Office of the Victorian Information Commissioner	number	162	120	+35.0	✓
<p>This measures education and training activities delivered to promote improved FOI, privacy and data protection practices in the Victorian public sector.</p> <p>The 2022-23 full year actual is higher than the 2022-23 target due to more events targeting the general community, more digital information and educational resources produced and increased collaboration with other jurisdictions and external agencies resulting in an increased number of events and participants attending.</p>					
Regulatory actions conducted: Examinations, reviews, audits, or investigations	number	7	8	-12.5	■
<p>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 2022-23 full year actual is below the 2022-23 target due to one investigation being delayed as a result of greater complexities in gathering evidence.</p>					
Reviews and complaints closed by Office of the Victorian Information Commissioner	number	1261	950	+32.7	✓
<p>This measures FOI reviews and FOI and privacy complaints closed in accordance with the FOI and PDP Acts.</p> <p>The 2022-23 full year actual is higher than the 2022-23 target due to a strong focus on the effective handling and finalisation of FOI reviews and complaints, and privacy complaints.</p>					

Performance measures

		Unit of measure	2022-23 actual	2022-23 target	Performance variation (%) Result 1
Quality					
Client satisfaction with education and training provided	per cent	97.1	90	+7.8	✓
<p>This measures client satisfaction with education and training activities on FOI, privacy and information security provided to agencies.</p> <p>The 2022-23 full year actual is higher than the 2022-23 target due to participants consistently registering high levels of satisfaction for OVIC's strategically designed and targeted education and training activities.</p>					
FOI review decisions overturned or set aside on appeal to VCAT	per cent	0	< 25	-100	✓
<p>This reflects the quality of FOI decisions by measuring the percentage of review decisions overturned or set aside by VCAT.</p> <p>The 2022-23 full year actual is below the 2022-23 target due to the success of OVIC's processes regarding detailed assessment of documents subject to review and providing comprehensive reasons for decisions to limit the number of matters appealed to VCAT.</p>					
FOI reviews withdrawn by agreement following resolution	per cent	24.4	25	-2.6	○
<p>This measures FOI reviews withdrawn by agreement following informal resolution.</p> <p>Informal resolution reduces time frames and formality for FOI requests and appeals.</p>					
Timeliness					
FOI reviews completed within timelines agreed with applicant	per cent	59.7	60	0.5	○
<p>This measures FOI reviews processed within agreed timeframe to meet legislative obligations.</p>					

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

✓ Performance target achieved or exceeded.

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

○ Performance target not achieved – within 5% 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 2022-23, 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 2022-23 due to workplace injuries. 2022-23 saw the continuation of OVIC's hybrid working model with full time staff working in the office a minimum of two days per week. 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

In 2022-23, no industrial relations issues were registered and one grievance was received.

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 2022-23.

Environmental impacts

Under the terms of the Occupancy Agreement between the Department of Treasury and Finance Shared Services Provider and OVIC, the lessor has responsibility for the provision of energy, water and waste disposal for the premises occupied. Energy and water are not metered separately. The principal environmental impacts are therefore not included in this report.

Risk and insurance management

OVIC's risk management processes meet the requirements of the Victorian Government's Risk Management Framework (**VGRMF**). OVIC worked with the Victorian Managed Insurance Authority (**VMIA**) to update our risk management framework to prepare for new VGRMF requirements. OVIC's risk management framework is reviewed annually. In 2022-23, the VMIA facilitated a session with the Corporate Governance Committee on managing shared and state significant risks.

OVIC's insurance is arranged with VMIA and reviewed annually.

Public interest disclosures

The *Public Interest Disclosures Act 2012 (Vic)* ensures that people who report improper conduct and corruption in the 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

Phone: 1300 735 135

Victorian Ombudsman

Level 2, 570 Collins Street
Melbourne VIC 3000

Website: www.ombudsman.vic.gov.au

Phone: 03 9613 6222

Gifts, benefits and hospitality

A register of gifts, benefits and hospitality is maintained. One declarable item was registered in 2022-23. A copy of OVIC's gifts, benefits and hospitality register is available on our website: www.ovic.vic.gov.au.

Social procurement

OVIC's social procurement strategy adopted the following Social Procurement Framework (SPF) objectives:

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

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

In 2022-23, OVIC used three social benefit suppliers to promote the SPF objectives of supporting opportunities for Aboriginal people, sustainable Victorian social enterprises, and Aboriginal business sectors.

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.

Freedom of information requests

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

Under section 6AA of the FOI Act, a document with information that relates to a review, a complaint, or an investigation under the FOI Act is not subject to release under the FOI Act.

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

Complaints about OVIC

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

If the complaint cannot be resolved by the OVIC business unit, OVIC's complaints coordinator receives and deals with complaints about OVIC's staff conduct and OVIC's processes.

OVIC's complaints coordinator can be contacted:

By post: PO Box 24274, Melbourne VIC 3001

By email: feedback@ovic.vic.gov.au

By phone: 1300 006 842 (1300 00 OVIC)

On our website: www.ovic.vic.gov.au

Complaints to the Victorian Inspectorate

The Victorian Inspectorate can receive and investigate complaints about how OVIC exercises its coercive powers and complies with procedural fairness requirements under the FOI Act and PDP Act.

The Victorian Inspectorate can be contacted:

By post: PO Box 617, Collins Street West Melbourne VIC 8007

By email: info@vicinspectorate.vic.gov.au

By phone: 03 8614 3225

On its website: www.vic.gov.au/vicinspectorate

Complaints to the Integrity and Oversight Committee

The Integrity and Oversight Committee (**IOC**) of Victorian Parliament monitors how OVIC performs its functions and exercises its powers. It can receive and investigate complaints about OVIC under section 7 of the *Parliamentary Committees Act 2003*. The IOC was created to replace the Accountability and Oversight Committee when that body and the committee overseeing IBAC were amalgamated.

The IOC can be contacted:

By post: Care of Parliament House, Spring Street East Melbourne VIC 3002

By email: ioc@parliament.vic.gov.au

By phone: 03 8682 2815

Complaints to the Victorian Ombudsman

The Victorian Ombudsman can investigate any administrative action taken by OVIC under the PDP Act. The Ombudsman cannot enquire into or investigate any administrative action taken under the FOI Act.

The Victorian Ombudsman can be contacted:

By post: Level 2, 570 Bourke Street, Melbourne VIC 3000

By email: ombudvic@ombudsman.vic.gov.au

By phone: 03 9613 6222

On its website: www.ombudsman.vic.gov.au

Legislation

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

Health Legislation Amendment (Information Sharing) Act 2023

The *Health Legislation Amendment (Information Sharing) Bill 2023* received royal assent on 28 March 2023 (Act No. 4 of 2023). As at 30 June 2023, the relevant amendments have not yet come into operation.

The Act amends the *Health Services Act 1988 (HS Act)* to provide that the FOI Act does not apply to a document given to:

- the Secretary to the Department of Health (the Secretary) for the purposes of complying with new Part 6C of the HS Act; or
- the Electronic Patient Health Information Sharing System established by the Secretary under the HS Act and therefore not subject to requests for access under the FOI Act.

As a result, a person's right under section 39 of the FOI Act to request correction or amendment of documents that contain personal information will not apply.

Mental Health and Wellbeing Act 2023

The *Mental Health and Wellbeing Act 2022* received royal assent on 6 September 2022 (Act No. 39 of 2022).

Section 303 of the Act provides that the FOI Act does not apply to documents or information specified in section 300 or 301.

Section 442 provides that in the case of a complaint made under the PDP Act, the Information Commissioner may refer a complaint to the Mental Health and Wellbeing Commission about the provision of mental health and wellbeing services to a consumer, or the failure to provide mental health and wellbeing services to a consumer, by a mental health and wellbeing service provider.

Local Government Legislation Amendment (Rating and Other Matters) Act 2022

The *Local Government Legislation Amendment (Rating and Other Matters) Act 2022* received royal assent on 9 August 2022 (Act No. 20 of 2022).

Section 125 of the Local Government Act 2020 (**LG Act**) prohibits the intentional or reckless disclosure of "confidential information" by a current or former Councillor, member of a delegated committee or member of Council staff, except in circumstances set out in that section. The Act amended section 125 of the LG Act to provide that documents containing certain categories of "confidential information" are not exempt by virtue of section 38 of the FOI Act (relating to secrecy provisions).

Legislation impacting the *Privacy and Data Protection Act 2014*

Mental Health and Wellbeing Act 2023

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Section 442 provides that in the case of a complaint made under the PDP Act, the Information Commissioner may refer a complaint to the Mental Health and Wellbeing Commission about the provision of mental health and wellbeing services to a consumer, or the failure to provide mental health and wellbeing services to a consumer, by a mental health and wellbeing service provider.

Section 739 provides that if a mental health and wellbeing service provider refuses to amend or correct the health information of a person following a request made to the provider by the person under section 39 of the FOI Act or in accordance with HPP 6, the provider must by written notice:

- (a) inform the person of the provider's decision to refuse to amend or correct the health information of the person and the reasons for the refusal; and
- (b) inform the person that they may make a health information statement under s740.

Regulatory action

OVIC's Investigations and Assurance (**I&A**) team takes a range of regulatory action designed to ensure compliance with the *Privacy and Data Protection Act 2014* (Vic) (**PDP Act**) and the *Freedom of Information Act 1982* (Vic) (**FOI Act**) and to address contraventions of those acts. OVIC may take regulatory action proactively or in response to compliance issues that are brought to our attention.

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.

The regulatory action that OVIC undertakes includes preliminary inquiries, audits, examinations and investigations.

OVIC's regulatory priorities guide our regulatory action. The priorities for 2022-25 are:



Compliance with the FOI Professional Standards



Privacy and security when **outsourcing**



Information governance during **crises**



Privacy, security and transparency in **emerging technologies**

Summaries of regulatory action completed in 2022-23 are detailed below.

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

In June 2023, OVIC completed an investigation into misuse of personal information by call centre staff contracted to carry out work for the Department of Health (**the Department**) in responding to the COVID-19 pandemic.

The investigation followed two instances of misuse of personal information by call centre staff of an external provider contracted to the Department. In one instance, a call centre staff member used a Department system to access the personal information of a young woman isolating at home. He impersonated a COVID-19 Authorised Official to gain unlawful entry into the woman's home and attempted to pressure her into performing sexual acts.

While acknowledging the unprecedented circumstances due to the COVID-19 public health response – including responding to changing health directions and massive demands on its call centre operations – the investigation ultimately found the Department committed serious contraventions of IPP 4.1 which requires organisations to take reasonable steps to protect personal information from misuse.

OVIC found that:

- The Department had not ensured that there was sufficient pre-employment screening of external staff to determine their suitability for having access to personal information.
- A lack of clarity in the contractual terms and a lack of contractual management resulted in the Department failing to submit police check applications for external staff over an eight-month period.

The investigation resulted in four recommendations about preparedness for future emergency situations requiring contractual arrangements with third parties and surge workforces that handle personal information.

The Department welcomed the recommendations and committed to updating OVIC on their implementation by March 2024.

Process versus outcome - Investigation into VicForests handling of a series of FOI requests

In March 2023, the Information Commissioner published an investigation report into VicForests' handling of a series of freedom of information requests.

Over the course of almost two years, a member of the public made four FOI requests to VicForests as well as one application for review and two complaints to OVIC. Despite this, the applicant still did not gain access to the personal information she was seeking.

The investigation found that in its dealings with the applicant, VicForests focussed on technical legal processes above other considerations and missed opportunities to help the applicant make a valid FOI request. This came at the expense of providing fair access to information.

Based on these matters, the Information Commissioner found that VicForests acted inconsistently with its responsibilities under the FOI Act to make the maximum amount of government information available promptly and inexpensively to the public.

The investigation report outlines eight recommendations to VicForests to enhance its FOI processes and practices. OVIC continues to monitor VicForests' implementation of the recommendations.

Examination into privacy and information handling training at Victoria Police

In August 2022, the Information Commissioner published a report examining privacy and information handling training at Victoria Police and whether the training provided to Victoria Police personnel meets the requirements of IPP 4.1.

The examination found that there was a range of training available to Victoria Police personnel that touched on information handling principles including cyber security and information security.

OVIC found that while sworn officers receive training at the commencement of their careers which covers information handling, they are not required to periodically take refresher training. While sworn members who progress through the ranks of Victoria Police, or specialise in specific roles, encounter more training opportunities, there are limited opportunities for continued training for those who stay at the same rank throughout their career.

The examination found that Victoria Police may not comply with its obligations under IPP 4.1 because, as of February 2022, Victoria Police had not provided any privacy-specific training available for its members for more than a year. The examination also found there was a lack of resources within its Privacy unit and Education Unit.

The examination also specifically considered the training given to Victoria Police members about how personal information should be handled during investigations of, or responses to, family violence situations – given the increased risks of harm if information is mishandled in this context.

It found that, since the Royal Commission into Family Violence in 2015, Victoria Police has – through appropriate focus and resourcing – undertaken extensive work towards building a family violence training culture that supports appropriate information handling.

The examination made three recommendations: to ensure appropriate resourcing of Victoria Police's Privacy and Education units; the development, periodic update, and delivery of specific privacy training; and the implementation of a system requiring all privacy complaints received by operational areas to be reported to the Privacy Unit.

OVIC continues to monitor Victoria Police's implementation of these recommendations.

Impediments to timely FOI and information release: 12 months on

In October 2022, the Information Commissioner published a report about ongoing delays in government responses to FOI requests. The report provided an update to an earlier investigation report, *Impediments to timely FOI and information release*, which was tabled in parliament on 1 September 2021.

The objective of this new report was to provide an update on the progress of investigated agencies and their implementation of the 16 recommendations made by the Information Commissioner, 12 months on. Overall, it found that Victorians continued to face unacceptable delays when seeking access to government information.

The follow-up report found that of the five agencies subject to the original investigation:

- Alfred Health and Frankston City Council had shown a marked improvement in the timeliness of their FOI decision making.
- The Department of Justice and Community Safety, Department of Transport and Victoria Police continued to experience significant delays.

The report indicated that the situation at Victoria Police was unacceptable. Victoria Police's backlog had grown significantly, as had the average time Victoria Police takes to make FOI decisions. This resulted in a record number of complaints made to OVIC concerning delays by Victoria Police.

Of the 16 recommendations made to the five agencies, the Information Commissioner considered 13 to have been implemented and a further one to have been partially implemented.

Two recommendations had not been implemented, including a recommendation to Victoria Police that it substantially increase its staffing resources of its FOI team, and a recommendation to the Department of Transport that it should ensure FOI decision makers do not delay the finalisation of an FOI decision due to executive or ministerial noting processes.

OVIC continues to monitor agencies' efforts in reducing delays in responding to FOI requests.

Victoria Police site inspections

Conducting site inspections of Victoria Police facilities allows OVIC to engage with Victoria Police on information security obligations under the PDP Act and the Victorian Protective Data Security Standards (**VPDSS**).

OVIC's site inspections are designed to assist Victoria Police personnel, units, and stations in maintaining and improving law enforcement data security practices. During an inspection, OVIC staff attend Victoria Police facilities and discuss information security matters with relevant Victoria Police staff. OVIC provides its analysis and areas for improvement to Victoria Police at the conclusion of an inspection.

The focus of an inspection varies between theme-based enquiries, to specific audits of one, or all, of the five security areas – governance, physical security, information security, personnel security, and ICT security.

In 2022-23, OVIC conducted three site inspections which mainly focussed on the handling of information security incidents and general information security awareness and training.

Preliminary inquiries

When OVIC becomes aware of a potential compliance issue, we will usually commence by making preliminary inquiries with the organisation before deciding whether to take formal regulatory action.

This allows OVIC to engage with organisations, and matters may be resolved through this engagement, either because OVIC can obtain more information to demonstrate that the organisation complies with the Acts, or because the organisation commits to changing its practices to ensure compliance and to update OVIC on its progress.

OVIC carried out a number of preliminary inquiries throughout 2022-23 which involved:

- gathering further information to assess potential compliance issues;
- meeting with organisations to express concerns about particular acts or practices;
- providing recommendations to organisations about its practices and compliance with the Acts; and
- monitoring progress of changes to practices to ensure compliance with the Acts.

Updating our Regulatory Action Policy

In October 2022, OVIC published its updated Regulatory Action Policy, replacing the first iteration that was published in 2017.

Changes to the Policy included providing a clearer explanation of the factors OVIC considers when deciding on a regulatory response; providing more information about how OVIC communicates its regulatory activities; explaining how OVIC monitors the recommendations it issues; and reflecting legislative changes.

The updated Regulatory Action Policy reflects OVIC's increasing maturity as a regulator and provides agencies and the public with important information about how OVIC undertakes regulatory action.

Submissions

Submissions enable OVIC to comment on laws and policies that impact the community.

In 2022-23, OVIC made five submissions to consultations and reviews.

Of those five submissions:

- two relate to privacy;
- two relate to privacy and freedom of information; and
- one relates to data protection (information security).

OVIC's submissions respond to:

- the ongoing review of Australia's federal privacy legislation;
- on road enforcement for automated vehicles;
- a scheme to access digital records in the event of death or loss of decision making capacity;
- proposed changes to Queensland's information privacy and right to information framework; and
- the federal government's 2023-2030 Australian Cyber Security Strategy.

Common themes in these submissions include:

- supporting the community's desire for stronger privacy protections and accountability;
- recommending privacy by design for new and emerging technologies;
- emphasising the need to manage privacy risks over time;
- recommending consistent information security in Australia and globally; and
- recognising the need for simple ways to access information held by government.

Consulting with government

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.

In 2022-23, OVIC's Policy team responded to organisations' request for feedback on 67 occasions.

These consultations involved:

- reviewing documents on 13 occasions;
- attending 34 meetings; and
- engaging with organisations in 20 other instances including via phone, email or letter.

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

The matters raised in consultations are diverse.

In 2022-23, key themes included:

- major government programs;
- access to information;
- privacy impact assessments;
- information sharing, use, disclosure; and
- privacy and security considerations in digital identity systems.

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

In addition to these engagements, other parts of OVIC also contributed to government initiatives and reforms that have the potential to affect information rights in Victoria.

Public sector and community engagement

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

OVIC also receives enquiries from, and publishes guidance for, members of the public to help them understand their information rights. In 2022-23, OVIC received approximately 5,000 phone enquiries and approximately 12,500 email enquiries and applications.

Enhancing engagement with agencies

The objective of OVIC's Stakeholder Engagement Strategy (**the Strategy**) is to communicate OVIC's purpose, operations, desired outcomes and to drive cultural change to improve the way the VPS creates, handles, and shares information. The Strategy includes an evaluation framework which identifies six measures to assess the Strategy against.

Administered annually, the online survey aims to measure the effectiveness of the Strategy. The fourth annual survey was completed in November 2022. Of the total of 295 survey responses, 105 responses related to FOI, 83 related to Information privacy and 107 related to information security. The number of survey participants was slightly lower than in 2021.

Survey findings highlighted that OVIC is engaging effectively with stakeholders, with results reported reflecting consistently positive performance across all key measures. This included agencies' relationships with OVIC, advice and assistance to enquiries about OVIC's legislated areas, quality of written advice provided to agencies, increased understanding of the Victorian Data Protection Security Framework, and the accessibility of OVIC's online agency guidance materials.

Presentations, events and forums

OVIC continued to run events virtually to increase accessibility and to allow stakeholders from rural and regional Victoria to attend more easily. An in person Executive Briefing was added to the events calendar in March 2023.

Highlights from OVIC's engagement activities in 2022-23 include:

- Hosting four events during Privacy Awareness Week (**PAW**) 2023 including a launch event, a series of two Lightning Talks, and a panel discussion with privacy commissioners from other jurisdictions;
- Receiving 1,194 attendees for PAW 2023 events in total, compared to 708 attendees in 2022 (an increase of 68.6%);
- An FOI and privacy virtual Regional Roadshow focused on how FOI and privacy can both improve trust in government;
- Two Victorian Privacy Network meetings with a total of 518 attendees compared to 317 attendees in 2021-2022 (an increase 63.4%);
- Monthly Information Access Series (**IAS**) seminars for FOI practitioners working in the VPS on high conflict training, vicarious trauma, dealing with requests, Professional Standards and more;
- Celebrating International Access to Information Week by hosting a launch event, two lightning talks and an IAS panel discussion on enhancing access to information through smart defaults. These events received over 360 participants compared to 240 participants in 2021-2022 (a 50% increase);
- Hosting a forum during Law Week with 98 attendees from the general public;
- Hosting Executive Briefing sessions for senior leaders attracting 40 VPS staff in person and 165 attendees online; and
- Hosting a series of Ask Us Anything sessions which encouraged attendees to ask questions about the Protective Data Security Plan reporting process and FOI annual agency survey.

Building FOI, privacy, and data protection capability

OVIC provides free monthly training and e-Learning modules to build privacy, FOI, and data protection capabilities across the VPS. During 2022-23 our e-Learning modules were completed over 6,200 times, and our training webinar sessions were attended by over 380 VPS staff.

In 2022-23, OVIC offered the following training and education activities:

- Monthly webinar training on Administering the FOI Act;
- Monthly webinar training on Introduction to Information Privacy and the PDP Act; and
- A suite of e-Learning modules on privacy and freedom of information.

Feedback from training webinars:

"A note to say "thank you" for a great VPN meeting yesterday. It was a fantastic mix of speakers, and the topics were very relevant."

"An excellent and informative course with an extremely knowledgeable presenter. While the subject matter is quite daunting, I'm feeling more confident in my approach to FOI."

"Nice job on the presentation! OVIC backed their argument with facts and your analysis was both creative and accurate. The audience also responded positively to your presentation skills as you were engaging and communicated the information in a clear and interesting way."

"I thought it was an excellent session - fantastic panel and speakers. Nice to be surrounded by folks with a passion for privacy. And bravo to the OVIC team for pulling together such a seamless event. The effort certainly translated to a great outcome!"

"Thanks for organising participation from the public sector agencies - real world challenges and solutions. Great to also have the information security participants' insights. Adds a good dose of reality and access (brief) to their expertise."

"Wow, so much to digest from Deputy Commissioner Dixon, the legal interpretation and news of Privacy Act review by other regulator staff! All of this helps to confirm that I can influence our agency towards a particular path. Specifically, the subtle pursuit of growing a privacy culture as the strategic and practical approach, while not falling back entirely on privacy policing."

E-learning modules

OVIC's training program is complemented by e-Learning modules. We offer e-Learning modules on:

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

Evaluating our education offerings

In 2022-23, OVIC's virtual training sessions and e-Learning modules were in high demand. There was an average of 22 participants in each training session and an average of 548 completions of our e-Learning modules each month.

We used information from evaluation surveys to refine and improve course content where possible, and over 98.6% of participants who completed our privacy and FOI e-Learning modules ranked their experience as satisfactory or above. Learning checks were also conducted throughout the modules to enhance learning outcomes.

Privacy Authorities Australia Communications Working Group

The Privacy Authorities Australia (**PAA**) Communications Working Group convenes quarterly and is a forum for communications officers to collaborate on campaigns and share ideas and experiences to enhance public trust in government handling of personal information. The group meets more regularly during campaign periods. In 2022-23, OVIC participated in the Group for International Access to Information Week 2022 and Privacy Awareness Week 2023. As in 2021, the Group produced an animation promoting International Access to Information in 2022.

Digital engagement

OVIC sends a monthly newsletter to stakeholders across the VPS and industry containing the latest news and updates including published guidance, events, decisions and more. Our newsletter audience grew from 2,772 in 2021-22 to 2,811 in 2022-23 (a 1.4% increase).

OVIC uses Twitter to publish guidance, resources and engage with Victorian public sector stakeholders and members of the public. In 2022-23 OVIC received 91,300 impressions on Twitter compared to almost 160,300 impressions in 2021-22. OVIC also gained 149 new followers on Twitter in 2022-23, a net follower growth of 37.9%.

OVIC started using LinkedIn in 2019 as an additional digital channel to engage with our stakeholders. LinkedIn has been an effective channel for recruitment, to share guidance, and to build relationships with and engage stakeholders across government and industry. Since establishing OVIC's profile in December 2019, our LinkedIn audience has grown to over 2,100 followers. In 2022-23, OVIC received 66,290 impressions on LinkedIn compared to 62,620 impressions in 2021-22 (a 5.8% increase). OVIC also gained 553 new followers on LinkedIn in 2022-23, which is a net follower growth of 34.9%.

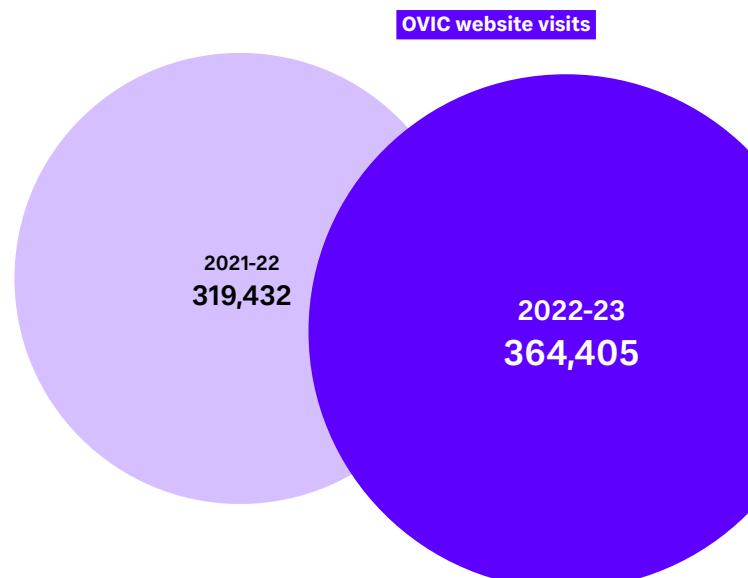
Improving the user experience of our website

In 2021-22, OVIC undertook research on how to improve the user experience of our website and make it more accessible for users. For the first time, OVIC conducted research with members of the community, rather than focusing on VPS staff. Since then, we have implemented a range of improvements to our website to improve navigation, content, and accessibility.

In 2022-23, OVIC implemented the recommendations from the research to make the website easier to navigate, more accessible, and to improve the user experience for all Victorians. These improvements included:

- development and launch of a main navigational menu splitting the user experience by general community and VPS agencies;
- addition of a new 'Contact Us' item and tool tip box to improve primary navigation;
- a new, more user-friendly global footer including an acknowledgement of country; and
- four new secure forms for making privacy complaints, FOI complaints and FOI reviews and notifications of information security incidents.

OVIC's website received 364,405 visits in 2022-23, compared to 319,432 visits in 2021-22. This is an increase of 14%.



2

Privacy

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- 43 National and international forums
- 44 Youth Advisory Group
- 45 Privacy Awareness Week
- 46 Presentations

The functions of the Information Commissioner and Privacy and Data Protection Deputy Commissioner for information privacy are set out in section 8C of the *Privacy and Data Protection Act 2014* (Vic). These functions include promoting an understanding and acceptance of the Information Privacy Principles, examining the practices of organisations with respect to personal information they hold, issuing guidance and receiving complaints about potential interferences with privacy.



89.2%
complaints finalised
by OVIC

10.8%
finalised
by VCAT

**Complaints finalised without
referring to VCAT**

In 2022-23, OVIC finalised 89.2% of complaints without the need to refer the complaint to VCAT, the highest proportion in the last five years

2

Privacy

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

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

The Privacy Guidance 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, produces guidance and resources for the VPS and for the public, and coordinates the Youth Advisory Group.

2022-23 at a glance:

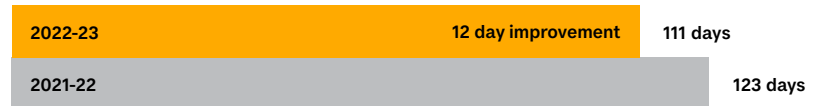
We received 85 complaints, compared to 86 last year;



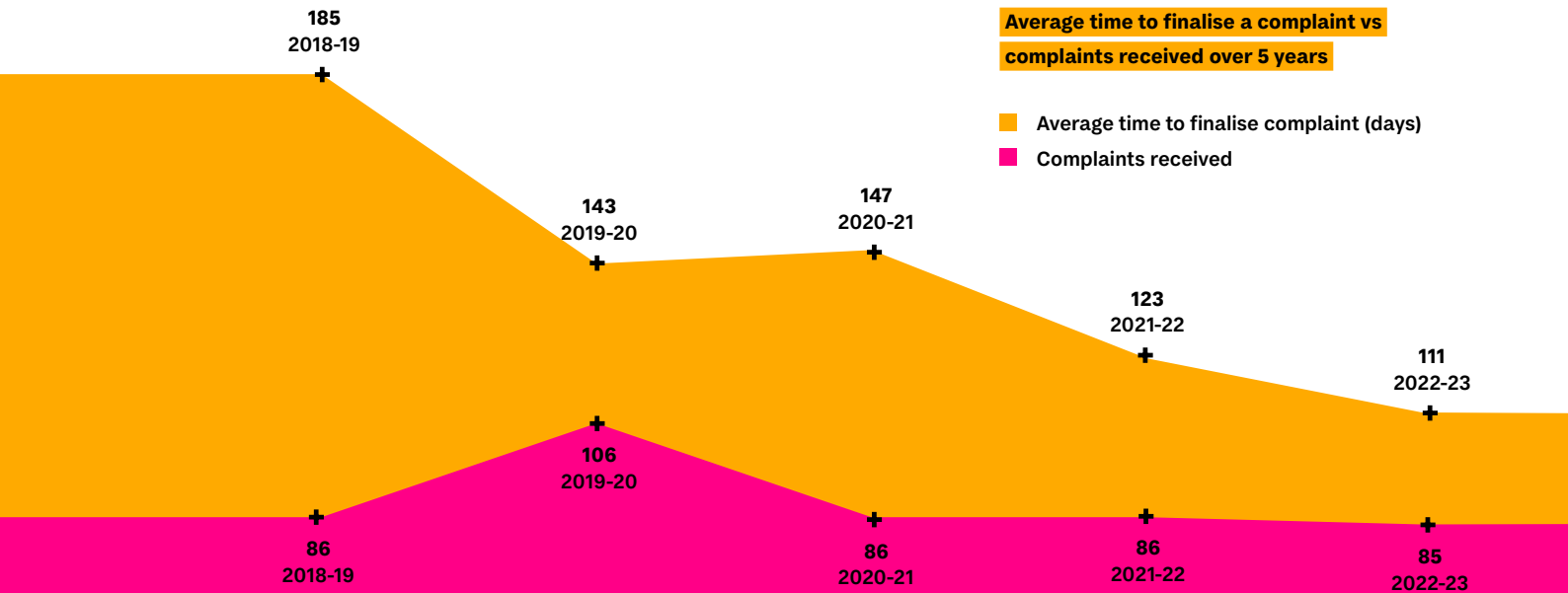
We finalised 74 complaints, a 16.8% decrease compared to last year;



The average time it took to finalise a complaint was 111 days. This is a 12 day improvement in timeliness on last year; and



We finalised 89.2% of complaints without the need to refer the complaint to VCAT, which is a 19.2% improvement on last year (70%).



Complaints

The PDP Act established a cause for action for individuals to seek redress for interferences with their information privacy. OVIC's role is to promote the settlement of the dispute that gave rise to the complaint through conciliation. If not resolved, complaints can be litigated by the complainant at the Victorian Civil and Administrative Tribunal (**VCAT**) which can ultimately determine the matter.

Number of complaints

OVIC received 85 complaints in 2022-23, this is one less compared to 2021-22.

Empowering individuals to understand their privacy rights has been a focus for the Privacy Guidance and Dispute Resolution team. In 2022-23, OVIC case officers frequently provided advice to prospective complainants, including:

- encouraging them to make a complaint to the responsible agency first;
- consideration of the likely application of the Information Privacy Principles (**IPPs**) to the act or practice they were concerned about;
- setting out their prospects if they proceeded to make a privacy complaint; and
- identifying if there were more appropriate avenues of redress available.

The advice provided by OVIC case managers likely resulted in members of the public only initiating a privacy complaint where there was merit, and it was the most appropriate pathway for redress.

Informal resolution case study

The complaint

The complainant's personal information was published on a local council's website within its Meeting Agenda. The complainant evidenced that their personal information had been redacted on other pages but had been missed in one instance. As such, the complainant alleged the Council had inappropriately disclosed their personal information in contravention of IPP 2.1.

OVIC Informal Resolution

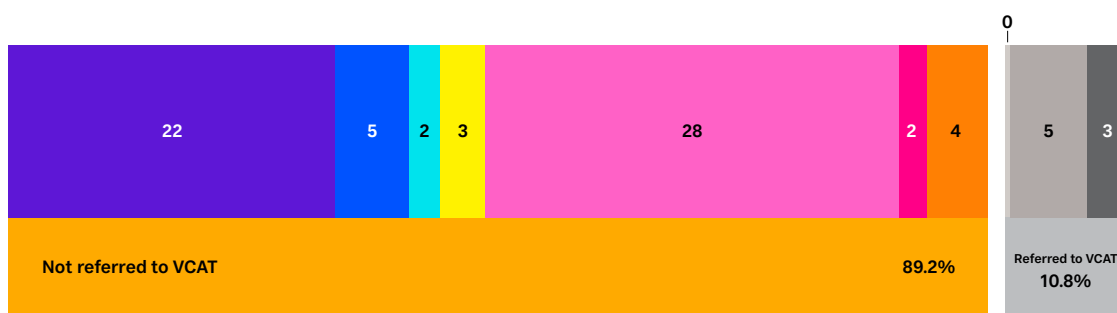
OVIC handled the complaint informally and requested the council prepare an explanation for the complainant setting out what had occurred and its redaction processes. Council provided this information and acknowledged it had inadvertently failed to redact the complainant's personal information. The council also set out its redaction practices to address the complainant's concerns. The complainant accepted the council's explanation and acknowledgement of the error, and the complaint was resolved successfully.

Proportion of complaints finalised without referral to VCAT (percent)



■ Referred to VCAT
■ Not referred to VCAT

Outcomes for privacy complaints closed in 2022-23



Outcome	Number	Percent
Not referred to VCAT	66	89.2%
Formally conciliated	22	29.7%
OVIC declined to entertain complaint	5	6.7%
OVIC decided conciliation was inappropriate, with no VCAT referral	2	2.7%
Conciliation failed, with no VCAT referral	3	4.1%
Withdrawn by complainant	28	37.8%
Dismissed as stale	2	2.7%
Referred to another office	4	5.4%
Referred to VCAT	8	10.8%
OVIC declined to entertain complaint	0	0%
OVIC decided conciliation was inappropriate	5	6.7%
Conciliation failed	3	4.1%

Resolution of complaints

In 2022-23, 90% of complaints made to OVIC were finalised without being escalated to VCAT. Of those finalised, 29% of complaints were successfully resolved through conciliation. This is a 10% increase in the number of complaints successfully resolved compared to 2021-22.

In 2022-23, OVIC improved the timeliness of completing privacy complaints. The average time to finalise a complaint was 111 days, which is a 12-day improvement in timeliness on 2021-22. Additionally, 80% of complaints were finalised in less than six months.

These results were achieved by OVIC case officers utilising a range of alternative dispute resolution techniques and internal processes as part of our complaint handling process. These included:

- narrowing the scope of complaints from the outset to ensure only acts or practices that are within scope of the PDP Act were included;
- attempting to resolve complaints through informal resolution, such as an explanation of a process or an apology. This approach was used in cases featuring no factual disputes between parties on the act or practice alleged to interfere with the complainants privacy;
- managing all parties' expectations by providing guidance throughout the handling of a complaint on the application of the IPPs and reasonableness of outcomes sought to redress harm;
- gathering further information and evidence from complainants and agencies to better understand the act or practice that led to the complaint, to better resolve factual disputes that may exist between the parties; and
- providing preliminary views on whether there was a breach of privacy to complainants and agencies. This resulted in complainants being more likely to withdraw their complaint if it had no prospect of success, and agencies more likely to make an offer to resolve a complaint that appeared to involve a breach of the PDP Act.

Complaint Case Study

The complaint

The complainant alleged that an officer of an organisation interfered with their privacy by inappropriately disclosing information about them to several members of the public at an event. However, the complainant did not have evidence of the officer's identity or when the disclosure was alleged to have occurred.

OVIC 's handling

OVIC formally notified the organisation of the complaint and requested a written response to the allegations.

The organisation outlined the steps it took to investigate the allegations. Its investigation indicated the organisation did not hold the type of information alleged to have been disclosed while an audit of its database confirmed there had not been any unauthorised access to the complainant's personal information.

OVIC provided the response to the complainant along with an analysis of the available evidence. Case managers assisted the complainant to evaluate their position relating to outcomes and provided them with additional time to gather any evidence supportive of their view. The complainant accepted that they did not have any evidence to demonstrate a breach of their privacy had occurred and withdrew the complaint.

Enquiries

OVIC received privacy enquiries from organisations and members of the community about their privacy obligations and rights respectively. OVIC provided these stakeholders with guidance, including about the applicability of the IPPs.

In 2022-23, the average time taken to finalise an enquiry was 11 days, which was a decrease from an average of 13 days in 2021-22. This reflects our continued level of engagement with enquiries, including those from organisations who approach us with increasingly complex matters.

In 2022-23, common enquiry trends included:

- members of the public asking when, and to whom, their personal information can and cannot be disclosed;
- how to make a privacy complaint, locate an organisations privacy policy, or contact an organisation's Privacy Officer;
- organisations seeking guidance when implementing new processes or looking to enter into information sharing agreements with third-party organisations; and
- both members of the public and organisations asking questions about best practice collection and data security following an increase in cyber attacks. To address these enquiries, OVIC collaborated with the Public Records Office of Victoria to produce new guidance to assist organisations better understand their obligations for collecting and retaining personal information.

Enquiries received



Enquiries completed



Average duration of enquiry to completion



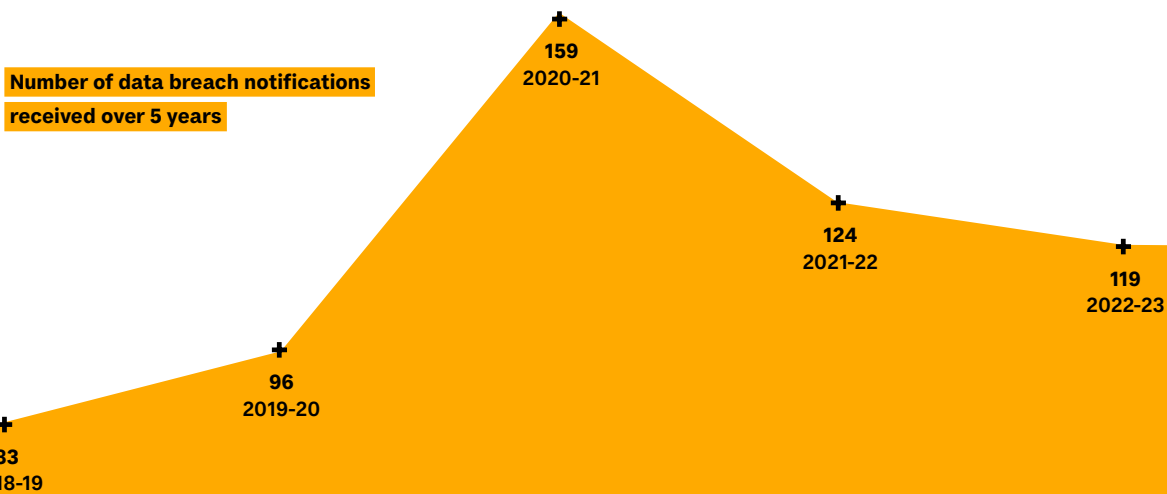
Data breach notifications

OVIC's Privacy Guidance and Dispute Resolution team respond to data breaches, sometimes known as incidents, notified to OVIC where:

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

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

- ensure that the incident is contained – for example, by securing or retrieving the information where possible;
- assess the risk of harm posed by the breach to affected individuals;
- minimise the impact on affected individuals – for example, by notifying affected individuals of the breach; and
- reduce the risk of recurrence by examining the cause of the incident and taking steps to mitigate the risk of similar incidents occurring in future.



The volume of data breaches handled by OVIC's Privacy Guidance and Dispute Resolution team decreased by 4% in 2022-23.

This figure does not represent a decrease in data breaches across the VPS. Rather, it reflects the team attempting to maximise its impact by working with OVIC's Information Security Unit to identify those incidents that have the greatest likelihood to adversely affect individuals, where a trend of incidents has been identified, or where an organisation's response may benefit from tailored guidance.

By doing this, the Privacy Guidance and Dispute Resolution team has been able to respond more substantively and provide more detailed guidance where we have engaged with organisations that have experienced a breach.

Similarly, the average time taken by OVIC to finalise a data breach was 21 days, a reduction of 17 days when compared to 2021-22. The reduction in time taken reflects that organisations are becoming increasingly engaged with and receptive to the Privacy Guidance and Dispute Resolution team's involvement and guidance regarding data breach notifications.

Data breach case study

Incident

A local council became aware that photographs taken of individuals during multiple citizenship ceremonies were accessible to other attendees without each attendee's knowledge or consent. The photographs were uploaded to an online portal by the council's contracted service provider and all individuals in attendance were emailed the same access link.

Prior to contacting OVIC, the council notified the affected individuals of the data breach via email. In doing so, the council included the email addresses of individuals in the carbon copy field (cc) instead of the blind carbon copy field (bcc). This resulted in a separate, but connected, data breach with the email addresses of some affected individuals being viewable to other attendees.

Guidance provided

OVIC met with the council to confirm adequate steps had been taken to contain the incident. OVIC advised that the online photograph gallery no longer be accessible to attendees and provided guidance around steps to mitigate similar occurrences in future, including:

- undertaking a Privacy Impact Assessment for all events, such as citizenship ceremonies;
- reviewing of collection notices provided to individuals where photographs are taken at events;
- revision of processes for access to individuals' images; and
- adequate privacy training for staff focusing on how to reduce data breaches when sending emails.

Guidance for organisations

Guiding Principles for Surveillance

In 2022-23, OVIC published a range of guidance material to help VPS organisations enhance their privacy practices.

Guidance published in 2022-23 includes:

- A collaboration with the Public Records Office of Victoria to develop guidance for VPS organisations to address growing concerns about retaining personal information;
- An update to OVIC's privacy complaint form;
- An update to OVIC's social media and privacy guidance to divide content into two different guidance pieces: one on engaging with the community, the other on social media in the workplace;
- A suite of guidance materials for VPS organisations on mechanisms to modify the application of the IPPs, including application forms for agencies. These mechanisms include Public Interest Determinations, Temporary Public Interest Determinations, and Information Usage Arrangements; and
- Guidance on certifying that an act or practice complies with the IPPs, including an application form for organisations.

Reviewing proposed legislation

OVIC reviews and comments on draft legislation that impacts privacy, information security and freedom of information. OVIC is frequently consulted in the early stages of legislative developments, for example, reviewing position papers and consultation papers.

In 2022-23, organisations requested OVIC's input on two occasions in relation to draft legislation and draft regulations. This year, OVIC reviewed draft legislative materials relating to the use, disclosure, and destruction of personal information.

Privacy Impact Assessments

OVIC reviews Privacy Impact Assessments (**PIAs**) from VPS organisations and their contracted service providers on request. In reviewing PIAs, OVIC offers feedback and guidance on how the organisation and their contracted service provider can improve their privacy practices. In 2022-23, OVIC reviewed two PIAs, relating to information sharing and a data-thon.

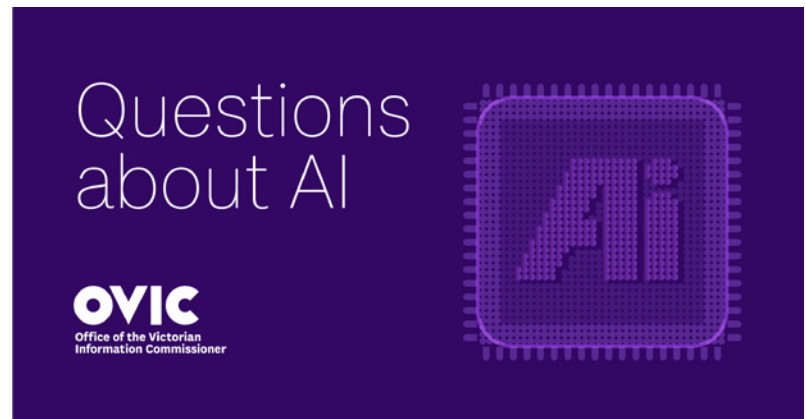
Stakeholder engagement

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 1,000 members.

In 2022-23, OVIC hosted two virtual VPN meetings. The meeting in October 2022 was attended by 232 participants, and the meeting in April 2023 was attended by 286 participants.

Topics covered in the VPN meetings included the use of generative AI in government, privacy and culture, privacy impact assessments in the VPS, and a framework for streamlining and accelerating data sharing in the VPS. Guest speakers included the Victorian Centre for Data Insights, Digital Rights Watch, the Department of Families, Fairness and Housing, the University of Melbourne and the Victorian WorkCover Authority.



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.

Privacy Authorities Australia 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.

Privacy Authorities Australia Complaints and Enforcement Group

The Privacy Authorities Australia Complaints and Enforcement (**PAACE**) group is a forum comprising complaints and enforcement managers at each of Australia's privacy authorities.

PAACE provides a forum for its members to share ideas and experiences and work together to enhance Australia's information privacy complaint handling and enforcement capabilities.

Global Privacy Assembly

OVIC maintains an active relationship with the Global Privacy Assembly (**GPA**). The GPA seeks to provide leadership at an international level on privacy issues facing the global community. There are more than 130 privacy authorities who are members of the GPA.

In October 2022, the Information Commissioner attended the 44th conference of the GPA, which was hosted virtually by Türkiye's Personal Data Protection Authority.

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.

Global Privacy Enforcement Network

The Global Privacy Enforcement Network (**GPEN**) promotes international cross-border cooperation among privacy authorities. OVIC attends monthly teleconferences with GPEN members where we hear presentations on current privacy issues from guest speakers.

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

APPA meets bi-annually and OVIC's Information Commissioner, Privacy and Data Protection Deputy Commissioner and Assistant Commissioners attend the meetings.

Youth Advisory Group

Young people remain at the forefront of technological and social change and have a unique perspective on privacy. OVIC's Youth Advisory Group (**YAG**) provides a platform for young people to collaborate with OVIC on:

- understanding the privacy issues affecting young people;
- raising awareness around the privacy concerns of young people in both the community and within VPS organisations; and
- developing materials to raise awareness of privacy among young people.

YAG currently comprises 13 young people between the ages of 15 and 22 years. In 2022-23, YAG created a privacy quiz for young people for Privacy Awareness Week 2023.

In 2022-23, YAG also engaged with Reset Australia, with two members participating in an international research project on young people's perceptions of online trust and privacy around the world. These members also collaborated with Reset Australia to speak at an academic panel discussion hosted by the Centre for Excellence for the Digital Child. Members also participated in a roundtable discussion with the Commonwealth Attorney-General's Department to raise awareness around the privacy issues impacting young Australians.

Privacy Awareness Week

Privacy Awareness Week (**PAW**) is celebrated annually in May across the Asia Pacific region, to raise awareness of the importance of protecting privacy rights. In 2023, OVIC celebrated PAW from 1 – 7 May with the theme Privacy: Back to basics.

To launch PAW in 2023, the Information Commissioner delivered an address on the basics of protecting personal information. He was joined by IBAC's Deputy Commissioner, who discussed investigations and accessing information during investigations.

OVIC also hosted two virtual Lightning Talks during the week on common issues relating to collecting personal information, and why we have privacy protections, including how to interpret and apply the IPPs.

OVIC also published a privacy quiz for young people and updated six animations, two targeted at the general public, and four at VPS organisations. Animation topics covered diverse topics including, how to make a privacy complaint; privacy rights; collecting personal information; what to do if you experience a data breach; using and disclosing information; and how to release information proactively.

Record attendance numbers were reported. OVIC received 3,097 impressions on LinkedIn, 2,748 impressions on Twitter and 12,242 visits to its website during PAW. OVIC also received support from the Independent Broad-based Anti-corruption Commission, the Victorian Government Solicitor's Office, the Department of Transport and Planning and other partner organisations who shared OVIC's content on their social media channels. OVIC also developed a blog promoting PAW and the Lightning Talks for publication on the Innovation Network.



Presentations

In 2022-23, the Information Commissioner presented four times to external bodies relating to privacy.

These include:

- an event held during the 57th Asia-Pacific Privacy Authorities Forum on the importance of public trust in an information age;
- an event held during the 59th Asia-Pacific Privacy Authorities Forum on employee surveillance;
- an event during Law Week 2023 on data breaches and privacy; and
- a Centre for Information and Policy Leadership roundtable on children's privacy.

The Privacy and Data Protection Deputy Commissioner also presented to external bodies relating to privacy as a guest presenter to the Department of Justice and Community Safety Integrity Champions, and to the AI Community of Interest hosted by the Department of Premier and Cabinet. She also spoke at the IAPP conference, and participated in panel discussions at Innovate Victoria, 6D Security, and the AFR Government Services Summit.

In 2022-23, the Privacy Guidance and Dispute Resolution team presented on three occasions to external bodies relating to privacy.

These include a:

- Corporate Governance Water Special Interest Group meeting;
- Water Industry Information Management Special Interest Group meeting; and
- Geelong and surrounding areas Privacy Community of Practice meeting.

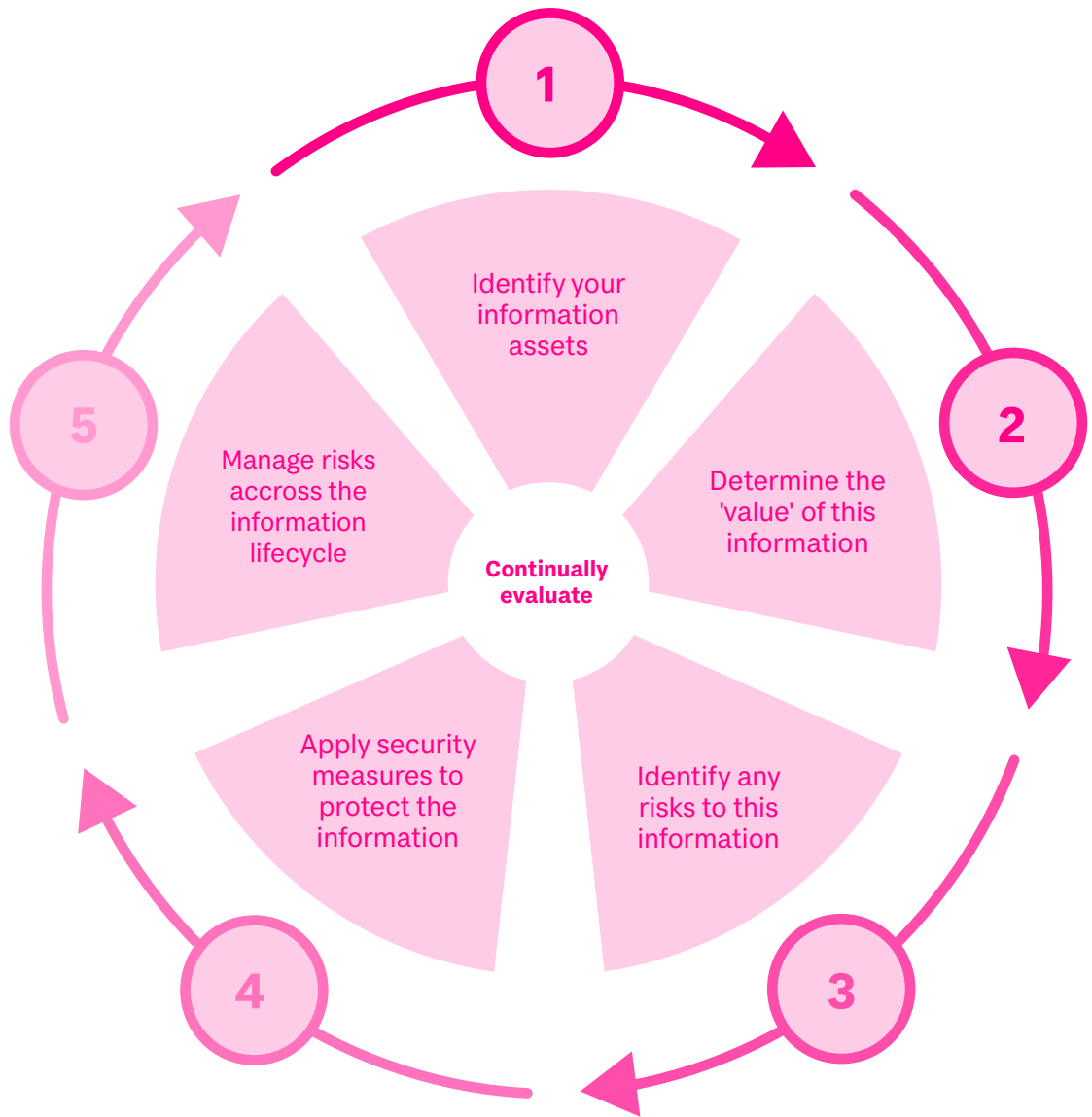
3

Information Security

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

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



Five Step Action Plan

Five Step Action Plan sets out practical activities designed to assist in managing information security risks.

3

Information Security

Outreach and engagement

EduTech

In August 2022, the Information Commissioner presented at the EduTech conference on the responsibilities of information and communications technology (**ICT**) practitioners when protecting education sector information. Over 10,000 industry and public service representatives from across the country attended the conference.

The commissioner's presentation highlighted Victoria's privileged position of having underpinning legislation when protecting the information of our most vulnerable communities.

Victorian Information Security Network forums

The Victorian Information Security Network (**VISN**) provides an opportunity for stakeholders across government and industry to discuss information security issues and initiatives. The Information Security Unit (**ISU**) hosted three VISN forums this year.

Two of these forums explored insights from the Information Security Incident Notification Scheme. The first forum covered insights, themes, and trends from the latest Incident Insights report, and included first-hand incident and breach experiences from the Transport Accident Commission (**TAC**) and OVIC's Privacy Guidance team. The second forum presented insights and themes from the latest Incident Insights report and looked at the Security Incident Registry team at Victoria Police, with guest speakers from Victoria Police. Each of these forums provided attendees with practical accounts of incident management across the VPS, which may inform their own incident management practices.

The third forum featured a presentation from the ISU on insights and observations taken from the 2022 Protective Data Security Plan (**PDSP**) reporting period. These insights included summarised statistics from PDSPs received by OVIC in 2022 and themes drawn from responses across the Whole of Victorian Government. The aim of the forum was to provide stakeholders with key takeaways and themes to consider in the development of their subsequent PDSP submissions and information security programs.

2023 Reporting Information Sessions

In preparation for the 2023 reporting period, the ISU hosted several information and roundtable sessions. The first information session detailed the reporting requirements under Part 4 of the PDP Act, which centred on Attestation submissions and notifications of significant change.

Two follow-up roundtable sessions provided further opportunities for VPS stakeholders to ask the ISU any specific questions about the 2023 reporting period. All three sessions were well-attended with good participation from attendees.

State and Territory Security Representatives Group Meeting

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

The STSRG provides a forum for senior protective security personnel from each state and territory to develop relationships, while facilitating dialogue on protective security issues and opportunities. The ISU chaired an STSRG meeting in December 2022 with strong attendance from all jurisdictions.

Industrial Automation and Control Systems Roundtable

The ISU hosted an Industrial Automation and Control Systems (**IACS**) sector roundtable following the publication of the Victorian Protective Data Security Standards (**VPDSS**) Implementation Guidance for IACS in December 2022.

The ISU was supported by the IACS working group, which was established and driven by the then water sector Chief Information Security Officer.

In this forum, the ISU addressed the introduction of IACS-specific Elements, any impacts this may have for VPS organisations and highlighted supporting material available to help stakeholders 'implement security in their IACS environments'.

The IACS Roundtable was aimed at Information Security Leads (**ISLs**) from organisations that had either been identified (by the IACS working group) or had self-identified (through previous PDSP submissions) as operating IACS environments. There was strong engagement during the forum from attendees.

PDSP Insights Sessions

From April to June 2023, the ISU hosted PDSP Insights Sessions with 26 organisations. VPS organisations invited to attend these tailored PDSP Insights Sessions included Victorian government departments, organisations used by the ISU in a qualitative analysis of PDSP submissions, and organisations identified by the ISU as benefiting from direct engagement.

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

These sessions also afforded the ISU the opportunity to identify any gaps in OVIC products and highlight areas for improvement or further product development, including on third party assurance, incident management, and personnel security.

Information security product development

Implementation Guidance for Industrial Automation and Control Systems

Industrial Automation and Control Systems (**IACS**) is a collection of personnel, hardware, and software that can affect or influence the safe, secure, and reliable operation of an industrial process.

In 2021, OVIC received feedback from organisations that operate IACS requesting further guidance material when applying the VPDS to those environments.

In response to this feedback, the ISU developed the Implementation Guidance for Industrial Automation and Control Systems in conjunction with the IACS working group and published it in December 2022. This guidance assists the water and transport sectors in resolving a specific gap or question in relation to IACS and the VPDS. Its focus is for organisations who provide critical services to the state and provides clearer guidance and more specific references for industrial process owners.

Incident Insights Reports

This year OVIC published two Incident Insights Reports. These reports provided an overview and analysis of incident notifications received by OVIC under the information security incident notification scheme. Organisations are encouraged to use the insights within these reports to inform their own information security risk assessments.

Both reports covered key areas captured in incident notifications, including information affected and format, Business Impact Level (**BIL**), and security attributes and areas.

The reports also included 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 Premier and Cabinet's (**DPC**) Cyber Incident Response Service (**CIRS**).

Protective Data Security Plan Insights Reports

In June 2023, the ISU provided tailored PDSP Insights Reports to each organisation that submitted a PDSP in 2022.

Each report provided insights drawn from the 2022 PDSP submissions, including:

- a comparative analysis between the organisation's current PDSP submission (2022) and its previous PDSP submission;
- a comparative analysis of Whole of Victorian Government and sector submissions where applicable;
- an overview of subsidiary organisations that formed part of a multi-organisation submission; and
- observations from OVIC's ISU.

The ISU encourages organisations to use these reports as an opportunity for broader discussion both within the organisation and with its third parties around information security practices. These reports can help inform future activities and refine the organisation's information security work program.

Monitoring and assurance

2022 Protective Data Security Plan Submissions

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

The PDSP is a formal document that is attested to by the public sector body Head of a VPS organisation. The PDSP consists of organisations' actions to address information security risks and improve information security, and the level of information security maturity.

Organisations were required to submit a completed and signed PDSP by 31 August 2022, covering their information security activities across 2020–22 and describe any future planned activities. For this reporting period, OVIC received 369 PDSPs including multi-organisational and single organisational forms.

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 BIL 2 ('limited') or higher on government operations, organisations, or individuals.

OVIC also liaises with the DPC's CIRS where necessary, to ensure agencies are provided with practical assistance if required.

In 2022-23, OVIC received 670 total incident notifications. Overall, 82% of notifications related to soft copy material, and 98% affected the confidentiality of information.

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

3 Information Security

Breakdown of incidents

Of the 670 incidents of which OVIC was notified, most of the notifications received had the following attributes:

Note: The incident notification form allows for **more than one** response to be selected for the fields information format, type of information, security attributes, control area, threat actor, and threat type.

<i>Information format</i>	2022-23	2021-22	2020-21
Hard copy	112	124	79
Electronic	551	489	272
Verbal	14	22	20
Not identified	0	4	3
Total	677	639	374

<i>Security attributes impacted</i>	2022-23	2021-22	2020-21
Confidentiality	654	593	361
Integrity	79	82	36
Availability	40	62	44
Total	773	737	441

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

Class B cemetery trust engagement

The third year of engagement between OVIC and the Cemetery Trust sector in 2022-23 involved the second round of direct reporting to OVIC, via the tailored Class B Cemetery Trust Protective Data Security Plan. This reporting forms part of Class B Cemetery Trust reporting obligations under Part 4 of the PDP Act.

2022 Class B Cemetery Trust Protective Data Security Plan Submissions

OVIC appreciates that Class B Cemetery Trust members and employees (most of whom are volunteers) spend countless hours ensuring trust records are accurate and complete. The Class B Cemetery Trust PDSP form has been created to meet the specific needs of Class B Cemetery Trusts.

In 2022, OVIC received 307 Class B PDSP submissions. The Class B Cemetery Trust PDSP submissions identified further opportunities to provide support and guidance to the sector.

Providing focused support

In 2022-23, OVIC developed a targeted information resources page on the OVIC website for the Class B Cemetery Trust sector.

In addition to this, the first Cemetery sector-specific information sheet was published to provide guidance when trusts are considering third party arrangements. This information sheet aims to support trust members in ensuring the right people continue to have access to the right information at the right time.

Engagement

OVIC was invited to attend a regional conference held by the Cemeteries and Crematoria Association of Victoria (**CCAV**) in March 2023. This is the second face-to-face engagement with CCAV and cemetery trust members, industry partners as well as representatives of the Department of Health and Public Records Office of Victoria (**PROV**). It provided an opportunity to respond in person to information security enquiries from the sector and build and strengthen relationships.

Attendees had the opportunity to highlight challenges and concerns they are facing at different stages of their information security journey. This feedback helps inform the ISU's engagement with the sector and the resources OVIC develops.

Australian and international standards

At a national level, OVIC representatives are involved in two Standards Australia (SA) 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 2022-23, OVIC representatives actively participated in the review of 22 international ballots, including:

- ISO/IEC 27001 Information security management systems — Requirements
- ISO/IEC 27011 Information security controls based on ISO/IEC 27002 for telecommunications; organizations
- ISO/IEC 27031 Information and communication technology readiness for business continuity
- ISO/IEC 27032 Guidelines for Internet Security
- ISO/IEC 27035-1 Information security incident management - Part 1: Principles and process
- ISO/IEC 27035-2 Information security incident management - Part 2: Guidelines to plan and prepare for incident response
- ISO/IEC 27036-3 Supplier relationships - Part 3: Guidelines for information and communication technology supply chain security
- ISO/IEC 27046 Information technology — Big data security and privacy — Implementation guidelines
- ISO/IEC 27071 Security recommendations for establishing trusted connections between devices and services

- ISO/IEC 29151 Security techniques — Code of practice for personally identifiable information protection
- ISO 22340 Protective security — Guidelines for an enterprise protective security architecture and framework
- ISO 22342 Protective security — Guidelines for the development of a security plan for an organization
- ISO 22336 Organizational resilience — Guidelines for resilience policy and strategy.

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

- Led the identical adoption of *ISO/IEC 27002:2022 Information security, cybersecurity, and privacy protection - Information security controls*, and in December 2022, Standards Australia published AS/NZS ISO/IEC 27002
- From January 2023, OVIC is leading the identical adoption of *ISO/IEC 27001:2022 Information security management systems — Requirements* with the proposal currently progressing through the Standards Australia project process
- Endorsed the Australian adoption of *EN 303 645 - V2.1.1 - CYBER; Cyber Security for Consumer Internet of Things: Baseline Requirements*
- Endorsed the Australian adoption of *ISO/IEC 27036-1 Supplier relationships - Part 1: Overview and concepts*.

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

Information security and privacy in Victorian law enforcement

Site inspections

OVIC has continued a dedicated focus on the management and security of law enforcement information. OVIC conducted three site inspections of Victoria Police facilities in 2022-23, working with Victoria Police to maintain and improve information security policies and practices.

The focus and conduct of a site inspection can vary, depending on the facility or unit being inspected. To gain a comprehensive understanding of Victoria Police information security practices, OVIC has inspected large and small facilities in both regional and metropolitan operating environments, speaking to operational and administrative members.

All findings from the inspections are provided to the station or unit, as well as the Victoria Police Digital Services and Security Department (**DSSD**), with DSSD having overall responsibility and management of information security and privacy functions of Victoria Police.

Engagement

OVIC and Victoria Police have maintained regular engagement throughout 2022-23. As part of its oversight of Victoria Police and its management of law enforcement data, OVIC has:

- Analysed the 2022 Victoria Police Protective Data Security Plan;
- Delivered an examination into privacy and information handling training at Victoria Police;
- Reported on progress in relation to impediments to timely FOI and information release;
- Reviewed reported information security incidents provided to OVIC on a weekly basis, including responses for more detail where necessary;
- Continued to host frequent meetings with stakeholders from DSSD. These meetings encompass discussions on new and emerging technology within law enforcement, and the provision of timely briefings to the Privacy and Data Protection Deputy Commissioner on matters impacting law enforcement information, including on reported information security incidents; and
- Continued to assess 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 Office of the Victorian Information Commissioner. In 2022-23, eight recommendations were implemented, leaving 16 outstanding.

3 Information Security

Victoria Police Statistics

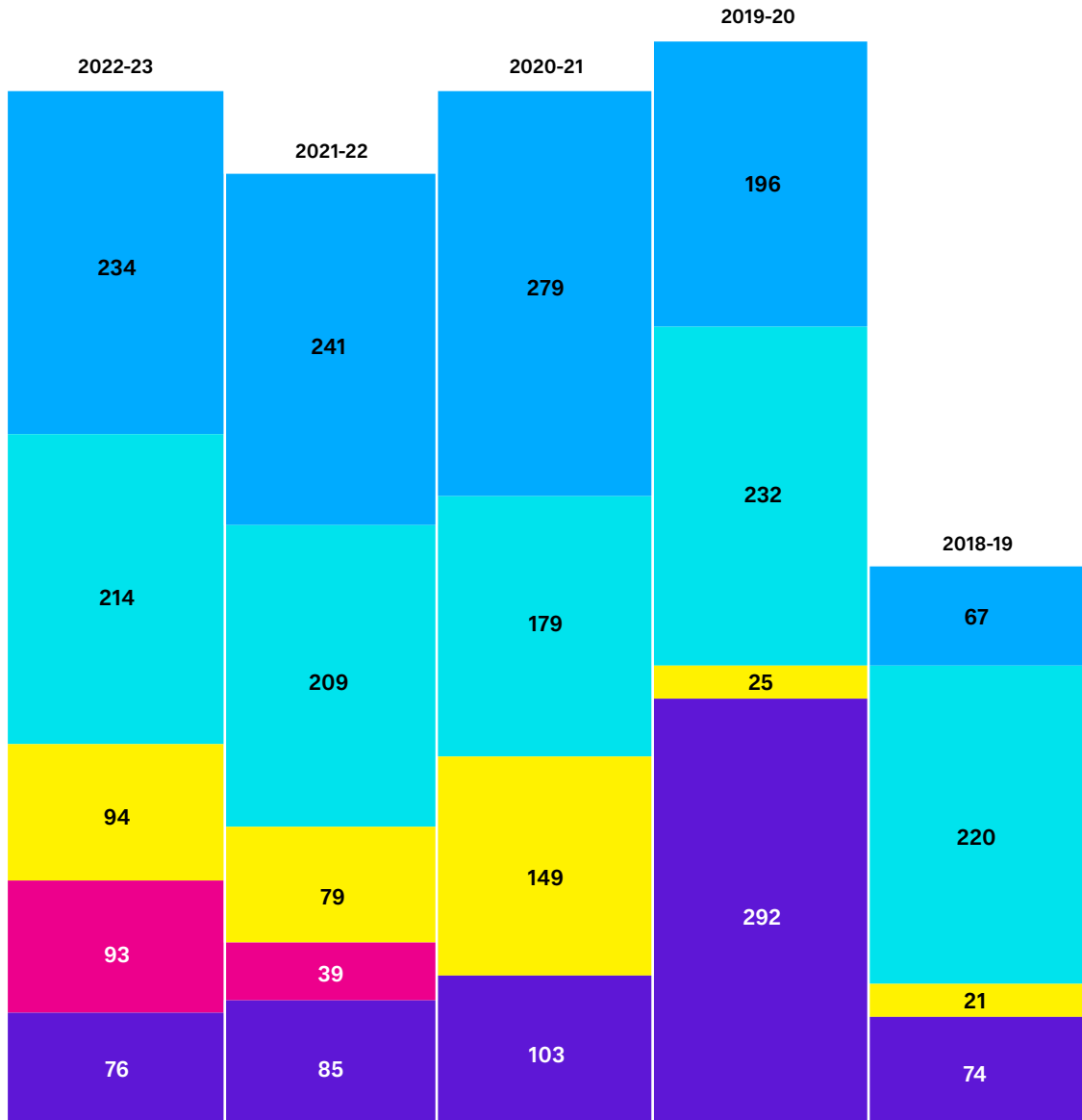
OVIC receives incident notifications from the Victoria Police Security Incident Registry (**SIR**) team.






Comparison between the last five financial year periods shows four of the top five 'completed' incident categories remain the same. The Communications Faults category is the new entry into the top five, replacing the "Other" category. Communication Faults is a new category developed in 2021-22.

The numbers for 2022-23 are consistent with the last reporting period except for the number of completed Communication Faults incidents, which has increased considerably. Victoria Police have advised this spike in 2022-23 can be attributed to an improved, streamlined process between the SIR team and the Victoria Police Security Control Room. The Security Control Room monitor and manage communications faults such as planned and unplanned network, power, or telecommunication outages, and communications equipment faults. Extreme weather events have also impacted on unplanned outages during this reporting period.

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.

Victoria Police statistics



Category		2022-23	2021-22	2020-21	2019-20	2018-19
Theft or Loss of Asset		234	241	279	196	67
Lost or Stolen ID		214	209	179	232	220
Information Handling		94	79	149	25	21
Communications Fault		93	39	-	-	-
Unauthorised Release or Disclosure of Information		76	85	103	292	74

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Freedom of Information

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Public access to information, including Freedom of Information (**FOI**), underpins public trust and accountability in government. In 2022-23, a record 48,117 FOI requests were made to Victorian government agencies and Ministers. Most requests were made by individuals seeking access to their personal information.

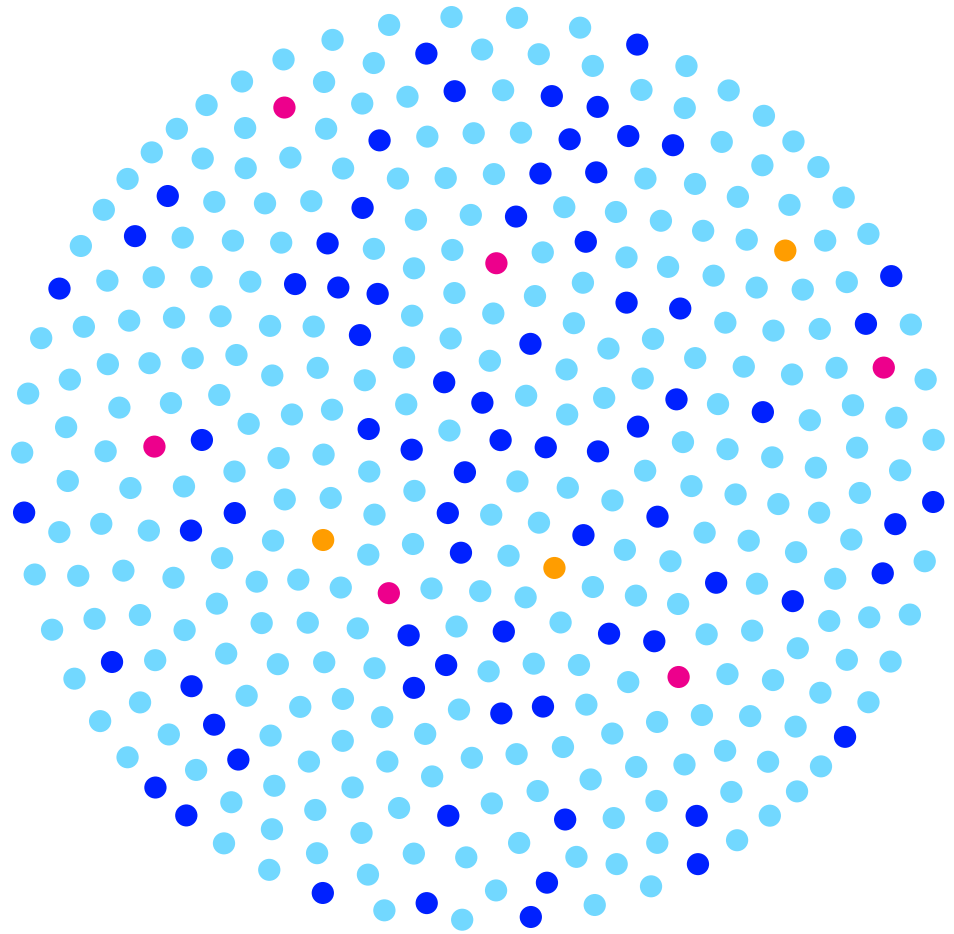
OVIC undertakes independent reviews of decisions made by an agency or Minister refusing access to documents and investigates complaints about the handling of FOI requests. We also monitor compliance by agencies with the FOI Professionals Standards and take appropriate regulatory action to correct non-compliance and promote best practice.

Non-compliance with the Professional Standards

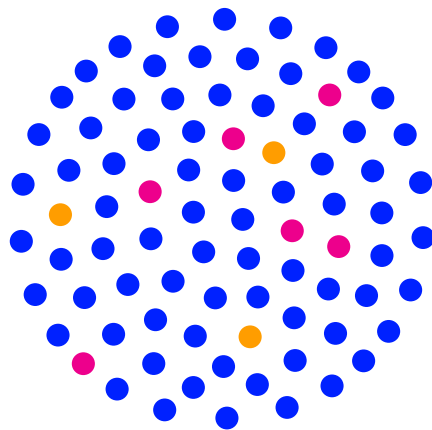
In 2022-23, we recorded 367 instances of agency non-compliance with the Professional Standards, involving 83 agencies.

Adverse findings relating to substantial or systemic breaches of the Professional Standards were made against six agencies.

General adverse findings were made against three agencies.



367 instances of agency non-compliance



Involving 83 agencies



Adverse findings made against six agencies



General adverse findings made against three agencies.

4

Freedom of Information

Public Access branch

The functions of the Information Commissioner and Public Access Deputy Commissioner are set out in section 61 of the FOI Act.

These functions include:

- promoting understanding and acceptance by agencies and the public of the FOI Act and its object;
- conducting reviews of decisions by agencies and Ministers;
- receiving and handling complaints;
- monitoring compliance with the Professional Standards and providing advice; and
- providing education and guidance to agencies and the public on the FOI Act.

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

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

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

The Commissioners are also supported by the Policy, Investigations and Assurance, Legal, and Communication and Education teams.



4 Freedom of Information

Registry and Case Support team

The Registry and Case Support team responds to a broad range of incoming enquiries across FOI, privacy, and information security including from agencies and members of the public. The team is led by the Manager, Registry and Case Support and overseen by the Assistant Commissioner – Public Access Operations and Compliance.

The team receives and registers new FOI review applications and complaints, privacy complaints and finalises completed FOI review applications and complaints. The team also manages OVIC's Agency FOI Information Service which provides free guidance to Victorian public sector agencies on the administration and operation of the FOI Act and Professional Standards.

In 2022-23, the Registry and Case Support team received approximately 5,000 telephone enquiries and approximately 12,500 email enquiries and applications.

Each year, OVIC conducts the annual FOI agency survey which is coordinated by the Registry and Case Support team. 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 2022-23, the annual survey was deployed to over 990 Victorian government agencies and Ministers.

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. The decision under review could be a:

- refusal to grant access to a document;
- deferral of access to a document;
- refusal to waive or reduce an application fee; or
- refusal to amend a document.

A review application must:

- be in writing;
- identify the agency or Minister concerned;
- identify the decision to be reviewed; and
- be made within 28 calendar days of the applicant receiving written notice from an agency or Minister of a decision.

There is no fee for making a review application.

A Commissioner may decline to accept or dismiss a review application at any stage if:

- the applicant agrees in writing to the review application being dismissed;
- the review application is frivolous, vexatious, misconceived, lacking in substance or is not made in good faith;
- the applicant fails to cooperate with the review without reasonable excuse;
- the applicant is unable to be contacted despite reasonable attempts;
- the review would be more appropriately dealt with by the Victorian Civil and Administrative Tribunal (**VCAT**); or
- the review is not appropriate in the circumstances.

4 Freedom of Information

Reviews team

The Reviews team is led by the Manager, Public Access Reviews and Regulation and overseen by the Assistant Commissioner – Public Access Reviews and Regulation.

The FOI Act requires reviews to be conducted in a timely, efficient and fair manner, 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 a review to reach an agreement. As well as providing advice to an agency or Minister regarding their obligations under the FOI Act.

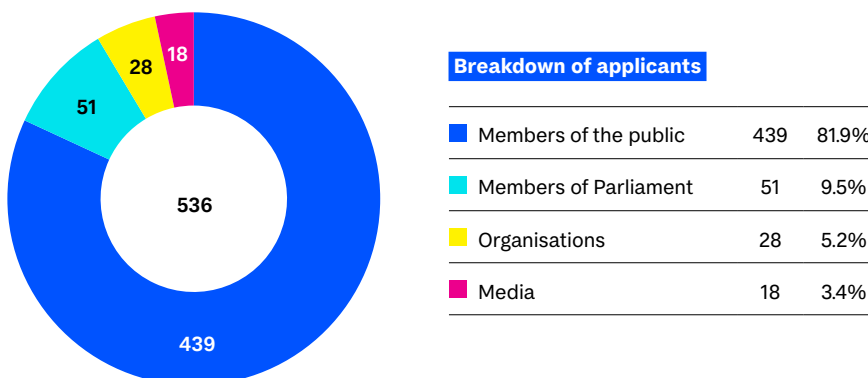
To best support this work, the Informal Resolution function is led by a Principal Case Manager who moved, in 2022-23, from the Registry and Case Support team to the Reviews team. This function focuses on the initial triage and assessment of FOI review applications and aims to identify opportunities for 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 party or both parties with an initial or preliminary view on the merits of a review application, or the likely outcome should the matter proceed to a formal decision and inviting their response.

If a review is not informally resolved or dismissed, the Reviews team will undertake further detailed analysis of the documents subject to review to determine whether they are exempt from release under the FOI Act and prepare recommendations to inform a Commissioner's fresh decision.

Review applications received

In 2022-23, OVIC received 536 review applications seeking review of decisions refusing access to documents made by 125 agencies and one Minister. This is similar to the number of review applications received in 2021-22 (529 applications).



Although in 2022-23, the applications received involved an additional 12 agencies compared to 2021-22.

Of the review applications received, 39% sought review of decisions made by the following five agencies: Victoria Police (37 applications, 18.1%), Department of Education (37 applications, 6.9%), Department of Families, Fairness and Housing (31 applications, 5.8%), Department of Justice and Community Safety (23 applications, 4.3%) and the Department of Transport and Planning (21 applications, 3.9%).

Review applicants

In 2022-23, 81.9% (439) of review applicants were members of the public. Other applicants included Members of Parliament 9.5% (51), followed by organisations 5.2% (28) and media 3.4% (18).

In 2022-23, there was a 33.1% decrease in the percentage of review applications received from Members of Parliament and increases of 23.8% and 22.4% in the percentage of applications received from organisations and media respectively compared to 2021-22.

Documents requested

In 2022-23, a broad range of documents was sought by review applicants including:

- personal health records;
- Child Protection and Care Leaver (Ward of State) records;
- Victoria Police records;
- records relating to major transport infrastructure projects;
- local government records, including complaints made to a council and building and planning matters;
- prison and prisoner records;
- student records and school incident investigations;
- public sector employee and recruitment records and workplace investigations conducted into complaints;
- regulatory investigations and law enforcement matters; and
- government decision making, including Ministerial briefs on a broad range of matters, including the government's response to the COVID-19 pandemic.

4 Freedom of Information

Review applications received about agency and Minister decisions in 2022-23

Alpine Shire Council	2	Department of Jobs, Skills, Industry and Regions [^]	11
Ambulance Victoria	5	Department of Justice and Community Safety	23
Austin Health	2	Department of Premier and Cabinet	8
Australian Grand Prix Corporation	2	Department of Transport and Planning [^]	21
Bairnsdale Regional Health Service	1	Department of Treasury and Finance	16
Banyule City Council	1	Development Victoria	1
Barwon Health	2	East Gippsland Shire Council	1
Baw Baw Shire Council	2	Eastern Health	9
Bayside City Council	3	Emergency Services Telecommunications Authority	8
Bendigo Health Care Group	3	Environment Protection Authority	2
Brimbank City Council	1	Fire Rescue Victoria	1
Buloke Shire Council	1	Frankston City Council	1
Castlemaine Health	1	Glen Eira City Council	5
Central Highlands Region Water Corporation	1	Glenelg Shire Council	1
Chisholm Institute	1	Gordon Institute of TAFE	4
City of Ballarat	2	Grampians Health	1
City of Boroondara	1	Greater Western Water Corporation	1
City of Casey	5	Hepburn Shire Council	2
City of Darebin	2	Hobsons Bay City Council	3
City of Greater Dandenong	1	Horsham Rural City Council	3
City of Greater Geelong	5	Hume City Council	5
City of Melbourne	6	Kingston City Council	2
City of Monash	2	La Trobe University	1
City of Port Phillip	1	Latrobe City Council	1
City of Stonnington	2	Latrobe Regional Hospital	1
City of Whitehorse	1	Macedon Ranges Shire Council	2
Commission for Children and Young People	3	Major Transport Infrastructure Authority	12
Country Fire Authority	5	Manningham City Council	1
Department of Education [^]	37	Maribyrnong City Council	3
Department of Energy, Environment and Climate Action [^]	12	Maroondah City Council	1
Department of Families, Fairness and Housing	31	Melbourne Arts Precinct Corporation	1
Department of Government Services [^]	2	Melbourne Health	5
Department of Health	16	Melbourne Water	1
		Melton City Council	2

Mental Health Complaints Commissioner	1	Swinburne University of Technology	3
Mental Health Tribunal	1	The Kilmore & District Hospital	1
Mercy Hospitals Victoria Ltd	2	The Royal Children's Hospital	4
Mildura Rural City Council	1	The Royal Victorian Eye and Ear Hospital	1
Minister for WorkSafe and the TAC	1	The Royal Women's Hospital	2
Mitchell Shire Council	1	Towong Shire Council	1
Moira Shire Council	1	Transport Accident Commission	3
Monash Health	7	University of Melbourne	5
Monash University	1	Veterinary Practitioners Registration Board of Victoria	1
Moonee Valley City Council	1	VicForests	1
Moorabool Shire Council	2	VicScreen	1
Mornington Peninsula Shire	2	Victoria Legal Aid	5
Mount Alexander Shire Council	1	Victoria Police	97
Moyne Shire Council	1	Victorian Arts Centre Trust	1
Murrindindi Shire Council	1	Victorian Building Authority	8
Museums Victoria	1	Victorian Fisheries Authority	2
National Gallery of Victoria	1	Victorian Institute of Forensic Medicine	1
Nillumbik Shire Council	1	Victorian Institute of Forensic Mental Health (t/a Forensicare)	1
Northern Health	3	Victorian Managed Insurance Authority	1
Office of Public Prosecutions	3	Victorian Multicultural Commission	1
Office of the Victorian Information Commissioner	1	Victorian Rail Track (t/a VicTrack)	2
Parks Victoria	3	Victorian Responsible Gambling Foundation	1
Peninsula Health	1	Victorian WorkCover Authority	12
Racing Victoria Limited	1	Yarra City Council	4
Remembrance Parks Central Victoria	1	Yarra Valley Water Corporation	1
RMIT University	1	Yarrawonga Health	1
Safe Transport Victoria	2	Not identified/Out of jurisdiction	1
South East Water Corporation	2		
South Gippsland Shire Council	2	Total	536
St Vincent's Health	2		
State Revenue Office	1		
Suburban Rail Loop Authority	1		
Surf Coast Shire Council	1		

2 Following the State election in 2022, machinery of government changes took effect on 1 January 2023 which included the creation of a new government department, the Department of Government Services, several other department name changes and/or the transfer of responsibilities and staff between certain departments. The agencies marked with ^ in Part 4 were impacted by these changes. The agency names reflected in Part 4 are those following the machinery of government changes.

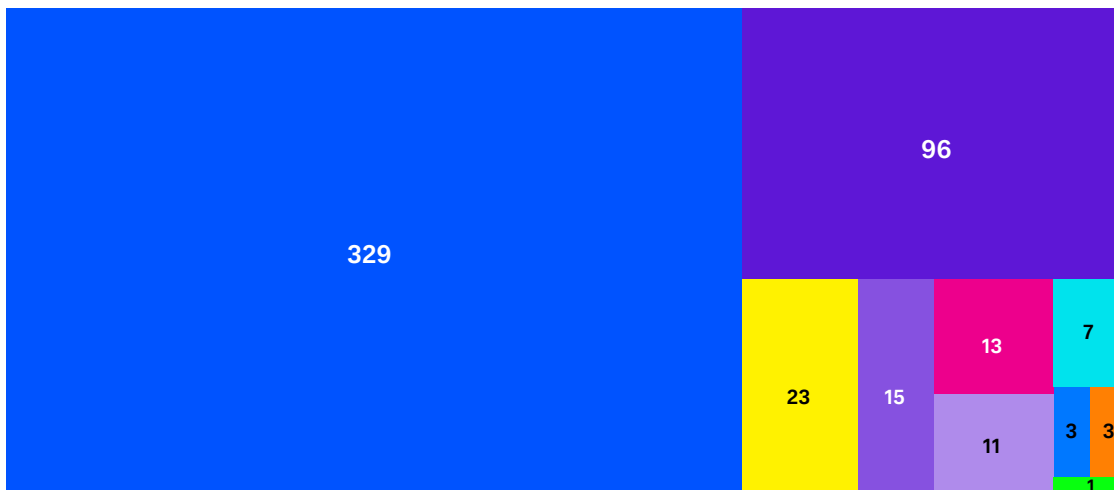
4 Freedom of Information











Review application outcomes

In 2022-23, OVIC finalised 501 review applications compared to 552 applications in 2021-22.

As at 30 June 2023, 175 review applications remain to be finalised with four carried over from 2021-22. This represents an increase of open reviews compared to 30 June 2022 (139), but a 50% decrease in our aged matters, being those over 250 days old – refer below at page 77 for more information.

In 2022-23, review applications were finalised by:



a formal decision made by a Commissioner		329	65.7%
informal resolution (by way of withdrawal) facilitated with OVIC's assistance		96	19.2%
a fresh decision made by an agency following informal resolution by OVIC and:			
the applicant responded and agreed with the fresh decision		15	3.0%
the applicant did not respond and was taken to agree with the fresh decision		11	2.2%
a Commissioner dismissed a review application on the basis:			
a review was not appropriate in the circumstances		7	1.4%
the applicant could not be contacted following reasonable attempts to do so		3	0.6%
a review would be more appropriately dealt with at VCAT		3	0.6%
the applicant failed to cooperate		1	0.2%
the applicant elected to seek review by VCAT as a decision was not made by a Commissioner in time		13	2.6%
a Commissioner declined to accept a review application as it falls outside their review jurisdiction under the FOI Act		23	4.6%

Commissioner review decisions

The FOI Act requires that exemptions under the Act can only be relied on by agencies and Ministers when it is necessary to protect essential public, private and business interests of individuals.

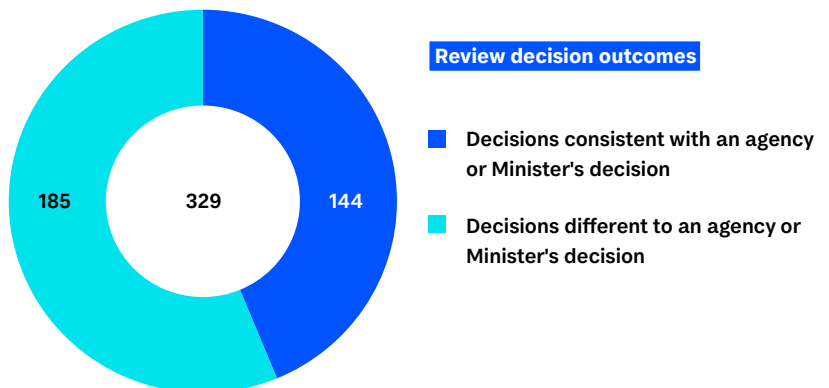
Consistent with the requirement to afford each party with natural justice during a review, a Commissioner must give each party to the review a reasonable opportunity to make a submission prior to making their fresh decision.

Once a fresh decision is made, a Commissioner issues their decision in writing to both parties setting out the reasons for the decision and each party's right to apply to the VCAT for review of their decision. 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 2022-23, the Commissioner provided a marked-up copy of the documents in 45 of 329 decisions.

In 2022-23, the Commissioners made 187 decisions in the statutory time frame required by the Act, being 56.8% of all decisions made. This compares to 54.2% in 2021-22, being an improvement of 4.7%.

Of the 329 review decisions made by a Commissioner, 44.5% were of decisions made by the following five agencies: Victoria Police (56 decisions, 17%), Department of Education (26 decisions, 7.9%), Department of Families, Fairness and Housing (19 decisions, 5.8%), Department of Transport and Planning (16 decisions, 4.9%) and the Department of Health (15 decisions, 4.6%).

Of the 329 review decisions made by a Commissioner in 2022-23, 185 (56.2%) differed to the decision made by an agency or Minister. This represents a 6.5% decrease compared to 2021-22.



4 Freedom of Information

In 2022-23, common exemptions subject to review included:

- **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 to the applicant. Whether disclosure of personal affairs information would be unreasonable needs to be considered in the particular circumstances of a matter. The Commissioners generally consider 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 and responsibilities.
- **Matters in the nature of opinion, advice or recommendation** – Section 30(1) of the FOI Act provides that a 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 just from the perspective of public interest factors against disclosure of a document, but also 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.
- **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 2022-23, 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.
- **Documents containing information obtained in confidence from a third-party** – Section 35(1)(b) applies when information is provided in confidence to an agency by a member of the public on a voluntary basis, and disclosure of the information would damage the trust required for future confidential communications between individuals and the agency. However, the exemption is not available for ordinary communications between officers within an agency, despite the information being considered confidential.
- **Voluminous requests** – Section 25A(1) of the FOI Act allows an agency or Minister to refuse to process a request where processing the request would involve a substantial and unreasonable diversion of an agency's resources or a substantial and unreasonable interference with a Minister's functions. In conducting a review, a Commissioner must be satisfied, based on supporting evidence, that the requirements of the provision are met.

Informal resolution of review applications

OVIC continues to focus on increasing its use of informal resolution to resolve review applications and complaints. 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 2022-23, 501 review applications were finalised, of these 478 review applications were accepted by OVIC. Of these, 122 applications (25.5%) were resolved through informal resolution.

Of the 122 review applications informally resolved:

- 96 were resolved during the course of the review and the applicant withdrew their application;
- 15 were dismissed by a Commissioner or their delegate as the applicant agreed with a fresh decision made by the agency; and
- 11 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 2021-22, in 2022-23 matters relating to the refusal of an FOI request by an agency under sections 25A(1) or 25A(5), those involving local government records, government decision making and infrastructure project documents were most commonly resolved informally.

Review decision case study

The applicant sought access to government briefs regarding budget and government programs. The Agency refused access to certain information in the documents under sections 28(1)(d) and 30(1) of the FOI Act.

Section 28(1)(d) exempts from release information that would reveal a Cabinet decision or its deliberation. Section 30(1) exempts from release deliberative information the disclosure of which would be contrary to the public interest.

The applicant requested the Information Commissioner conduct a review of the Agency's decision.

The Information Commissioner was satisfied that certain information was exempt from release under section 28(1)(d) as it would disclose deliberations and decisions of a Cabinet subcommittee. However, the Information

Commissioner decided that not all information, to which the Agency refused access under section 28(1)(d), was exempt from release.

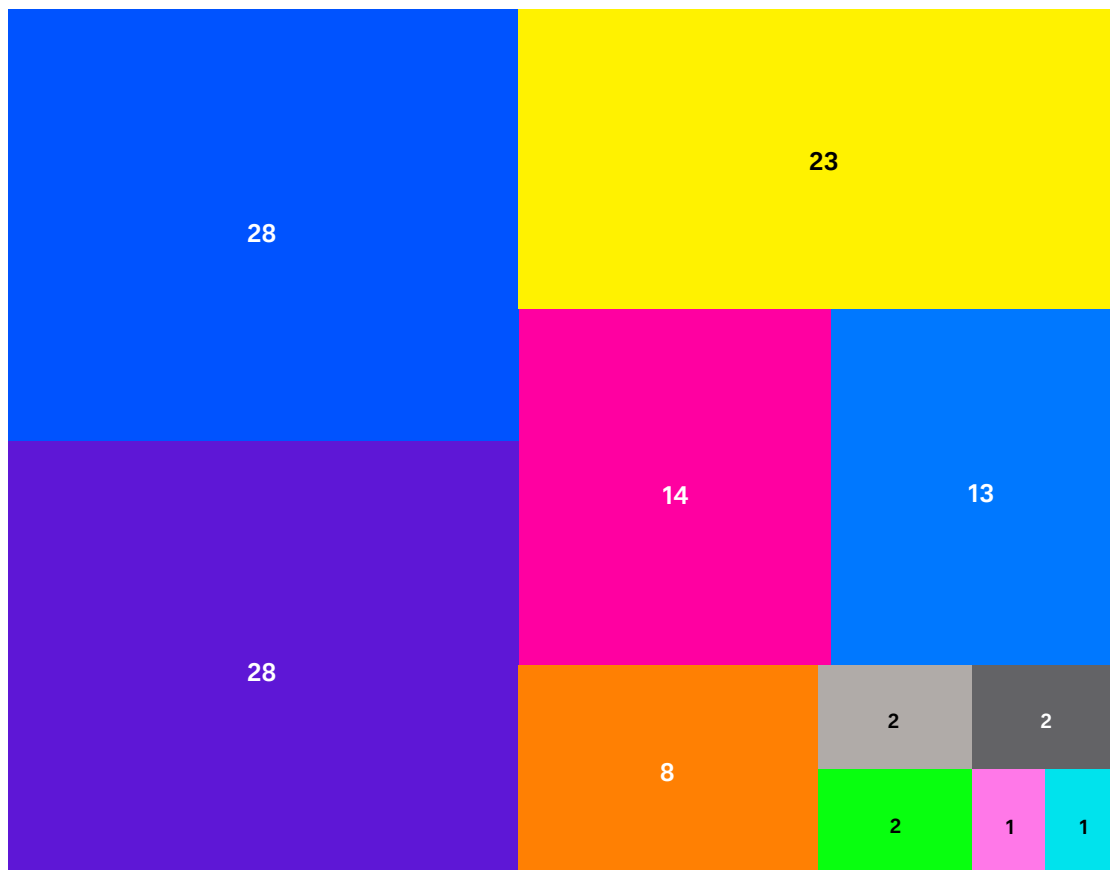
Where the information was not sufficiently detailed, that is, it only referred to broad topics that did not reveal the actual deliberations of the Cabinet subcommittee, or did not record actual decisions of the subcommittee, section 28(1)(d) did not apply.

This decision shows that for a Cabinet exemption to apply, information must fall squarely within the requirements of the exemption.

The Commissioner also determined section 30(1) did not apply as disclosure would not be contrary to the public interest. In making this decision, the Information Commissioner noted the public interest in transparency in the way in which the government manages its public funds. The Information Commissioner also noted that members of the public are capable of understanding that briefing material is created at a point in time and may be subject to change.

4 Freedom of Information

A breakdown of review applications informally resolved by type/sector:



Type/Sector	Number of files informally resolved
Refusal of an FOI request by an agency under section 25A(1) or 25A(5)	28
Local government records, including building and planning matters	28
Government decision making and infrastructure project documents	23
Victoria Police records	14
Personal health records	13
Disputes and complaints	8
Amendment to records under section 39	2
Employee and recruitment records and workplace investigations	2
Student records and school incident investigations	2
Child Protection and Care Leaver records	1
Prison and prisoner records	1

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

Our 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 of 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 of a case manager or a preliminary view of a Commissioner to an applicant and inviting them to withdraw their review request, narrow the scope of documents requested, and, where possible, how to obtain access to documents or information in another way; and

- working with both parties on the terms of an FOI request to narrow the scope of documents requested to remove the grounds for refusal under section 25A(1).

During this process, we also assist parties with advice regarding our published Notices of Decision, guidance material 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 study

We received a review application where a local government agency refused access to documents concerning a dog attack. Before making a formal decision, the Informal Resolution team engaged with the applicant and the agency to discuss the agency's decision and explore options to informally resolve the matter.

The applicant agreed to narrow the scope of their request to seek witness statements and details about the Council's handling of the complaint.

Having assessed the relevant documents and written submissions from both parties, the agency

was provided with an initial view on the merits of the agency's decision. The agency subsequently reconsidered its decision and made a fresh decision under section 49M of the FOI Act.

In making its fresh decision, the agency released further information to the applicant and explained that disclosure of the witness statements would divulge information communicated in confidence the disclosure of which would be reasonably likely to impair its ability to obtain similar information in future. As a result, the applicant agreed to withdraw their review application for the remainder of the requested information.

4 Freedom of Information

Review decisions made by the Commissioners

Agency or Minister	Same decision	Varied decision	Total	Agency or Minister	Same decision	Varied decision	Total
Ambulance Victoria	1	1	2	Department of Justice and Community Safety	9	5	14
Austin Health	0	1	1	Department of Premier and Cabinet	3	3	6
Australian Grand Prix Corporation	0	1	1	Department of Transport and Planning [^]	9	7	16
Bairnsdale Regional Health Service	0	1	1	Department of Treasury and Finance	1	10	11
Barwon Health	0	3	3	Development Victoria	0	1	1
Bass Coast Shire Council	1	0	1	Eastern Health	1	2	3
Bayside City Council	0	1	1	Emergency Services Telecommunications Authority	2	2	4
Brimbank City Council	1	0	1	Environment Protection Authority	0	1	1
Central Highlands Region Water Corporation	0	1	1	Game Management Authority	0	1	1
Chisholm Institute	0	1	1	Glen Eira City Council	4	0	4
City of Ballarat	0	1	1	Gordon Institute of TAFE	0	2	2
City of Casey	0	1	1	Grampians Health	1	0	1
City of Darebin	0	2	2	Greater Shepparton City Council	0	1	1
City of Greater Dandenong	1	0	1	Greyhound Racing Victoria	0	1	1
City of Greater Geelong	1	0	1	Hepburn Shire Council	0	5	5
City of Melbourne	0	1	1	Hobsons Bay City Council	0	1	1
City of Port Phillip	0	1	1	Horsham Rural City Council	0	2	2
City of Stonnington	0	3	3	Hume City Council	2	3	5
Commission for Children and Young People	3	0	3	Invest Victoria	0	1	1
Country Fire Authority	0	3	3	Kingston City Council	0	1	1
Department of Education	13	13	26	Latrobe City Council	1	0	1
Department of Energy, Environment and Climate Action [^]	1	7	8	Macedon Ranges Shire Council	1	0	1
Department of Families, Fairness and Housing	14	5	19	Major Transport Infrastructure Authority	1	4	5
Department of Government Services [^]	1	0	1	Maribyrnong City Council	0	1	1
Department of Health	3	12	15	Medical Panels	1	0	1
Department of Jobs, Skills, Industry and Regions [^]	2	11	13	Melbourne Health	1	2	3
				Melton City Council	1	0	1

Agency or Minister	Same decision		Varied decision	Total
Mental Health Complaints Commissioner	0	1	1	
Mental Health Tribunal	0	1	1	
Merri-bek City Council #	0	1	1	
Mitchell Shire Council	0	1	1	
Monash Health	5	1	6	
Monash University	0	2	2	
Moonee Valley City Council	0	2	2	
Moorabool Shire Council	1	1	2	
Moyne Shire Council	0	1	1	
National Gallery of Victoria	0	1	1	
Nillumbik Shire Council	1	0	1	
Northern Health	1	1	2	
Office of Public Prosecutions	1	0	1	
Parks Victoria	0	1	1	
RMIT University	0	1	1	
Southern Metropolitan Cemeteries Trust	0	1	1	
St Vincent's Health	1	0	1	
State Revenue Office	1	0	1	
Suburban Rail Loop Authority	1	3	4	
Surf Coast Shire Council	0	1	1	
The Royal Children's Hospital	0	1	1	
The Royal Victorian Eye and Ear Hospital	0	1	1	
The Royal Women's Hospital	0	1	1	
Towong Shire Council	0	1	1	
Transport Accident Commission	1	1	2	
University of Melbourne	0	5	5	
Veterinary Practitioners Registration Board of Victoria	0	1	1	

Agency or Minister	Same decision		Varied decision	Total
VicForests	0	1	1	
VicScreen	0	1	1	
Victoria Legal Aid	3	0	3	
Victoria Police	41	15	56	
Victorian Building Authority	0	2	2	
Victorian Equal Opportunity and Human Rights Commission	0	1	1	
Victorian Fisheries Authority	0	1	1	
Victorian Institute of Forensic Medicine	1	0	1	
Victorian Legal Services Board	0	1	1	
Victorian Rail Track (t/a VicTrack)	0	1	1	
Victorian WorkCover Authority	4	2	6	
Yarra City Council	1	3	4	
Yarrawonga Health	1	0	1	
Total	144	185	329	

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

^ Denotes new government department, name change or transfer of responsibilities. See footnote 2 on page 68 for more details.

Timeliness of finalising reviews

In 2022-23, OVIC completed 60% of review applications within the 30 day statutory timeframe or as agreed by the review applicant. This was the same result as last year. The average time to complete a review increased from 110 days to 120 days. This was primarily due to our focus this year on aged review applications.

Throughout 2022-23, we worked to finalise all review matters older than 365 days. At the conclusion of 2022-23, we had four files older than 365 days.

In 2022-23, we succeeded in reducing the number of aged review matters, those over 250 days old, by 54% – having 13 files over 250 days as at the beginning of July 2023, compared to 28 as at July 2022.

While we endeavour to finalise review applications within 30 days, or as agreed by a review applicant, the following factors affect our timeliness in completing reviews:

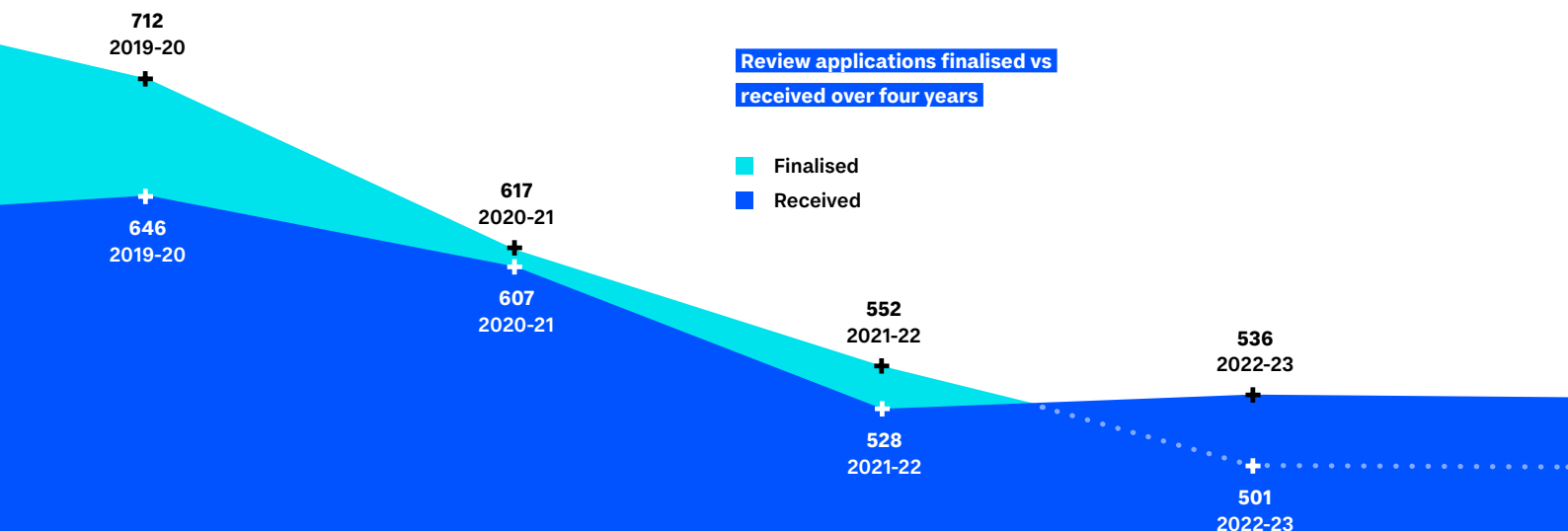
- pursuing informal resolution options with applicants and agencies, including providing sufficient time for consideration and response in line with natural justice requirements;
- prioritising the completion of complex and aged review matters;

- delays in agencies and applicants providing submissions or other responses to OVIC enquiries required to progress a review matter;
- the total volume of review applications and complaints received by OVIC and the number of case managers to prepare recommendations and resolve complaints;
- where a review application involves a complaint made under the FOI Act and it is necessary to also resolve the complaint prior to finalising the review (e.g. adequacy of document searches);
- the complexity and volume of documents subject to review;
- applicants not responding to, or refusing requests for extensions of time to complete a review; and
- the time required to conduct a thorough assessment of documents subject to review and to prepare comprehensive reasons for decision.

Where a review decision is not made by a Commissioner within the statutory timeframe, an applicant may exercise their right to seek review of an agency or Minister's decision by VCAT. Where an applicant chooses to exercise this right, we close their review application. This occurred in relation to 13 review applications in 2022-23.

Review applications finalised vs received over four years

Finalised
Received



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 or business affairs information or information provided in confidence.

In 2022-23, OVIC was notified of 67 applications made to VCAT seeking review of a decision made by the Commissioners, compared to 77 applications in 2021-22.³ This is a 13% decrease in the total number of applications made to VCAT. 44 applications were commenced by an applicant or a third party individual or corporate entity, compared to 52 in 2021-22.

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, agencies do not always notify us of an appeal made to VCAT. Accordingly, we are not able to accurately report on the total number of review applications made or outcomes of review applications commenced or finalised by VCAT.

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 generating documents from electronic data.

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

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 2022-23, we received eight requests for certification and finalised seven requests. As at 30 June 2023, one access charge request remains open.

Of the seven requests finalised this year, each request was withdrawn by the applicant and no formal decisions were issued by a Commissioner.

³ A subsequent notification was received post the publication of the 2021-22 Annual Report which reported OVIC being notified of 76 applications to VCAT.

Complaints and Professional Standards

A complaint can be made about an agency or Minister arising from an FOI request.

In the case of an agency, an applicant can make a complaint about:

- a delay in 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 the 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.

Complaints and Professional Standards team

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

OVIC's informal resolution process for complaints may involve:

- 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.

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

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

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

Recommendations and directions may include improvements to FOI policies, procedures and systems, requiring an agency to undertake OVIC's Professional Standards Self-Assessment Tool.

4 Freedom of Information

Complaints received

In 2022-23, OVIC received 651 complaints. This is a 21.1% decrease from 2021-22 (825) which is likely attributable to improvements in the timeliness and decision making of certain agencies and/or agencies more effectively communicating with and updating applicants about delays in decision making.

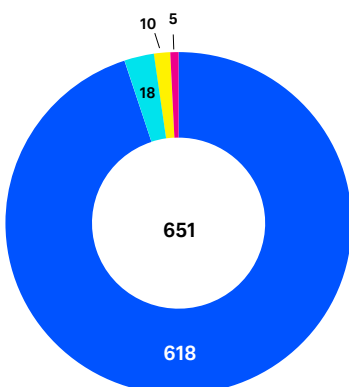
Consistent with 2021-22, the vast majority of complaints were received from members of the public. We recorded a decrease in complaints received from Members of Parliament and slight increases in the volume of complaints received from the media.

Of the complaints received in 2022-23, 69.4% (452) concerned agency delays in making FOI decisions within statutory or agreed timeframes. This is a 4.3% decrease in the proportion of delay complaints when compared to 2021-22 (72.5%, 598). Of the total delay complaints received in 2022-23, 36.1% (163) concerned Victoria Police, compared to 48.2% (288) for 2021-22.

Non-delay related complaints concerned:

- 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.

Of all the complaint applications received in 2022-23, 56.5% related to the following five agencies: Victoria Police (197 complaints, 30.3%), Department of Families, Fairness and Housing (80 complaints, 12.3%), Department of Justice and Community Safety (50 complaints, 7.7%), Department of Transport and Planning (25 complaints, 3.8%) and Victorian WorkCover Authority (16 complaints, 2.4%).



Breakdown of complaints received

Members of the public	618	94.9%
Members of Parliament	18	2.8%
Organisations	10	1.5%
Media	5	0.8%

Management of delay complaints

During the handling of a complaint concerning delay in making a decision on an FOI request, OVIC seeks written submissions from the agency or Minister addressing the reasons for the delay and a date by which the decision will be made. In some circumstances, OVIC will seek further information regarding the handling of the FOI request, including a timeline of each step taken in processing the request and copies of correspondence exchanged by an agency or Minister with the applicant, and consultation with third parties and internal parties.

OVIC provides complainants with an explanation for an agency's delay and regular updates on the progress of their FOI request during our handling of their complaint.

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.

OVIC's jurisdiction in handling delay complaints is limited given a Commissioner is unable to require an agency or Minister to make a decision on an FOI request by a certain date.

OVIC encourages agencies and Ministers to engage meaningfully with applicants at an early stage and be transparent about their capacity to process a request. This includes recommending agencies to ensure all current and future applicants are notified about statutory timeframes under section 21 of the FOI Act and their legal right to make a complaint to the Information Commissioner under section 61A(1) of the FOI Act and seek review by VCAT of a 'deemed refusal' decision under section 53 of the FOI Act.

OVIC suggests agencies and Ministers communicate with applicants subject to delay on a regular basis and at least every six to eight weeks as a matter of good practice reflecting the object of the FOI Act in section 3 to provide timely access to information. In doing so, agencies are encouraged to inform the applicant of their right to apply to VCAT on a 'deemed refusal' decision under section 53 of the FOI Act.

OVIC meets regularly with agency FOI practitioners to monitor their compliance with the FOI Act and the Professional Standards. In some cases, OVIC requests agencies to provide it with statistical information about their FOI workload, staff resources and other challenges impacting their ability to meet their obligations under the FOI Act and Professional Standards with a view to proactively avoid or manage delays.

4 Freedom of Information

Agencies and Ministers subject to a complaint received in 2022-23

Albury Wodonga Health	3	Department of Jobs, Skills, Industry and Regions [^]	4
Alfred Health	4	Department of Justice and Community Safety	50
Alpine Resorts Victoria	1	Department of Premier and Cabinet	8
Ambulance Victoria	4	Department of Transport and Planning [^]	25
Architects Registration Board of Victoria	1	Department of Treasury and Finance	4
Austin Health	1	Development Victoria	1
Barwon Health	1	Eastern Health	10
Bass Coast Shire Council	3	Emergency Services Telecommunications Authority	1
Bendigo Health Care Group	2	Environment Protection Authority	1
Brimbank City Council	2	Frankston City Council	2
Buloke Shire Council	10	Glen Eira City Council	1
Campaspe Shire Council	1	Gordon Institute of TAFE	10
Cardinia Shire Council	1	Grampians Health	2
Central Goldfields Shire Council	1	Greyhound Racing Victoria	1
City of Ballarat	1	Hobsons Bay City Council	4
City of Casey	3	Holmesglen Institute	1
City of Darebin	3	Horsham Rural City Council	2
City of Greater Dandenong	1	Hume City Council	9
City of Greater Geelong	2	Independent Broad-based Anti-corruption Commission	3
City of Melbourne	6	Kingston City Council	1
City of Monash	9	Macedon Ranges Shire Council	3
City of Stonnington	1	Major Transport Infrastructure Authority	9
City of Whitehorse	1	Manningham City Council	1
Country Fire Authority	3	Maribyrnong City Council	4
Court Services Victoria	2	Melbourne Health	4
Department of Education	12	Melton City Council	2
Department of Energy, Environment and Climate Action [^]	6	Merri-bek City Council #	2
Department of Families, Fairness and Housing	80	Minister for Emergency Services	2
Department of Government Services [^]	1	Minister for Transport and Infrastructure	1
Department of Health	3	Monash Health	2

Moorabool Shire Council	1	Victorian Institute of Teaching	11
Mount Alexander Shire Council	1	Victorian Managed Insurance Authority	1
Moyne Shire Council	2	Victorian Ombudsman	6
Municipal Association of Victoria	1	Victorian Public Sector Commission	1
Nillumbik Shire Council	4	Victorian Rail Track (t/a VicTrack)	1
North Central Catchment Management Authority	1	Victorian Registration and Qualifications Authority	1
Northern Health	3	Victorian WorkCover Authority	16
Office of Public Prosecutions	1	Western Health	3
Parks Victoria	2	Whittlesea City Council	1
Peninsula Health	3	Wodonga City Council	1
Portland District Health	1	Wyndham City Council	3
Premier of Victoria	3	Yarra City Council	3
Remembrance Parks Central Victoria	1	Yarra Ranges Shire Council	3
RSPCA (Victoria)	5	Not identified/out of jurisdiction	8
Safe Transport Victoria	2	Total	651
South East Water Corporation	2		
South Gippsland Shire Council	2		
St Vincent's Health	1		
Surf Coast Shire Council	1		
Swinburne University of Technology	2		
The Royal Children's Hospital	1		
Transport Accident Commission	1		
University of Melbourne	2		
VicForests	2		
Victoria Police	197		
Victorian Aboriginal Heritage Council	1		
Victorian Building Authority	7		
Victorian Fisheries Authority	1		
Victorian Inspectorate	1		
Victorian Institute of Forensic Mental Health (t/a Forensicare)	1		

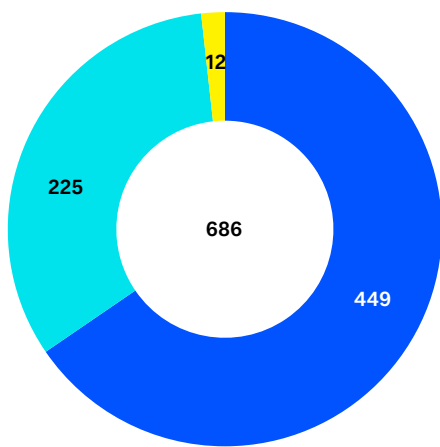
From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

^ Denotes new government department, name change or transfer of responsibilities. See footnote 2 on page 68 for more details.

Complaints outcomes

In 2022-23, OVIC finalised 686 complaints compared to 791 in 2021-22. This decrease is primarily due to delays in agencies making FOI decisions as OVIC is dependent on agencies making decisions before we can finalise a delay complaint. As at 30 June 2023, 199 complaints remained open, compared to 231 open complaints as at 30 June 2022. 10 complaints were carried over from 2021-22.

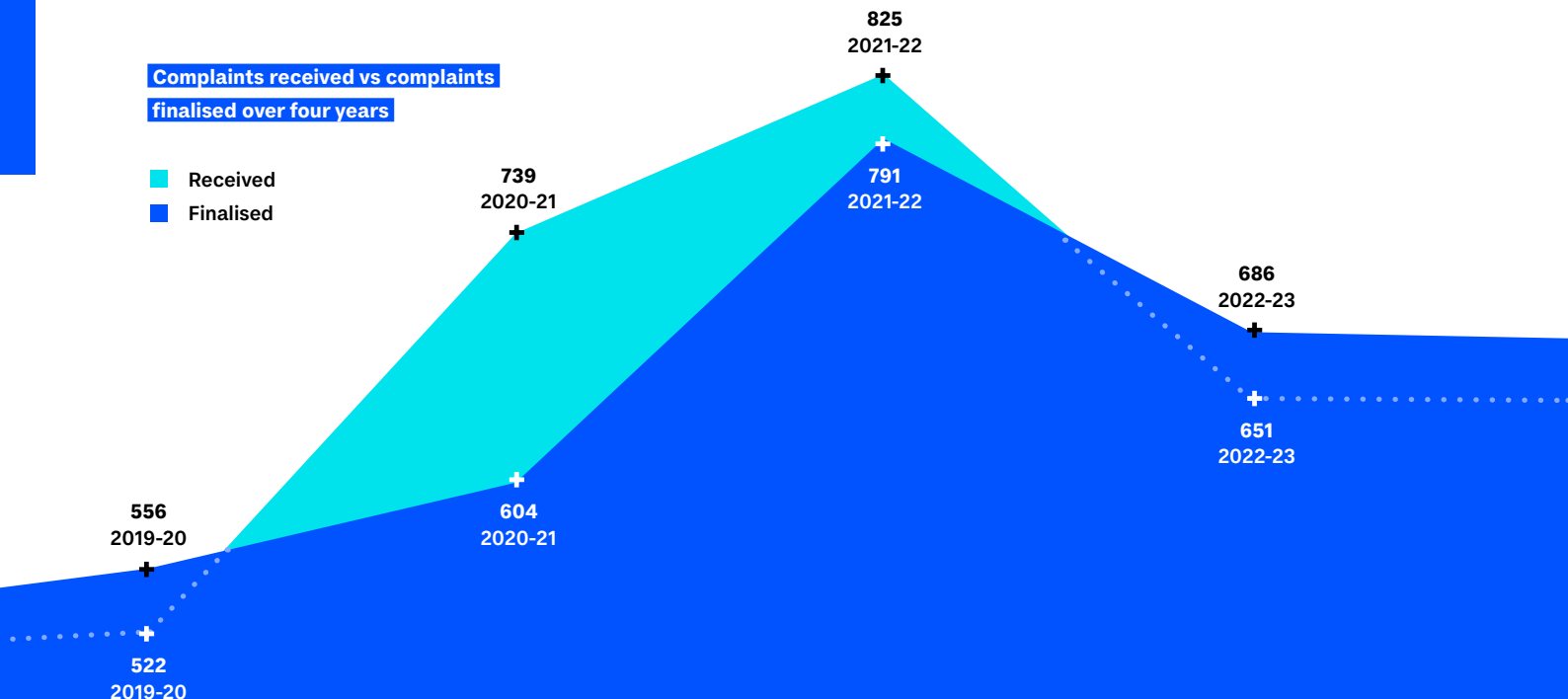
This year complaints were finalised by:



■ Informal resolution facilitated with our assistance	449	65.5%
■ Decision to dismiss or not accept a complaint	225	32.8%
■ Decision that a complaint fell outside our jurisdiction under the FOI Act	12	1.7%

Complaints received vs complaints finalised over four years

Received
Finalised



We may determine not to accept or dismiss an FOI complaint at any stage. This may include, but is not limited to, where:

- an action taken by an agency, or its failure to take action, was not in the performance of its functions or obligations under the FOI Act;
- an action taken by an agency's principal officer, or their failure to take action, was not in the performance of their functions or obligations under Part IB or II of the FOI Act;
- the complaint was made after the end of the time permitted to make a complaint;
- we consider a complaint is not appropriate in the circumstances; or
- we are unable to contact the complainant following reasonable attempts to do so.

In 2022-23, we successfully increased the volume of complaints finalised by way of informal resolution by 5.1%.

Of the complaints finalised in 2022-23, 66.9% related to the following five agencies: Victoria Police (265 complaints, 38.6%), Department of Families, Fairness and Housing (110 complaints, 16%), Department of Justice and Community Safety (46 complaints, 6.7%), Department of Transport and Planning (27 complaints, 3.9%) and Victorian WorkCover Authority (11 complaints, 1.6%).

Complaint resolved with the complainant's agreement case study

The applicant made a request for access to all documents and records in the agency's possession which related to the applicant.

Following searches being conducted by several schools, the agency located one document and released it to the applicant in full.

The applicant made a complaint to OVIC on grounds the agency had not conducted a thorough and diligent document search.

In response to the complaint, the agency provided OVIC with copies of correspondence received from the schools that conducted document searches.

Following further enquiries with the applicant, the applicant was able to provide further information to facilitate a further document search being conducted by one of the schools at which the applicant was a former student. This resulted in the agency locating an additional 94 pages of documents that were released to the applicant outside of the FOI Act.

OVIC sought the applicant's agreement to close their complaint, as OVIC considered a thorough and diligent document search had been conducted, and there was no information to suggest that the additional document search had been conducted in a manner that would limit the discovery of documents. The applicant agreed to the closure of their complaint.

Complaint timeliness

In 2022-23, the average time taken by OVIC to finalise an FOI complaint was 111.1 days. The average time taken to finalise a delay complaint was 128.3 days and 72.5 days for non-delay related complaints.

Overall, the average time to finalise a complaint increased by 15 days (15.6%) in comparison with 2021-22. This increase is attributable to the ongoing delays by agencies making a decision on FOI requests and OVIC's inability to require an agency to make a decision by a certain date.

Recommendations made by the Information Commissioner

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

In 2022-23, no formal recommendations were made by the Information Commissioner.

Dismissed after the complaint was fully pursued case study

The applicant sought access to their medical record in the possession of a public hospital. During the processing of their FOI request, the agency advised that it considered the work involved in processing the request would substantially and unreasonably divert the resources of the agency from its other operations. The applicant was invited to consult with the agency to narrow the scope of their request to remove the grounds for refusal. The applicant subsequently narrowed the scope of their request to seek access to any documents relating to a diagnosis of a medical condition, treatment and outcomes.

Following the agency's decision to release various documents, the applicant made a complaint to OVIC on grounds the agency did not conduct a thorough and diligent document search because the agency had not located documents relating to the diagnosis and treatment of a medical condition.

OVIC staff made enquiries with the agency regarding its document searches, seeking information regarding the locations searched, the method or type of searches undertaken, and any key words used in its searches.

The agency subsequently indicated it had made further queries with an internal business unit and identified that the FOI unit had only been provided with copies of hardcopy documents and was not provided with electronic records.

The agency made a new decision on the applicant's request, having located additional documents that previously had not been identified.

OVIC sought the applicant's agreement to close their complaint on grounds the agency had located further documents and we considered the complaint was fully pursued. As OVIC did not receive the applicant's response to the outcome of their complaint, the complaint was subsequently dismissed under section 61B(1)(b) on grounds there was no basis for the making of further inquiries or taking further action under Part VIA of the FOI Act.

Agency and Minister complaint outcomes in 2022-23

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Albury Wodonga Health	0	0	1	1
Alfred Health	0	2	1	3
Alpine Resorts Victoria	0	0	1	1
Alpine Shire Council	0	1	0	1
Ambulance Victoria	0	0	2	2
Architects Registration Board of Victoria	0	1	0	1
Austin Health	0	0	1	1
Barwon Health	0	0	1	1
Bass Coast Shire Council	0	0	1	1
Bendigo Health Care Group	0	2	0	2
Brimbank City Council	0	0	1	1
Buloke Shire Council	0	1	5	6
Central Goldfields Shire Council	0	1	0	1
City of Ballarat	0	0	1	1
City of Casey	1	1	1	3
City of Darebin	0	1	1	2
City of Greater Dandenong	0	0	1	1
City of Greater Geelong	0	1	0	1
City of Melbourne	0	3	2	5
City of Monash	0	2	6	8
Country Fire Authority	0	2	1	3
Court Services Victoria	0	2	2	4
Department of Education [^]	1	2	6	9
Department of Energy, Environment and Climate Action [^]	1	0	5	6
Department of Families, Fairness and Housing	0	19	91	110
Department of Health	0	1	2	3
Department of Jobs, Skills, Industry and Regions [^]	0	0	2	2
Department of Justice and Community Safety	0	13	33	46
Department of Premier and Cabinet	1	2	3	6
Department of Transport and Planning [^]	1	10	16	27
Department of Treasury and Finance	0	1	3	4
Development Victoria	0	0	1	1

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Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Eastern Health	0	3	4	7
Emergency Services Telecommunications Authority	0	0	1	1
Environment Protection Authority	0	0	1	1
Frankston City Council	0	0	2	2
Glen Eira City Council	0	0	1	1
Gordon Institute of TAFE	0	0	5	5
Grampians Health	0	1	1	2
Greyhound Racing Victoria	0	0	1	1
Hobsons Bay City Council	0	1	4	5
Horsham Rural City Council	0	1	1	2
Hume City Council	0	3	4	7
Independent Broad-based Anti-corruption Commission	0	2	1	3
Kingston City Council	0	0	1	1
La Trobe University	0	0	1	1
Macedon Ranges Shire Council	0	1	1	2
Major Transport Infrastructure Authority	1	1	5	7
Manningham City Council	0	1	0	1
Maribyrnong City Council	0	1	1	2
Melbourne Health	0	0	3	3
Melton City Council	0	1	1	2
Merri-bek City Council #	0	1	1	2
Minister for Casino, Gaming and Liquor Regulation	0	0	1	1
Minister for Emergency Services	1	0	1	2
Minister for Transport and Infrastructure	0	0	1	1
Monash Health	0	0	1	1
Mount Alexander Shire Council	0	0	1	1
Moyne Shire Council	0	1	0	1
Murrindindi Shire Council	0	0	1	1
Nillumbik Shire Council	0	0	1	1
North Central Catchment Management Authority	0	0	1	1
Northern Health	0	0	1	1
Office of Public Prosecutions	0	1	0	1
Parks Victoria	0	0	2	2
Peninsula Health	0	0	3	3

Agency	Complaint not in jurisdiction	Dismissed or not accepted	Withdrawn or resolved informally	Total
Premier of Victoria	0	1	1	2
RSPCA (Victoria)	0	1	2	3
Safe Transport Victoria	0	0	1	1
Safer Care Victoria	0	0	1	1
South East Water Corporation	0	1	1	2
South Gippsland Shire Council	0	2	0	2
St Vincent's Health	0	1	0	1
State Revenue Office	0	1	0	1
Surf Coast Shire Council	0	1	0	1
Swinburne University of Technology	0	3	0	3
The Royal Children's Hospital	0	0	1	1
University of Melbourne	0	1	1	2
VicForests	0	1	2	3
Victoria Police	3	107	155	265
Victorian Aboriginal Heritage Council	0	1	0	1
Victorian Building Authority	1	1	6	8
Victorian Inspectorate	0	0	1	1
Victorian Institute of Forensic Mental Health (t/a Forensicare)	0	1	0	1
Victorian Institute of Teaching	0	5	5	10
Victorian Managed Insurance Authority	0	1	0	1
Victorian Ombudsman	0	3	2	5
Victorian Public Sector Commission	0	0	1	1
Victorian Rail Track (t/a VicTrack)	0	0	1	1
Victorian WorkCover Authority	0	4	7	11
Western Health	0	1	2	3
Whittlesea City Council	0	0	1	1
Wodonga City Council	0	0	1	1
Wyndham City Council	0	0	2	2
Yarra City Council	0	0	1	1
Yarra Ranges Shire Council	0	1	2	3
Not subject to the FOI Act	1	0	7	8
Total	12	225	449	686

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

^ Denotes new government department, name change or transfer of responsibilities. See footnote 2 on page 68 for more details.

Professional Standards

The Professional Standards were issued by the Information Commissioner under Part IB of the FOI Act. The Professional Standards relate to the conduct of agencies and the administration of the FOI Act.

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

The purpose of the Professional Standards is to ensure 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.

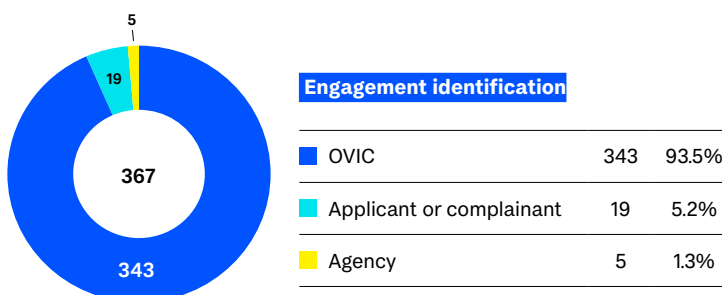
The Professional Standards aim to improve communication between agencies and applicants, ensure applications are processed in a timely manner, provide clarity to certain provisions in the FOI Act, and ensure the FOI Act is given a modern interpretation, both in practice and process.

In 2023-23, OVIC made improvements to its case management system to improve the way Professional Standards data is recorded, monitored and reported.

Professional standard engagements

In 2022-23, OVIC recorded 367 instances of agency non-compliance with the Professional Standards (called ‘engagements’). Engagements were recorded across 22 Standards concerning 83 agencies.

Non-compliance with the Professional Standards can be identified by an applicant or complainant, an agency by way of self-reporting, or by OVIC during the handling of an enquiry, review application or complaint.



In 2022-23, of the 367 engagements recorded, 343 (93.5%) were identified by OVIC, 19 (5.2%) were identified by an applicant or complainant and five (1.3%) were self-reported by the agency.

OVIC also monitors agency practices under the FOI Act and the Professional Standards through the receipt of review applications and complaints, data collected as part of agencies' annual report survey responses, and the Information Commissioner's own motion investigation powers.

Management of professional standards engagements

OVIC assesses each FOI review application and complaint it accepts to identify and record potential or actual instances of non-compliance with the Professional Standards.

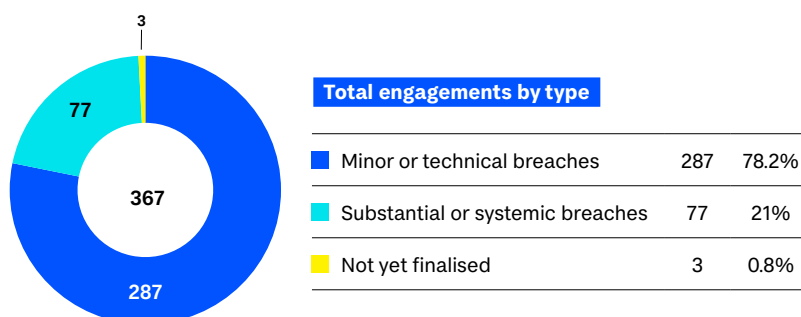
We gather information about potential non-compliance with the Professional Standards through preliminary enquiries with the agency and the applicant or complainant and decide whether there has been a breach of a Professional Standard.

Where non-compliance is established, OVIC considers the nature and extent of the breach of the Professional Standard and determines the action required.

OVIC's approach in responding to instances of non-compliance with the Professional Standards depends on the nature and seriousness of the breach. OVIC uses a range of mechanisms to promote and enforce agency compliance with the Professional Standards.

OVIC affords procedural fairness to an agency by providing them with an opportunity to respond to a proposed finding or action to be taken in relation to a breach of the Professional Standards prior to a final decision being made.

In 2022-23, of the 367 Professional Standard engagements recorded, 287 (78.2%) were considered minor or technical breaches and 77 (21%) were considered substantial or systemic breaches of the Standards.



4 Freedom of Information

Professional standard outcomes

In 2022-23, 209 (59.8%) Professional Standard engagements were resolved informally using educational strategies and no action was taken in respect of 118 (33.8%) engagements that were considered minor or technical breaches.

OVIC will generally take educational and informal action to resolve minor or technical instances of non-compliance.

Educational or informal action may involve OVIC:

- engaging with FOI practitioners to educate and support them in meeting their Professional Standards obligations. For example, OVIC may meet with an FOI practitioner to discuss the breach, how it could have been avoided, and how to avoid it in the future;
- writing to an FOI practitioner about the breach and asking them for a response or written submission to explain how the breach happened;
- providing the agency with guidance and referring the agency to OVIC's online educational resources to support the agency to comply in future;
- requesting evidence from the agency to show how it intends to comply with the Professional Standards in the future (for example a policy, procedure, or template letter); and
- addressing breaches of the Professional Standards in the covering letter of a Notice of Decision to an agency (for example, to remind the agency of their obligations under the Professional Standards).

OVIC may take more formal action in response to a substantial, persistent or systemic breach of the Professional Standards by:

- making a formal adverse finding that an agency did not comply with the Professional Standards and recommending the agency undertake appropriate action in response;
- monitoring an agency's performance and compliance with the Professional Standards on an ongoing basis;
- requesting the agency complete the Professional Standards Self-Assessment Tool and report its results to OVIC;
- recommending the agency create or review policies, procedures and templates;
- making recommendations under section 61L of the FOI Act; and
- making an internal referral for consideration of an own motion investigation.

In 2022-23, the Public Access Deputy Commissioner wrote to the agency's Principal Officer regarding 22 (6.3%) substantial or systemic breaches of the Professional Standards. This resulted in adverse findings being made against six agencies.

Common engagements

In 2022-23, the most common Professional Standards engagements recorded concerned Themes 10, 8 and 2.

Theme 10 concerns working with the Information Commissioner. Standard 10.3 prescribes an agency must respond to a request for documents or information by, or on behalf of, a Commissioner within requested or agreed timeframes.

In 2022-23, OVIC recorded 147 engagements concerning Standard 10.3. Of those, 126 were considered minor or technical breaches, and 21 were considered substantial or systemic breaches.

Theme 8 concerns decisions and reasons for decision. Standard 8.2 requires an agency to explain its reasons why an exemption or exception applies and to address each limb of an exemption or exception.

OVIC recorded 52 engagements against Standard 8.2 of which 48 were considered minor or technical breaches and four substantial or systemic breaches.

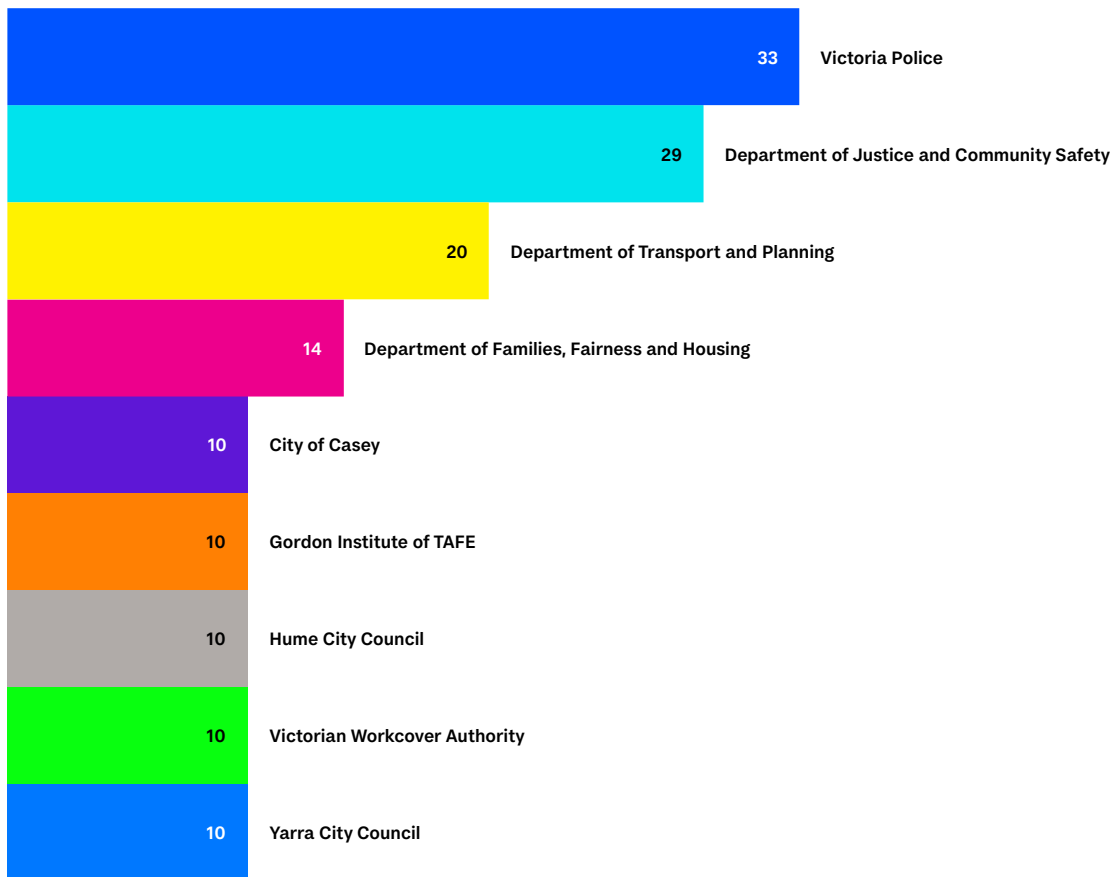
Theme 2 concerns an agency receiving an FOI request. Standard 2.4 prescribes an agency that receives a request that is not valid must take reasonable steps to notify an applicant within 21 days of receiving the request why the request is not valid, provide reasonable assistance and advise the request may be refused.

OVIC recorded 33 engagements concerning Standard 2.4 of which 20 were considered minor or technical breaches and 13 substantial or systemic breaches.

4 Freedom of Information

Professional standard engagements by agency

Agencies with the highest number of Professional Standards engagements recorded for the 2022-23 year:



Agency	Number of engagements recorded
Victoria Police	33
Department of Justice and Community Safety	29
Department of Transport and Planning	20
Department of Families, Fairness and Housing	14
City of Casey	10
Gordon Institute of TAFE	10
Hume City Council	10
Victorian Workcover Authority	10
Yarra City Council	10

Case study 1

Hume City Council

Adverse findings were made against Hume City Council (**the Council**) regarding its handling of two FOI requests made by an applicant. The findings concerned the Council's failure to notify an applicant that their FOI request was not valid under section 17, 96 days outside of the required 21 day timeframe required by Professional Standard 2.4.

In addition, Council's notice of intention to refuse to process their request on grounds processing the request would involve a substantial and unreasonable diversion of the agency's resources was issued 73 days outside the 21 day timeframe required by Professional Standard 51.

Adverse findings were also made against the Agency for its failure to cooperate with OVIC in dealing with the applicant's complaints, having failed to provide requested information on several occasions.

The following adverse findings were made:

1. Hume City Council failed to comply with Professional Standard 2.4 by failing to notify the applicant that the FOI request was not valid within 21 days as required under Professional Standard 2.4.
2. Hume City Council failed to comply with Professional Standard 51 by failing to notify the applicant of its intention to refuse the Applicant's FOI request within 21 days after accepting the request as valid under section 17 of the FOI Act.
3. Hume City Council failed to comply with Professional Standard 10.3 by failing to respond to requests for information on behalf of the Information Commissioner or Public Access Deputy Commissioner within requested timeframes.

Hume City Council was requested to undertake several actions in relation to its non-compliance with the Professional Standards, including to review its processes and procedures, complete and report the outcome of the FOI Professional Standards Self-Assessment Tool.

Case study 2

Department of Premier and Cabinet

Adverse findings were made against the Department of Premier and Cabinet (**the Department**) regarding its delay in decision making on an FOI request, having made a decision on the applicant's request 472 days after it was received. OVIC found factors contributing to the delay included lengthy consultation and noting/briefing periods, amongst general delay.

Adverse findings were also made with respect to the Department's requirement to ensure it has the necessary resources and procedures in place to meet its statutory obligations under the FOI Act.

The following adverse findings were made against the Department:

1. It failed to comply with its statutory obligations under section 21 of the FOI Act by not providing the applicant with a decision on their FOI request within the statutory timeframe, noting that the request took 472 days to process.
2. It failed to comply with Professional Standard 9.1(a) by not being sufficiently resourced to receive and process FOI requests, as and when required, within the required statutory time as evidenced by a decision being made on the applicant's request, 472 days after its receipt.
3. It failed to comply with Professional Standard 9.1(c) by not developing and retaining internal policies to enable its FOI officers to carry out their functions and obligations under the FOI Act, noting it relies on a single page policy and procedure document as provided to OVIC.

The Department was requested to undertake several actions in response to the adverse findings which included: a written explanation of the delay to the applicant, undertaking and reporting results of the FOI Professional Standards Self-Assessment Tool, creating and/or reviewing templates for communications with applicants, and reviewing and updating its existing FOI resources.

Case study 3

Department of Justice and Community Safety

Adverse findings were made against the Department of Justice and Community Safety (**the Department**) with respect to processing an applicant's requests in a rigidly sequential manner, its delay in FOI decision making regarding several of the applicant's requests and its failure to communicate with the applicant regarding its delayed decision making.

The following adverse findings were made:

1. The Department failed to comply with its statutory obligations under section 21 of the FOI Act by not providing the applicant with decisions on 20 FOI requests the applicant made in 2021 and 2022 within the statutory timeframes, noting that 14 of the 20 requests took 200+ days to process and with the longest delay involving more than 500 days.
2. Instead of processing FOI requests made by the applicant in 2021 and 2022 in accordance with its obligations to facilitate and promote prompt disclosure of information under sections 3 and 21 of the FOI Act, the Department instead processed these FOI requests in a rigidly sequential manner.
3. The Department failed to communicate with the applicant regarding progress on their FOI requests as a matter of good practice and fairness given the substantial delays in the Department processing his requests.

The Department was requested to undertake several actions in response to the findings which included a written confirmation that it would cease processing requests in a rigidly sequential manner and issuing the applicant with an apology for the delays.

Case study 4

Swinburne University of Technology

Adverse findings were made against Swinburne University of Technology (the University) regarding its failure to notify an applicant of its intention to refuse to process their request on grounds processing the request would involve a substantial and unreasonable diversion of the agency's resources within the 21-day timeframe required under Professional Standard 5.1.

The following adverse finding was made:

In notifying the applicant of its intention to refuse their FOI request 325 days after initial notification of accepting the request as valid under section 17 of the FOI Act, and 139 days after the amended terms of the applicant's request were accepted, Swinburne University of Technology failed to comply with Professional Standard 5.1 which requires an applicant be notified within 21 days.

The University was required to review its processes and procedures regarding the timely processing of FOI requests and responses to OVIC to ensure it meets its obligations under the FOI Act and the Professional Standards, in particular, Standard 5.1 and to complete the FOI Professional Standards Self-Assessment tool and report its outcome to OVIC.

Case Study 5

Macedon Ranges Shire Council

An adverse finding was made against Macedon Ranges Shire Council (the Council) regarding its failure to comply with Professional Standard 5.1.

The following adverse finding was made:

1. Macedon Ranges Shire Council 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 request, having done so 376 days after a valid request was received.

The Council was required to review its processes and procedures regarding the timely processing of FOI requests to ensure it meets its obligations under the FOI Act and the Professional Standards. In particular, Professional Standard 5.1 and to complete the FOI Professional Standards Self-Assessment Tool and report its outcome to OVIC.

Case Study 6

Victoria Police

An adverse finding was made against Victoria Police regarding its handling of an FOI request made by an applicant. The finding concerned Victoria Police's failure to notify the applicant and to provide reasonable assistance where the request was not considered valid, having issued a clarification letter 492 days after the request was received.

The adverse finding was:

1. Victoria Police failed to comply with Professional Standard 2.4 by failing to notify the complainant and to provide reasonable assistance where his request was not considered valid within 21 days of receiving the request, having notified the complainant 492 days after receiving the complainant's request.

General adverse findings

In addition to making adverse findings against some agencies in relation to specific matters, the Public Access Deputy Commissioner made general adverse findings in relation to non-compliance with the Professional Standards.

Department of Families, Fairness and Housing

General adverse findings were made against the Department of Families, Fairness and Housing (**the Department**) in respect of the 2022-23 financial year, as follows:

1. The Department failed to comply with section 21 of the FOI Act by not providing FOI applicants with a decision on their request within the prescribed timeframes.
2. The Department failed to comply with Professional Standard 2.4 by failing to notify applicants and provide reasonable assistance where a request was not considered valid within 21 days of receiving the request.
3. The Department 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 a request under section 25A(1) of the FOI Act within 21 days of receiving a valid request.

Department of Justice and Community Safety

General adverse findings were made against the Department of Justice and Community Safety (**the Department**) in respect of the 2022-23 financial year, as follows:

1. The Department failed to comply with section 21 of the FOI Act by not providing FOI applicants with a decision on their request within the prescribed timeframes.

2. The Department failed to comply with Professional Standard 2.4 by failing to notify FOI applicants and provide reasonable assistance where a request was not considered valid within 21 days of receiving the request.
3. The Department failed to comply with Professional Standard 5.1 by failing to notify FOI applicants under section 25A(6) of the FOI Act of its intention to refuse to grant access to an FOI request under section 25A(1) within 21 days of receiving a valid request.
4. The Department failed to comply with Professional Standard 10.3 by not responding to requests for documents and information by or on behalf of the Information Commissioner or the Public Access Deputy Commissioner within requested or agreed timeframes.

Victoria Police

General adverse findings were made against Victoria Police in respect of the 2022-23 financial year, as follows:

1. Victoria Police failed to comply with section 21 of the FOI Act by not providing FOI applicants with a decision on their request within the prescribed timeframes.
2. 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 a request under section 25A(1) within 21 days of receiving a valid request.
3. Victoria Police failed to comply with Professional Standard 10.3 by not responding to requests for documents and information by or on behalf of the Information Commissioner or the Public Access Deputy Commissioner within requested or agreed timeframes.

4 Freedom of Information

Professional standards self-assessment tool

The Professional Standards Self-Assessment Tool (**the Tool**) is designed to assist agencies in evaluating their compliance with the Professional Standards. It also allows agencies to identify and develop strategies to improve their FOI practices.

The Tool consists of 91 statements, across the 10 themes:

- access to government information;
- receiving a request;
- extensions of time;
- charges for access;
- substantial and unreasonable diversion of resources;
- searching for documents;
- practicability of consulting with third parties;
- decisions and reasons for decision;
- resources training and awareness; and
- working with the Information Commissioner.

When completing the Tool, FOI practitioners have a choice of four responses for each statement measuring the level of compliance with a statement ('yes', 'in progress', 'identified', 'no'). Responses to the initial self-assessment can be used as a starting point or benchmark to identify how current processes could be improved to satisfy obligations under the Professional Standards.

The Tool also includes useful links to OVIC's guidance material.

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

Driving best practice

OVIC acknowledges the impacts of COVID-19 on agencies' operating environments. However, we consider agencies should closely oversee and manage their FOI workloads and, at all times, ensure that they have sufficient resources to address a foreseeable surge in requests that

can often coincide with a public emergency or unforeseen event or issue.

The future will require an investment by government in technology to streamline access to information - both in terms of proactive release and also to locate and process documents for release.

Budget constraints are not a reasonable excuse to limit or delay a person's legal right to access government information under the FOI Act, or otherwise, to access their personal affairs information. Agencies and in particular, agency principal officers have a responsibility to ensure they meet their statutory obligations under the FOI Act and the Professional Standards.

OVIC has identified three focus areas for agencies to drive best practice:

- **Oversight** – agencies that receive consistently high and steady numbers of FOI requests should closely monitor their FOI performance and OVIC recommends they regularly report to the agency's principal officer and/or board of management so those with responsibility for the agency meeting its statutory obligations are informed about demands in FOI requests and can determine if the agency has sufficient resources and processes to ensure that its obligations under the FOI Act and Professional Standards can be met. OVIC encourages agencies to notify OVIC of emerging trends and issues, such as increasing numbers of FOI requests and a decline in staff resources at the earliest opportunity.
- **Resourcing** – agency principal officers should ensure they have the right number of staff, with the right FOI experience to meet the known and anticipated demands on their FOI functions, particularly large agencies holding a lot of personal affairs information and those receiving large numbers of FOI requests. All agencies should ensure their FOI staff have adequate training and support.

- **Managing delays** – OVIC encourages agencies to take a human-centric approach to dealing with members of the public. Agencies should communicate with applicants early and directly, triage all incoming requests and prioritise urgent and time sensitive requests, talk to applicants about the documents and information to which they seek access, to see if requests can be refined to save both the agency and an applicant time in providing and obtaining access to information. Agencies are encouraged to look at common requests received and consider whether there is a more appropriate and efficient way to handle those requests and whether there is a pathway to providing access outside the FOI Act.

Key public access projects

Agency FOI information service

In 2022-23, OVIC received 81 enquiries to the Agency FOI Information Service. Of the enquiries received, 54% (44) were responded to by telephone, 34% (28) by email and 4% (4) by telephone followed by an email. OVIC responded to 27% of enquiries on the same day, 25% within 24 hours, 34% within 1-3 business days and 7% after 3 business days.

The most common enquiries to the Agency FOI Information Service related to third party consultations, access charges, FOI application fees and third-party appeal rights.

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.

In 2022-23, we increased the number of published decisions by 55.5% and as of 30 June 2023, over 800 decisions have been published. The Victorian Information Commissioner AustLII webpage has been accessed 19,700 times in the last 12 months, representing a yearly increase of over 29%.

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

Provision of redacted review documents to agencies

In 2022-23, to assist agencies in giving effect to certain more complex notices of decision, we commenced providing agencies with a marked-up copy of documents subject to a review, showing any information to be released or exempt and irrelevant information.

This initiative benefits both agencies and applicants by streamlining the process of preparing documents for release following a review decision made by a Commissioner resulting in more timely release of information to applicants.

In 2022-23, approximately 14% of notices of decision were accompanied by a marked-up document or documents. OVIC aims to increase the provision of marked-up documents along with decisions in 2023-24.

Key policy initiatives

FOI guidelines project

In 2022-23, OVIC continued to progress our FOI Guidelines project. The FOI Guidelines include:

- case study examples;
- relevant Court, Tribunal and OVIC decisions;
- links to other resources;
- relevant FOI Professional Standards; and
- commentary on each section of the FOI Act and the *Freedom of Information (Access Charges) Regulations 2014 (Vic)* (**Access Charges Regulations**).

4 Freedom of Information

The FOI Guidelines aim to enhance agency FOI practice and to promote understanding of the FOI Act, consistent with the object of the Act.

In 2022-23, OVIC continued to publicly consult on draft content for the FOI Guidelines. This included:

- certain exemptions in Part IV – Exemptions;
- Part V – Amendment of personal records;
- Part VIA – Complaints;
- Part VIB – Investigations;
- Part VIC – Coercive powers; and
- the Access Charges Regulations.

In 2022-23, OVIC also developed and published an index style landing page for the FOI Guidelines and began publishing final content.

In 2022-23, we published:

- Overview of the FOI Guidelines;
- Part I – Preliminary;
- Part IA – Office of the Victorian Information Commissioner;
- Part IB – Professional Standards; and
- Part II – Publication of certain documents and information.

OVIC will continue to consult on draft content and publish final content in 2023-24.

Proactive and informal release and behavioural change project

OVIC recognises the importance of the proactive and informal release of information to promote transparency, accountability, and open government.

OVIC completed Phase 1 of the action plan in 2021-22. This included developing and updating resources for both agencies and the public and delivering a series of training sessions on topics related to proactive and informal release of information.

In 2022-23, OVIC continued to progress Phase 2 of the proactive and informal release project. This involves monitoring agencies' needs and progress to identify opportunities for further education and training activities and resources, and understanding how agencies are enhancing their proactive and informal release practices.

Monash University – ARC funded research into the culture of FOI

In 2020-21, Monash University was funded by the Australian Research Council to research the culture of administering FOI. The Office of the Information Commissioner – Western Australia, the South Australian Ombudsman and OVIC are supporting Monash University with this study.

The aims of the research are to:

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

In particular, the insights gathered from the Victorian portion of this research will:

- assist OVIC to gain a deeper understanding of the culture of FOI in the VPS;
- enable the development of education and awareness programs to help agencies enhance their administration of the Act; and
- contribute to the future direction of Victoria's information access system.

In 2022-23, the study finished gathering insights from a broad range of agencies, statutory authorities, and government departments in each jurisdiction. The study also began collating and analysing these insights to identify trends and common themes across sectors and jurisdictions. A report is due to be released in 2024.

Stakeholder engagement

14th 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 2023, the Freedom of Information – Program Management Office of the Philippines hosted the 14th ICIC in Manila. The Public Access Deputy Commissioner represented OVIC at the Conference.

Association of Information Access Commissioners

In December 2022 and June 2023, the Information Commissioner and Public Access Deputy Commissioner attended meetings of the Association of Information Access Commissioners. The bi-annual meeting is attended by Information Commissioners and Ombudsmen from across Australia and New Zealand.

International Access to Information Day 2022

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

In 2022, OVIC explored the theme: Artificial intelligence, e-Governance and access to information and:

- hosted a launch event with the ARC Centre for Excellence for Automated Decision-Making and Society, and the Victorian Public Sector Commission.;
- hosted a panel discussion with the Transport Accident Commission, and the Royal Melbourne Hospital on designing and implementing smart defaults to enhance access to information;
- hosted two lightning talks on OVIC's role in promoting information access through the FOI Act, and the limits of a 'human in the loop' for AI governance;
- published and promoted animations, including:
 - + a new animation on how to release information proactively and informally which has been viewed over 440 times; and
 - + an animation on the right to access government information that was jointly created by Information Commissioners and Ombudsmen across Australia.

Public Access Agency Reference Group

OVIC hosts quarterly 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 2022-23, the Reference Group discussed increasing FOI workloads, resourcing, OVIC's education and training activities, 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.

4 Freedom of Information

Victorian FOI regional roadshows

In 2022-23, OVIC continued its focus on engaging rural and regional stakeholders by hosting a virtual joint Privacy and FOI roadshow on how FOI and privacy can both improve trust in government. This roadshow was targeted at local government, public health service providers and was attended by 100 participants.

Information access series

OVIC hosts regular virtual Information Access Series (**IAS**) webinars for Victorian FOI practitioners to promote best practice in FOI across the VPS. In 2022-23, over 710 stakeholders attended IAS webinars. Recordings and presentation slides were published on OVIC's website after most webinars making them accessible to FOI practitioners and members of the public. IAS webinars in 2022-23 focused on:

- Proactive and informal release of information across Australian jurisdictions;
- FOI in 2022 – an annual review of key published OVIC decisions and FOI matters determined by other jurisdictions;
- The importance of good record keeping and accountability;
- Enhancing access to information through smart defaults and automation;
- The FOI processing stages – including clarification and searching;
- Strategies to deal with high conflict situations and behaviours;
- How to identify and manage vicarious trauma;
- Operating under the Caretaker Conventions; and
- Completing the annual FOI survey.

In 2022-23, we also delivered an information session to assist members of the public in understanding their access to information rights on:

- OVIC's role in promoting information access through the FOI Act.

Presentations

In 2022-23, the Information Commissioner and Public Access Deputy Commissioner presented to:

- University of Melbourne Juris Doctor students on public access to information;
- a Victorian health sector senior manager's meeting on disclosure of health records; and
- a Local Government Victoria CEO Forum on transparency and freedom of information.

Guidance and publications

In 2022-23, we updated and published a range of guidance materials to support members of the public, agencies and Ministers including:

- new guidance for the local government sector on proactively and informally providing access to information under the *Local Government Act 2020* (Vic) (**LG Act**) and the FOI Act. The guidance sets out a framework for councils to follow when assessing information for public release. Transparency is a key principle under the LG Act. The guidance outlines:
 - + why council decisions, actions, and information need to be publicly available;
 - + when to use the framework for releasing information proactively and informally; and
 - + the steps in the framework and what to consider when applying these steps;
- new guidance for agencies on releasing health records. The guidance outlines when organisations may informally release health records under the *Health Services Act* or the *Health Records Act*, as well as some practical considerations;
- an update to our informal release practice note to update information about seeking consent from applicants for informal release and refunds for application fees where documents are released informally;
- an update to our practice note on section 125 of the LG Act and section 38 of the FOI Act;
- an update to our practice note on 'what is a document' under the FOI Act, to confirm the status of electronic documents; and
- new guidance for agencies on receiving and utilising marked-up copies of documents from OVIC as part of a review under the FOI Act of an agency's FOI decision.

[FOI complaints step-by-step landing page](#)

In 2022-23, OVIC focused on helping Victorians exercise their FOI complaint rights. We created a simplified landing page on our website with step-by-step instructions to make it easier for members of the public to make an FOI complaint to OVIC about an agency's or Minister's handling of an FOI request.

The guidance includes information on how OVIC handles complaints, what happens after you make a complaint, and more. OVIC also updated its FOI complaint form.

[New online forms for making a complaint or review](#)

In June 2023, new secure forms were published on OVIC's website to enable the secure lodgement of FOI complaints and FOI reviews to OVIC. Language was simplified and accessibility improved by providing additional guidance and information about these processes for applicants. An email capturing the complaint or review details is also sent to the user for their records.

5

Report on the operation of the FOI Act in Victoria

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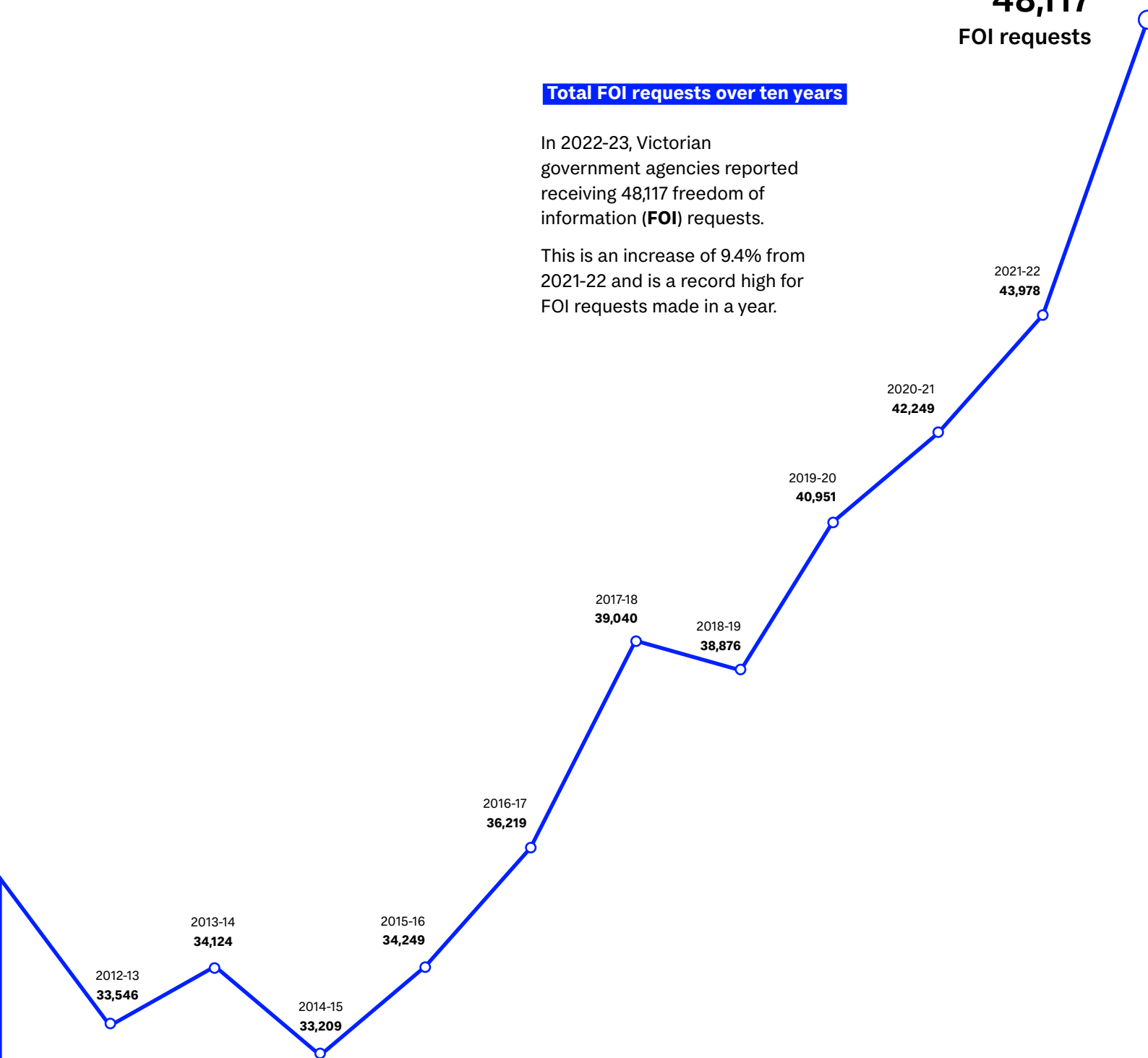
Section 64 of the *Freedom of Information Act 1982 (Vic)* (**FOI Act**) requires the Information Commissioner to report on the operation of the FOI Act in Victoria.

2022-23
48,117
FOI requests

Total FOI requests over ten years

In 2022-23, Victorian government agencies reported receiving 48,117 freedom of information (FOI) requests.

This is an increase of 9.4% from 2021-22 and is a record high for FOI requests made in a year.



5

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.⁴

The data

The information contained in this section was collated from data provided by approximately 1,000 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 but two agencies completed the survey for 2022-23.

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.

Accuracy of data

All data reported in this section and in the appendices relates to agency FOI matters, and has been identified, collated, and reported by each agency. Agencies are responsible for the accuracy of the data provided as it reflects the information held and reported by the agencies. Any discrepancies or queries regarding the data provided by an agency should be directed to the relevant agency in the first instance.

The past five years

This report includes an analysis of five years' worth of data to identify trends and act as a benchmark for future reports. As more data is collected in future years, we will be able to assess if improvements have occurred over time.

Requests and appeals

The number of FOI requests reported in 2022-23 was 48,117. This is an increase of 9.4% from last year and is a record high for FOI requests made in a year.

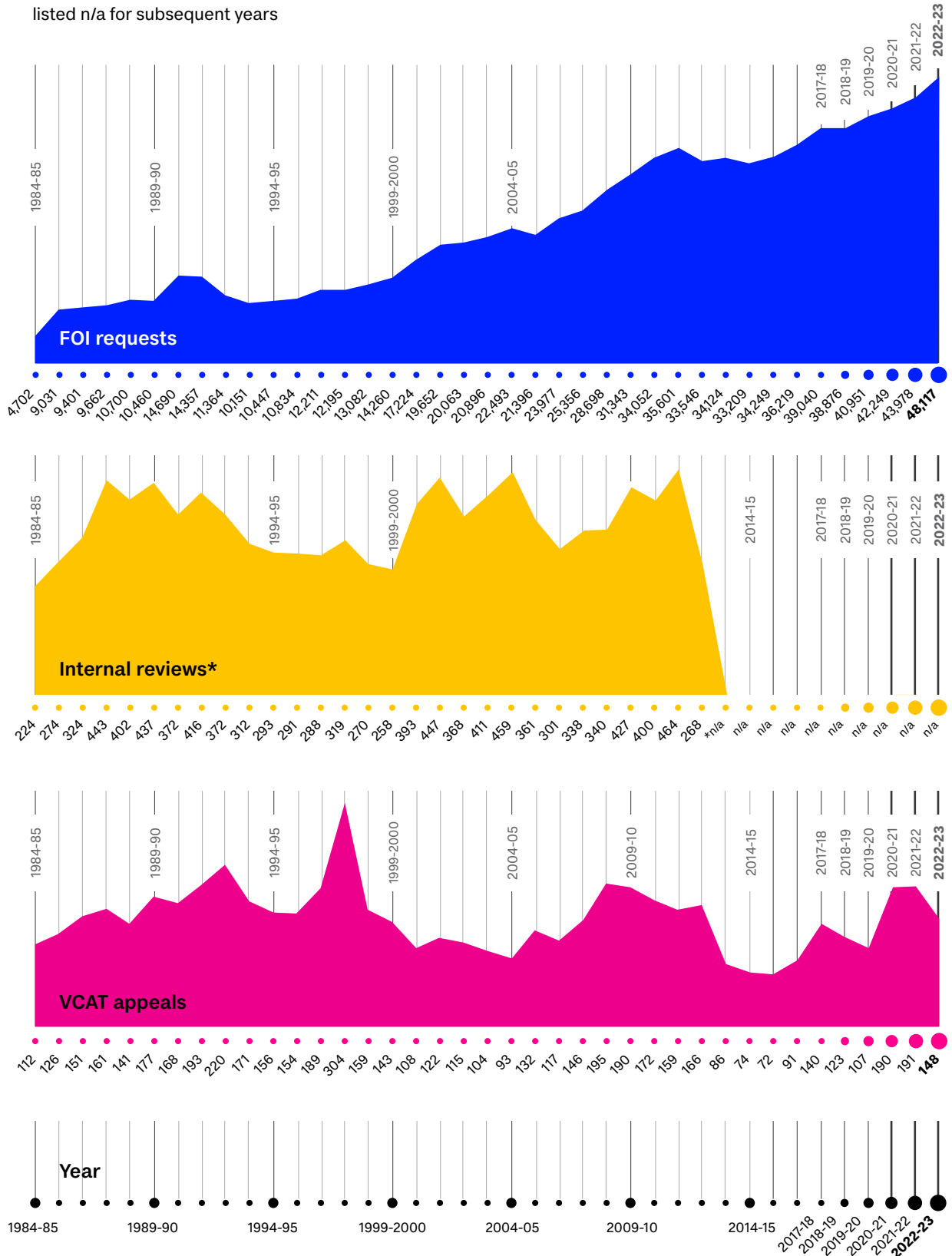
Agencies also reported 6,649 FOI requests outstanding at 30 June 2023. This is an increase when compared to the 5,838 outstanding FOI requests reported last year.

Agencies reported that 148 appeals to the Victorian Civil and Administrative Tribunal (**VCAT**) were lodged in 2022-23. Of the 42 cases decided by VCAT, agency decisions were affirmed in full in 29 cases. It was also reported that VCAT varied agency decisions in eight cases and overturned agency decisions in five cases. Agencies reported that 83 appeals were withdrawn.

⁴ The term 'agency/agencies' includes Ministers.

Number of requests, internal reviews and appeals reported by agencies

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

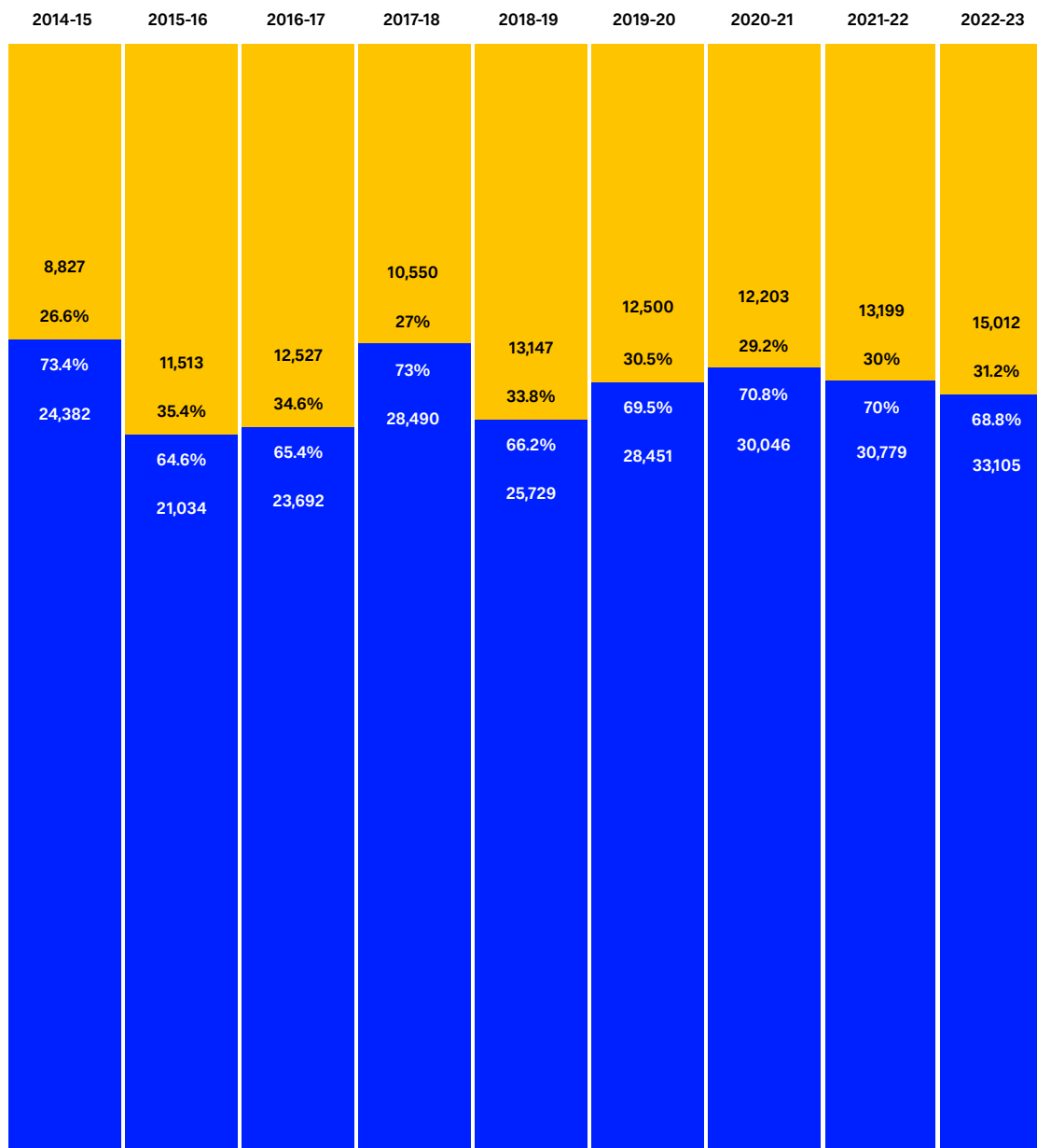


Sources of FOI requests

In 2022-23 personal requests (for information mainly relating to the applicants themselves) represented 68.8% of total requests received, while non-personal requests represented 31.2%. 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 timeframe 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.

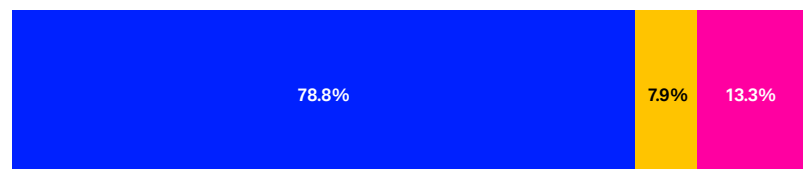
There are limited exceptions to how calendar days are calculated for responding to valid FOI requests:

- 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 78.8% of requests were processed within the requirements of section 21 in 2022-23.

Agencies reported that 21.2% of requests were processed outside of the requirements of section 21.

Timeliness of total requests processed



Processed within the requirements of section 21 of the FOI Act	■	78.8%
Processed outside the requirements of section 21 of the FOI Act by 45 days or less	■	7.9%
Processed outside the requirements of section 21 of the FOI Act by more than 45 days	■	13.3%

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:

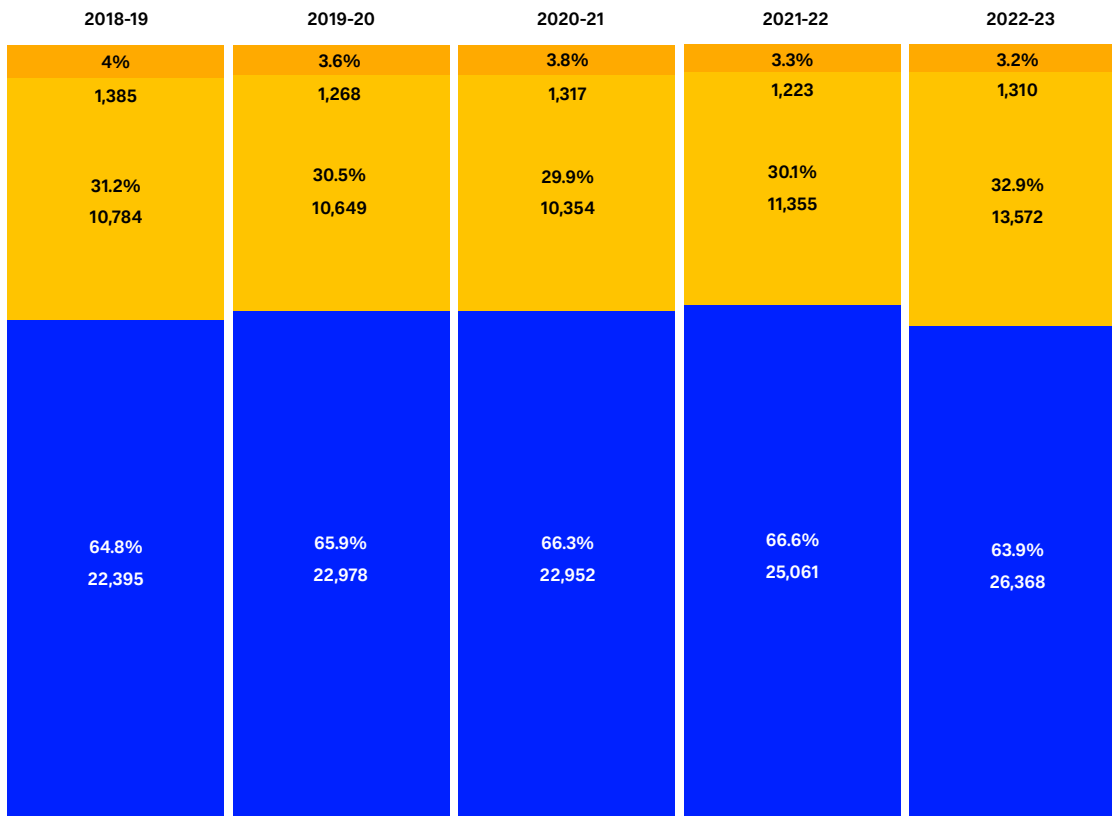
- the applicant did not proceed with the request;
- the request had not been decided at the end of the 2022-23 reporting period;
- the agency did not hold the documents sought;
- the agency and the applicant agreed on a form of access outside of the FOI process.

Analysis of the past five years 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 91.8% in 2018-19 to 84.4% in 2022-23;
- there continues to be general upward trend in the percentage of applications granted in full by the Government sector agencies from 16.6% in 2018-19 to 36% in 2022-23; and
- the number of times exemptions claimed under sections 31, 33, 35 and 38 were record highs.

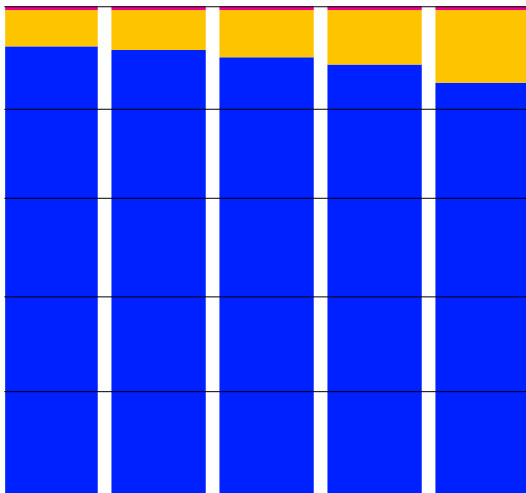
FOI decisions for the past 5 years (percentage)

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



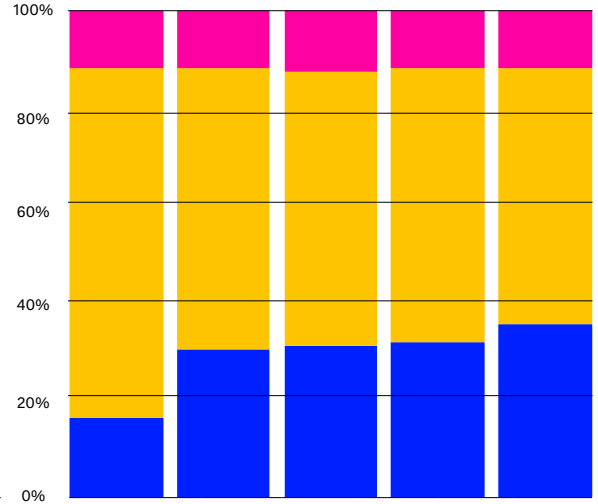
Five years of access decisions by sector

Health



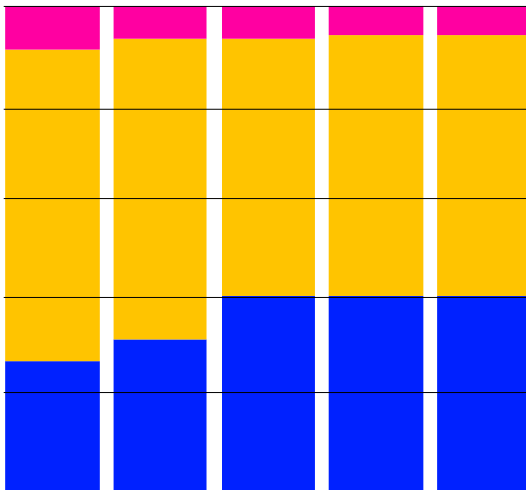
Year	2018-19	2019-20	2020-21	2021-22	2022-23
Full access	91.8%	91.0%	90.0%	88.2%	84.4%
Part access	7.8%	8.7%	9.6%	11.6%	15.3%
Access denied	0.4%	0.3%	0.4%	0.2%	0.3%

Government



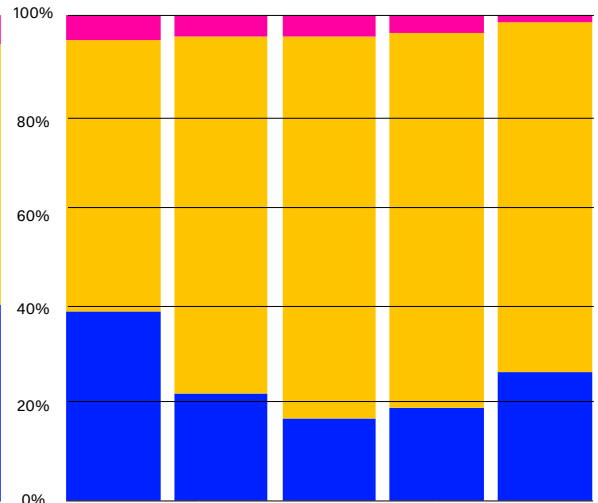
Year	2018-19	2019-20	2020-21	2021-22	2022-23
Full access	16.7%	30.6%	31.4%	32.2%	36%
Part access	71.2%	57.4%	56.0%	56.1%	52.5%
Access denied	12.1%	12.0%	12.6%	11.7%	11.5%

Emergency



Year	2018-19	2019-20	2020-21	2021-22	2022-23
Full access	27.0%	30.9%	40.3%	40.4%	40%
Part access	64.0%	62.4%	53.4%	54.1%	54%
Access denied	9.0%	6.7%	6.3%	5.5%	6%

Statutory Authority



Year	2018-19	2019-20	2020-21	2021-22	2022-23
Full access	38.7%	22.1%	17.1%	19.5%	26.3%
Part access	56.4%	73.7%	78.2%	76.5%	72.2%
Access denied	4.9%	4.2%	4.7%	4.0%	1.5%

Exemptions

In 2022-23 agencies claimed that documents were exempt under a variety of provisions of the FOI Act.

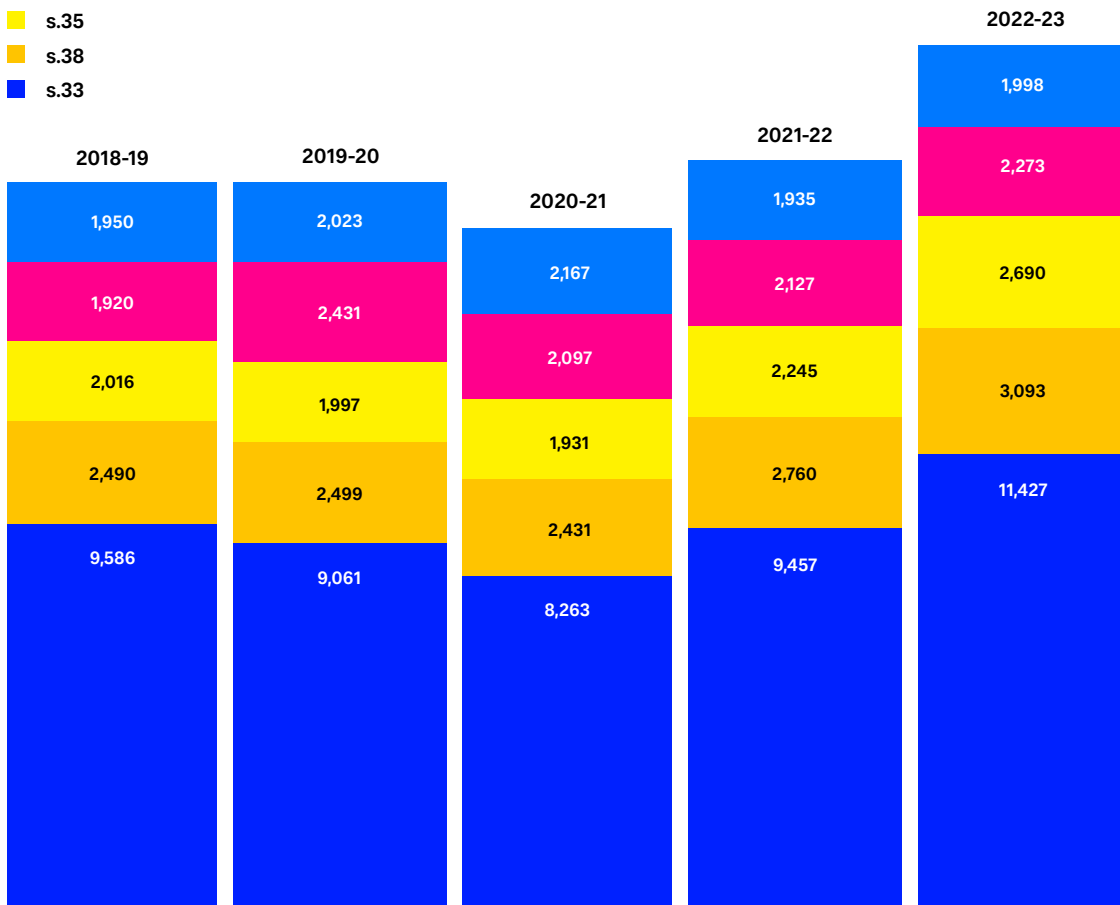
The five most frequently claimed grounds for exemption in initial FOI decisions included (in order of most used to least used):

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 89.5% of exemptions cited.

Exemptions most commonly cited in original decision

- s.30
- s.31
- s.35
- s.38
- s.33



All provisions cited in
2022-23 decisions

Exemption	Original decisions	VCAT appeals
s.23	15	2
s.24(1)	0	0
s.24A(1)	4	1
s.25A(1)	545	3
s.25A(5)	484	0
s.28	148	2
s.29	24	0
s.29A	14	0
s.29B	37	0
s.30	1,998	4
s.31	2,273	4
s.31A	0	0
s.32	848	2
s.33	11,427	13
s.34	369	0
s.35	2,690	4
s.36	26	0
s.38	3,093	6
s.38A	8	1
Total	23,988	42

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

Application fees and access charges

Costs associated with FOI comprise the application fee and access charges. In 2022-23 the application fee was \$30.60.

In 2022-2023 agencies reported application fee revenue of \$1,066,239.80. 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 2022-23 was \$406,355.70.

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 2022-23 agencies collected \$1,007,977.82 in access charges. The total amount in access charges waived was \$179,600.97.

Top 30 agencies

The top 30 agencies received a total of 40,537 FOI requests in 2022-23. This accounts for approximately 84% of all requests received.

Top 30 agencies		Non-personal	Personal	Total
1	Victoria Police	605	3,379	3,984
2	Alfred Health	1,226	1,759	2,985
3	Ambulance Victoria	19	2,950	2,969
4	Melbourne Health	1,162	1,688	2,850
5	Monash Health	1	2,352	2,353
6	Victorian WorkCover Authority (t/a WorkSafe)	1,949	35	1,984
7	Western Health	1	1,937	1,938
8	Eastern Health	389	1,364	1,753
9	Department of Families, Fairness and Housing	57	1,695	1,752
10	Transport Accident Commission	1	1,712	1,713
11	Department of Transport and Planning [^]	1,506	145	1,651
12	Austin Health	404	1,086	1,490
13	Barwon Health	367	988	1,355
14	Northern Health	496	859	1,355
15	Grampians Health	405	587	992
16	Peninsula Health	158	755	913
17	St Vincent's Health	625	267	892
18	Mercy Hospitals Victoria Ltd	0	845	845
19	Department of Justice and Community Safety	40	772	812
20	The Royal Children's Hospital	356	441	797
21	Department of Education [^]	43	715	758
22	Bendigo Health	244	464	708
23	Albury Wodonga Health	0	615	615
24	The Royal Women's Hospital	0	506	506
25	Latrobe Regional Hospital	0	478	478
26	Victorian Building Authority	469	0	469
27	Department of Health	135	316	451
28	Goulburn Valley Health	0	411	411
29	City of Greater Geelong	350	35	385
30	Fire Rescue Victoria	373	0	373

[^] Denotes new government department, name change or transfer of responsibilities. See footnote 2 on page 68 for more details.

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 2022-23.

Notices issued under section 12 of the FOI Act

Under section 12 of the FOI Act, a person 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 2022-23.

Reading rooms provided by agencies

109 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;
- website content; and
- social media platforms.

5 Report on the operation of the FOI Act

Difficulties in administering the FOI Act

Consultation requirements

Amendments to the FOI Act on 1 September 2017 introduced mandatory third-party consultation requirements when considering a range of exemptions under the FOI Act. Agencies continue to report that this process has increased their administrative workload significantly and has led to delays in finalising decisions due to the time it takes to receive consultation responses.

Staffing and cost

Only 10.9% of agencies advised of staffing or cost related difficulties in administering the FOI Act. 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 were reported by 10.4% of agencies on the application of the FOI Act.

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

- 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;
- increasing FOI-related workload due to growing number of FOI requests received and requests becoming more voluminous and complex; and
- the reduced timeframe to process requests, pursuant to legislative changes made to section 21 of the FOI Act on 1 September 2017.

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

Approximately 24.3% of agencies provided details on their efforts to implement the spirit and intention of the FOI Act.

These efforts include:

- releasing information outside of the FOI Act;
- making a wider range of information available on websites and social media;
- waiving fees and charges to facilitate the release of documents at the lowest reasonable cost;
- consulting with applicants to better understand requests and to assist them in making valid FOI requests;
- undertaking further education for agency staff involved in processing FOI requests to improve their ability to provide better and more timely decisions; and
- providing access to a class of documents for a fee.

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

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Appendices

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Disclosure index

OVIC's annual report is prepared in accordance with relevant Victorian legislation and pronouncements as appropriate. As a section 53(i)(b) agency OVIC's financial statements are combined into the Department of Justice and Community Safety's financial statements. This index has been prepared to facilitate identification of OVIC's compliance with statutory disclosure requirements.

Financial Reporting Directions (**FRD**) 10A requires entities to include a disclosure index in their annual reports that report the following:

- a list identifying the relevant clauses of Victorian legislation with statutory disclosure requirements that the entity has to comply with;
- a short description of the relevant requirements; and
- the page in the annual report where the disclosure for each requirement is made.

Legislation	Requirement	Page reference
Standing Directions & Financial Reporting Directions		
	Report of operations	Pages 11-16
Charter and purpose		
FRD 22H	Manner of establishment	Page 7
FRD 22H	Purpose, functions, powers and duties	Page 8
FRD 22H	Key initiatives and projects	Pages 1-4
FRD 22H	Nature and range of services provided	Page 8
Management and structure		
FRD 22H	Organisational structure	Page 10

Legislation	Requirement	Page reference
Standing Directions & Financial Reporting Directions		
Financial and other information		
FRD 8D	Performance against output performance measures	Pages 13-14
FRD 10A	Disclosure index	Pages 123-124
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>	Page 16
FRD 22H	Application and operation of the <i>Public Interest Disclosure Act 2012</i>	Pages 15-16
FRD 22H	Details of consultancies over \$10,000	Page 12
FRD 22H	Details of consultancies under \$10,000	Page 12
FRD 24C	Reporting of office based environmental impacts	Page 15
FRD 29C	Workforce Data disclosures	Pages 9-10
SD 5.2	Specific requirements under Standing Direction 5.2	Letter of Transmittal

Legislation

Freedom of Information Act 1982

Building Act 1993

Protected Disclosure Act 2012

Carers Recognition Act 2012

Disability Act 2006

Local Jobs Act 2003

Financial Management Act 1994

Gender Equality Act 2020

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Appendices to Part 5

Explanation of appendices

Appendix A FOI requests, sorted by relevant agency

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

303 agencies reported receiving one or more FOI requests. Approximately half of those agencies received more than 10 requests and 4,9% received more than 100. The remaining agencies reported they did not receive a request in 2022-23

The access outcomes reported by agencies are listed for all requests decided in 2022-23, including those that were received prior to the start of the financial year and then decided in 2022-23.

296 agencies reported making a decision to grant access in full or part, or to deny access in full.

There were 1,127 Committees of Management under the Department of Energy, Environment and Climate Action (**DEECA**) in 2022-23. DEECA advised that one of these Committees received an FOI request in 2022-23.

Appendix B FOI 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 2022-23.

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 under the FOI Act

Applicants have a legally enforceable right to access documents, other than documents that are exempt documents under the FOI Act. When denying access to documents, agencies must give reasons.

This appendix lists the exemptions cited by agencies when denying access to documents, in full or in part, as reported by agencies.

Appendix D Names and titles of 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 2022-23, an application fee of \$30.60 was required under the FOI Act when making a FOI request.

Fees are waived or reduced where payment would cause hardship. This appendix shows the fees and charges collected and waived, as reported by agencies, in 2022-23.

Appendix A - Part 1

FOI requests, sorted by relevant agency

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
Totals	33,105	15,012	26,368	13,572	1,310	13,491
Albury Wodonga Health	615	0	548	35	0	47
Alexandra District Health	5	15	19	0	0	1
Alfred Health*	1759	1226	2878	59	2	153
Alpine Health	10	0	11	0	0	0
Alpine Resorts Victoria (includes Lake Mountain Alpine Resort Management Board/ Falls Creek Alpine Resort Management Board/ Mount Buller and Mount Stirling Alpine Resort Management Board/Mount Baw Baw Alpine Resort Management Board/Mount Hotham Alpine Resort Management Board/Southern Alpine Resort Management Board)	2	0	2	0	0	0
Alpine Shire Council*	0	4	0	2	0	3
Ambulance Victoria*	2950	19	1996	666	0	407
AMES Australia (previously known as Adult Multicultural Education Services)*	2	0	0	2	1	0
Ararat Rural City Council*	12	0	2	1	0	10
Architects Registration Board of Victoria	0	1	0	1	0	0
Assistant Treasurer of Victoria* (includes Minister for Regulatory Reform/Minister for WorkSafe and the TAC)	0	4	1	0	0	3
Austin Health	1086	404	1264	40	4	293
Australian Grand Prix Corporation	0	3	1	1	1	1
Bairnsdale Regional Health Service*	110	4	86	24	1	7
Banyule City Council	0	33	5	15	0	17
Barwon Health	988	367	728	518	4	172
Barwon Region Water Corporation	3	0	0	5	0	0
Bass Coast Health*	18	89	92	1	2	15
Bass Coast Shire Council	0	53	1	4	0	51
Baw Baw Shire Council	0	35	6	14	3	17
Bayside City Council	2	34	20	5	1	11
Beaufort and Skipton Health Service*	5	0	5	0	0	0
Beckley Park Committee of Management	0	0	1	0	0	0
Beechworth Health Service*	4	1	5	0	0	0
Benalla Health*	29	4	31	0	0	2
Benalla Rural City Council*	0	0	0	0	0	1
Bendigo Health	464	244	382	240	3	155
Bendigo Kangan Institute*	19	3	23	1	0	0
Borough of Queenscliffe*	0	7	0	2	0	5
Box Hill Institute	2	1	0	2	0	2
Brimbank City Council	8	50	22	6	5	26
Buloke Shire Council	0	6	0	3	1	3
Calvary Health Care Bethlehem*	6	7	13	0	0	0
Campaspe Shire Council*	1	24	5	2	1	19
Cardinia Shire Council*	7	30	6	3	0	33
Casterton Memorial Hospital*	1	0	1	0	0	0
Central Gippsland Health Service	114	0	110	0	0	5

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FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
Central Gippsland Region Water Corporation (t/a Gippsland Water)	1	0	1	0	0	0
Central Goldfields Shire Council	3	0	1	1	0	1
Central Highlands Region Water Corporation	3	1	2	1	1	0
Central Highlands Rural Health	2	29	31	0	0	0
Chisholm Institute	1	3	0	2	1	2
City of Ballarat*	3	50	27	11	2	16
City of Boroondara	0	66	15	9	4	48
City of Casey*	29	19	1	38	4	5
City of Darebin	7	58	3	22	8	33
City of Greater Bendigo*	4	37	17	6	2	20
City of Greater Dandenong*	1	45	19	7	1	25
City of Greater Geelong*	35	350	232	127	6	32
City of Melbourne*	10	63	21	4	9	51
City of Monash	39	33	11	19	1	45
City of Port Phillip	3	61	34	10	2	23
City of Stonnington	15	98	50	21	3	49
City of Whitehorse*	2	49	21	1	1	30
Cladding Safety Victoria	0	3	0	2	0	1
Cohuna District Hospital	11	0	11	0	0	0
Colac Area Health	51	11	44	7	3	10
Colac Otway Shire*	0	11	2	1	0	10
Coliban Region Water Corporation	0	0	0	0	0	1
Commission for Children and Young People	8	0	0	0	8	1
Corangamite Shire*	4	0	0	2	0	4
Country Fire Authority	116	70	133	19	2	53
Court Services Victoria	17	12	3	3	3	26
COVID-19 Quarantine Victoria	1	1	1	1	0	1
Deakin University*	42	1	40	0	0	4
Dental Health Services Victoria	324	2	325	1	0	0
Department of Education [^]	715	43	254	243	12	300
Department of Energy, Environment and Climate Action [^]	2	126	42	51	7	49
Department of Families, Fairness and Housing	1695	57	64	827	347	1064
Department of Government Services (includes Residential Tenancies Bond Authority/Business Licensing Authority/Service Victoria/Minister for Government Services/Minister For Consumer Affairs) [^]	12	14	4	12	1	9
Department of Health	316	135	61	105	14	319
Department of Jobs, Skills, Industry and Regions [^]	8	48	15	33	10	15
Department of Justice and Community Safety (includes Appeal Costs Board/Local Government Inspectorate/Estate Agents Council)	772	40	46	716	100	223
Department of Premier and Cabinet	3	58	3	43	3	40
Department of Transport and Planning [^]	145	1506	815	352	83	567
Department of Treasury and Finance*	0	49	3	29	10	17
Development Victoria	0	0	0	2	0	1
Dhelkaya Health	32	0	27	1	0	5
Disability Services Commissioner*	1	0	0	2	0	0
East Gippsland Catchment Management Authority	0	1	0	0	0	1
East Gippsland Shire Council*	2	32	1	13	4	17
East Grampians Health Service	52	17	38	0	0	32
East Wimmera Health Service	16	0	16	0	0	0
Eastern Health	1364	389	667	908	12	303

Requests received

Outcomes⁵ of all requests received
or decided in 2022-23

Agency	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
Echuca Regional Health	40	94	134	0	0	0
Emergency Services Superannuation Board (t/a ESSSuper)	5	0	3	3	0	0
Emergency Services Telecommunications Authority*	34	3	3	4	30	7
Energy Safe Victoria*	12	25	25	0	2	12
Environment Protection Authority	1	96	67	22	6	22
Fire Rescue Victoria	0	373	0	372	1	0
Frankston City Council	1	26	18	3	0	13
Game Management Authority	0	5	3	2	1	1
Gannawarra Shire Council*	0	0	0	0	0	1
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	0	3	1	0	0	3
Gippsland Ports Committee of Management Incorporated*	0	2	1	1	0	1
Gippsland Southern Health Service*	16	53	63	0	0	6
Glen Eira City Council*	2	35	13	9	2	23
Glenelg Shire Council*	1	3	0	1	1	2
Golden Plains Shire Council*	0	8	1	4	0	4
Gordon Institute of TAFE*	24	12	12	3	10	11
Goulburn Broken Catchment Management Authority	1	0	0	0	0	1
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	1	1	0	2	0	0
Goulburn Valley Health	411	0	250	90	0	71
Goulburn Valley Region Water Corporation	0	3	1	1	0	1
Goulburn-Murray Rural Water Corporation	2	17	6	8	3	3
Grampians Health	587	405	823	84	3	87
Grampians Wimmera Mallee Water Corporation (t/a GMMWater)	1	0	1	0	0	0
Great Ocean Road Coast and Parks Authority	0	3	0	3	0	1
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	11	0	11	0	0	0
Greater Metropolitan Cemeteries Trust	2	0	0	0	1	1
Greater Shepparton City Council	1	15	11	1	1	5
Greater Western Water*	50	0	17	18	1	23
Greyhound Racing Victoria	3	0	1	1	1	0
Health Complaints Commissioner	1	0	0	0	0	1
HealthShare Victoria	0	0	0	0	2	0
Heathcote Health	0	4	4	0	0	0
Hepburn Shire Council* (includes Bullarto Cemetery Trust)	22	0	1	13	0	9
Hesse Rural Health Service	2	1	1	0	0	2
Heywood Rural Health	2	4	2	4	0	0
Hindmarsh Shire Council*	0	5	0	0	0	6
Hobsons Bay City Council	0	31	2	17	1	14
Holmesglen Institute	4	1	2	1	0	2
Horsham Rural City Council*	7	2	4	3	1	2
Hume City Council*	6	65	19	5	3	49
Independent Broad-based Anti-corruption Commission	2	2	1	1	0	4
Indigo Shire Council	2	3	2	0	0	4
Infrastructure Victoria	1	0	0	0	0	1
Inglewood and Districts Health Service	1	0	1	0	0	0
Kardinia Park Stadium Trust	0	1	0	1	0	0
Kerang District Health	4	0	4	0	0	0
Kingston City Council*	1	46	12	12	2	29
Knox City Council	12	3	7	7	0	3
Kyabram and District Health Services	5	20	25	0	0	0

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FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
La Trobe University	7	1	8	2	0	0
Labour Hire Authority	1	0	0	0	1	0
Latrobe City Council*	0	15	0	8	1	7
Latrobe Regional Hospital	478	0	440	3	0	54
Latrobe Valley Authority	0	1	0	0	1	0
Legal Practitioners' Liability Committee*	2	0	1	0	1	0
Local Government Inspectorate	0	2	0	1	0	1
Loddon Shire Council*	0	5	2	0	0	3
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	1	0	0	0	0	2
Macedon Ranges Shire Council*	6	40	6	3	1	50
Major Transport Infrastructure Authority*	9	40	3	30	3	21
Mallee Track Health and Community Service	8	0	10	0	0	0
Manningham City Council*	3	25	9	10	3	9
Mansfield District Hospital	2	18	20	0	0	0
Mansfield Shire Council*	8	6	4	8	3	0
Maribyrnong City Council	4	26	14	13	1	5
Maroondah City Council*	1	34	7	9	2	18
Maryborough District Health Service	35	3	32	0	0	6
Medical Panels	13	0	3	0	0	10
Melbourne Arts Precinct Corporation	0	1	0	1	0	0
Melbourne Convention and Exhibition Trust	0	0	0	0	1	0
Melbourne Health	1688	1162	1538	1015	0	536
Melbourne Polytechnic	8	1	0	2	0	8
Melbourne Water*	2	28	1	4	1	28
Melton City Council	43	8	2	24	3	27
Mental Health Complaints Commissioner	3	0	1	5	0	0
Mental Health Tribunal	19	0	0	1	0	19
Mercy Hospitals Victoria Ltd*	845	0	645	100	1	128
Merri-bek City Council # *	0	35	10	16	3	9
Mildura Base Public Hospital	307	9	263	29	0	40
Mildura Rural City Council	0	7	8	0	0	0
Minister for Casino, Gaming and Liquor Regulation	3	0	0	1	0	2
Minister for Child Protection and Family Services	0	1	0	1	0	0
Minister for Education	1	0	0	0	0	1
Minister for Emergency Services	2	1	0	2	0	1
Minister for Energy and Resources	0	0	0	0	1	0
Minister for Health	0	2	0	1	0	1
Minister for Local Government	0	1	0	0	1	0
Minister for Mental Health	0	1	0	0	1	0
Minister for Planning (includes Minister for Fishing and Boating)	0	2	0	0	0	2
Minister for Ports and Freight (includes Minister for Roads and Road Safety)	0	1	0	0	0	1
Minister for Transport and Infrastructure (includes Minister for the Suburban Rail Loop)	0	2	0	2	0	1
Minister for Treaty and First Peoples	0	0	0	1	0	0
Minister for Water	0	1	0	1	0	0
Minister for Workplace Safety (includes Previous Minister for Workplace Safety)	0	1	0	0	0	1
Mitchell Shire Council	29	0	2	18	0	11
Moira Shire Council	1	12	3	3	0	7
Monash Health	2352	1	1986	225	5	257
Monash University*	60	12	48	8	1	21
Moonee Valley City Council*	6	42	24	5	2	21

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
Moorabool Shire Council (includes Gordon (Old) Cemetery Trust)	0	24	4	11	3	8
Mornington Peninsula Shire*	8	61	8	48	0	20
Mount Alexander Shire Council*	6	2	4	3	0	2
Moyne Health Services*	1	4	4	0	0	1
Moyne Shire Council*	0	6	2	1	1	3
Municipal Association of Victoria	0	0	0	0	0	2
Murrindindi Shire Council*	0	14	3	10	0	3
Museums Victoria*	0	1	0	1	0	0
National Gallery of Victoria*	0	3	0	2	0	1
NCN Health	7	50	51	0	0	6
Nilumbik Shire Council*	13	8	7	6	0	11
North Central Catchment Management Authority*	0	2	1	0	0	1
North East Catchment Management Authority	0	0	1	0	0	0
North East Region Water Corporation (t/a North East Water)	1	0	0	2	0	0
Northeast Health Wangaratta	206	19	197	3	3	22
Northern Grampians Shire Council*	0	9	0	0	0	9
Northern Health	859	496	1103	153	2	115
Office of Public Prosecutions*	11	26	0	5	3	37
Office of the Special Investigator	1	0	0	0	0	1
Office of the Victorian Information Commissioner (OVIC)	5	8	2	4	2	6
Omeo District Health	4	0	4	0	0	0
Orbost Regional Health	27	5	30	0	0	2
Parks Victoria	9	19	11	13	0	8
Peninsula Health	755	158	805	29	5	129
Peter MacCallum Cancer Centre	107	22	129	0	0	0
Portland District Health*	57	0	2	46	0	11
Premier of Victoria	0	18	1	1	3	21
Previous Minister for Planning	0	3	1	1	0	2
PrimeSafe	1	0	0	0	1	0
Public Record Office Victoria*	1	0	1	0	0	0
Pyrenees Shire Council*	0	7	0	0	0	7
Queen Elizabeth Centre	6	0	5	0	0	1
Racing Integrity Commissioner	3	0	0	1	0	2
Racing Victoria Limited	4	5	0	3	0	6
Remembrance Parks Central Victoria (includes Kialla West Cemetery Trust/Pine Lodge Cemetery Trust)	0	3	0	1	1	1
Residential Tenancies Bond Authority	0	1	0	0	0	1
RMIT University*	12	3	2	6	0	7
Robinvale District Health Services	11	2	13	0	0	0
Rochester and Elmore District Health Service*	9	0	6	0	0	3
Rural City of Wangaratta	7	8	6	4	0	7
Rural Northwest Health	8	0	8	0	0	0
Safe Transport Victoria	12	8	7	3	2	11
Safer Care Victoria	1	6	1	4	4	2
Seymour Health*	43	0	40	0	0	3
South East Water Corporation	0	31	24	4	0	8
South Gippsland Hospital	4	0	4	0	0	0
South Gippsland Shire Council	0	22	2	7	6	10
South West Healthcare	364	0	303	47	0	19
South West Institute of TAFE	0	1	0	1	0	0
Southern Grampians Shire Council*	0	7	0	0	0	8

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FOI requests, sorted by relevant agency (continued)

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁵
Southern Metropolitan Cemeteries Trust	0	0	0	1	0	0
St Vincent's Health	267	625	877	18	1	36
State Electricity Commission of Victoria	10	2	12	0	0	0
State Revenue Office	7	3	2	7	0	4
Strathbogie Shire Council*	0	15	5	6	0	5
Suburban Rail Loop Authority	0	3	0	1	0	2
Sunraysia Institute of TAFE	0	1	0	1	0	0
Surf Coast Shire Council*	0	45	3	25	0	20
Sustainability Victoria	0	1	1	0	0	1
Swan Hill District Health	166	9	155	3	0	20
Swan Hill Rural City Council	1	1	2	1	0	0
Swinburne University of Technology*	4	6	3	4	0	4
TAFE Gippsland	0	1	1	0	0	1
Terang & Mortlake Health Service	5	0	5	0	0	0
The Kilmore & District Hospital	5	40	45	0	0	0
The Royal Children's Hospital	441	356	411	241	5	150
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	15	4	0	10	0	9
The Royal Victorian Eye and Ear Hospital	58	169	204	0	0	52
The Royal Women's Hospital	506	0	392	88	1	53
Timboon and District Healthcare Service	2	9	11	0	0	0
Towong Shire Council	0	13	0	2	2	10
Transport Accident Commission	1712	1	490	1140	3	199
Trust for Nature (Victoria)	0	2	1	1	0	0
Tweddle Child + Family Health Service	3	0	3	0	0	2
University of Melbourne*	31	2	18	14	3	10
V/Line Corporation	18	1	2	13	1	9
Veterinary Practitioners Registration Board of Victoria*	1	0	0	0	1	0
VicForests	0	13	3	5	0	10
VicScreen	3	0	0	2	0	1
Victoria Legal Aid*	25	0	2	3	3	18
Victoria Police	3379	605	272	2556	322	3941
Victoria State Emergency Service	30	23	55	0	0	2
Victoria University	9	1	7	3	1	0
Victorian Arts Centre Trust*	0	2	0	1	1	0
Victorian Assisted Reproductive Treatment Authority	0	1	0	1	0	0
Victorian Auditor-General's Office	0	1	0	0	3	0
Victorian Building Authority	0	469	87	86	18	317
Victorian Curriculum and Assessment Authority	3	2	2	1	1	2
Victorian Electoral Commission	0	5	1	0	2	2
Victorian Equal Opportunity & Human Rights Commission	3	0	0	2	0	1
Victorian Fisheries Authority	2	0	0	2	0	1
Victorian Gambling and Casino Control Commission	1	6	0	2	3	4
Victorian Government Architect	3	0	0	3	0	0
Victorian Government Solicitor	2	1	1	2	0	0
Victorian Independent Remuneration Tribunal	0	0	0	0	0	1
Victorian Inspectorate	0	2	2	0	0	0
Victorian Institute of Forensic Medicine	6	1	1	5	0	1
Victorian Institute of Forensic Mental Health	130	0	91	31	3	5
Victorian Institute of Teaching	37	1	5	0	0	34
Victorian Legal Services Board	1	1	1	0	0	1

Agency	Requests received		Outcomes ⁵ of all requests received or decided in 2022-23			
	Personal requests	Non-personal requests	Access granted in full	Access granted in part	Access denied in full	Other ⁶
Victorian Legal Services Commissioner	4	0	2	2	1	0
Victorian Managed Insurance Authority	0	10	4	6	1	2
Victorian Multicultural Commission	0	1	0	1	0	0
Victorian Ombudsman	31	3	7	1	2	24
Victorian Planning Authority	0	3	1	1	0	2
Victorian Public Sector Commission	1	4	0	2	0	3
Victorian Rail Track (t/a VicTrack)	0	8	3	2	2	3
Victorian Registration and Qualifications Authority	5	2	1	2	1	3
Victorian Responsible Gambling Foundation	0	1	0	1	0	0
Victorian WorkCover Authority (t/a WorkSafe)	35	1949	18	1090	80	1002
Wannon Region Water Corporation	1	0	0	0	0	1
Warrnambool City Council	1	0	3	0	0	1
Wellington Shire Council*	2	18	10	3	1	6
West Gippsland Catchment Management Authority	0	1	1	0	0	0
West Gippsland Healthcare Group	150	5	148	1	1	35
West Wimmera Health Service	51	6	44	0	0	13
West Wimmera Shire Council	0	7	0	1	0	6
Western District Health Service*	61	48	109	0	0	0
Western Health	1937	1	1901	86	0	198
Westernport Region Water Corporation	0	0	2	0	0	0
Whittlesea City Council*	6	55	11	15	0	38
William Angliss Institute of TAFE*	0	1	0	1	0	1
Wodonga City Council	6	0	2	2	0	2
Wodonga Institute of TAFE	0	1	0	2	0	0
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)*	1	0	1	0	0	0
Wyndham City Council*	13	28	21	15	1	23
Yarra City Council*	13	111	60	38	7	19
Yarra Ranges Shire Council	8	26	14	12	0	19
Yarra Valley Water Corporation*	11	30	17	31	1	0
Yarram and District Health Service	1	5	6	0	0	0
Yarrawonga Health	4	4	8	0	0	0
Yarriambiack Shire Council	0	3	0	3	0	0
Yooralla	0	2	2	0	0	0
Zoological Parks and Gardens Board	0	1	0	1	0	0

5 Outcomes include all requests decided in 2022-23, including those that were received in the previous financial year but decided in 2022-23.

6 '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 2022-23 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.

^ Following the State election in 2022, machinery of government changes took effect on 1 January 2023 which included the creation of a new government department, the Department of Government Services, several other department name changes and/or the transfer of responsibilities and staff between certain departments. The agencies marked with [^] were impacted by these changes. The agency names reflected are those following the machinery of government changes.

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

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

Note: Sealake Cemetery Trust and North East Link State Tolling Corporation failed to submit its FOI data to OVIC

Appendix A - Part 2

Agencies that did not receive FOI requests

Aberfeldy Cemetery Trust	Barwon Coast Committee of Management Incorporated	Bruthen Cemetery Trust
Adass Israel Cemetery Trust	Bealiba Cemetery Trust	Buangor Cemetery Trust
Administrator Pursuant to Part IV of Electricity Industry (Residual Provisions) Act 1993	Beaufort Cemetery Trust	Buchan Cemetery Trust
Adult, Community and Further Education Board	Beechworth Cemetery Trust	Buckland Cemetery Trust
Akoonah Park Committee of Management	Beenak Cemetery Trust	Bulla Cemetery Trust
Alberton Cemetery Trust	Bellbrae Cemetery Trust	Bumberrah Cemetery Trust
Alexandra Cemetery Trust	Benalla Cemetery Trust	Bung Bong & Wareek Cemetery Trust
Alma Cemetery Trust	Benambra Cemetery Trust	Bungaree Cemetery Trust
Alpine Resorts Coordinating Council	Bendoc Cemetery Trust	Buninyong Cemetery Trust
Amherst Cemetery Trust	Berriwillock Cemetery Trust	Bunyip Cemetery Trust
Amphitheatre Cemetery Trust	Berwick and Harkaway Cemeteries Trust	Burrum Burrum Cemetery Trust
Antwerp Cemetery Trust	Bethanga Cemetery Trust	Byaduk Cemetery Trust
Apollo Bay Cemetery Trust	Beulah Cemetery Trust	Camperdown Cemetery Trust
Apsley Cemetery Trust	Birchip Cemetery Trust	Cann River Cemetery Trust
Ararat Cemetery Trust	Blackheath Cemetery Trust	Cape Bridgewater Cemetery Trust
Arthur's Creek Cemetery Trust	Blackwood Cemetery Trust	Cape Clear Cemetery Trust
Ashens Cemetery Trust	Bleak House Cemetery Trust	Caramut Cemetery Trust
Attorney General	Blue Mountain Cemetery Trust	Carisbrook Cemetery Trust
Australian Centre for the Moving Image	Boinka Cemetery Trust	Carlsruhe Cemetery Trust
Avenel Cemetery Trust	Boolarra Cemetery Trust	Carlyle Cemetery Trust
Avoca Cemetery Trust	Boorhaman Cemetery Trust	Carngham Cemetery Trust
Bairnsdale Cemetery Trust	Boort Cemetery Trust	Carrajung Cemetery Trust
Ballan Cemetery Trust	Boort District Health*	Carwarp Cemetery Trust
Ballangeich Cemetery Trust	Boram Boram Cemetery Trust	Cassilis Cemetery Trust
Ballarat General Cemeteries Trust*	Boroondara Cemetery Trust	Casterton (New) Cemetery Trust
Balmoral Cemetery Trust	Bowman's Forest Cemetery Trust	Casterton (Old) Cemetery Trust
Bambra Cemetery Trust	Box Hill Cemetery Trust	Castlemaine Public Cemetery Trust
Bannerton Cemetery Trust	Branxholme Cemetery Trust	Cathcart Cemetery Trust
Bannockburn Cemetery Trust	Briagolong Cemetery Trust	Cathkin Cemetery Trust
Banyule Cemeteries Trust	Bridgewater (Old) Cemetery Trust	Caulfield Racecourse Reserve Trust
Baringhup Cemetery Trust	Bridgewater Cemetery Trust	Cavendish Cemetery Trust
Barkly Cemetery Trust	Bright Cemetery Trust	Cenitex
Barmah Cemetery Trust	Brim Cemetery Trust	Central Coast Regional Coastal Board
Barnawartha Cemetery Trust	Brimpaen Cemetery Trust	Charlton Cemetery Trust
	Broadford Cemetery Trust	Chetwynd Cemetery Trust
		Chewton Cemetery Trust

Chief Investigator Transport Safety	Darraweit Guim Cemetery Trust	Emerald Tourist Railway Board*
Chiltern (New) Cemetery Trust	Dartmoor Cemetery Trust	Emergency Recovery Victoria
Chiltern (Old) Cemetery Trust	Daylesford Cemetery Trust	Ensay Cemetery Trust
Clarendon Cemetery Trust	Deep Lead Cemetery Trust	Epping Cemetery Trust
Clear Lake Cemetery Trust	Deputy Premier of Victoria	Essential Services Commission
Clunes Cemetery Trust	Dergholm Cemetery Trust	Eureka (Chinkapook) Cemetery Trust
Cobden Cemetery Trust	Derrinallum Cemetery Trust	Euroa Cemetery Trust
Cobram Cemetery Trust	Devenish Cemetery Trust	Federation University Australia
Coghill's Creek Cemetery Trust	Digby Cemetery Trust	Ferntree Gully Cemetery Trust
Cohuna Cemetery Trust	Dimboola Cemetery Trust	Firearms Appeals Committee
Colbinabbin Cemetery Trust	Disciplinary Appeals Boards	First Mildura Irrigation Trust
Coleraine Cemetery Trust	Donald Cemetery Trust	Footscray Cemetery Trust
Commissioner for Better Regulation (includes Red Tape Commissioner)	Donnybrook Cemetery Trust	Foster Cemetery Trust
Commissioner for Environmental Sustainability	Dookie Cemetery Trust	Franklinford Cemetery Trust
Concongella Cemetery Trust	Dookie East Cemetery Trust	Frankston Cemetery Trust
Condah Cemetery Trust	Dowling Forest Cemetery Trust	French Island Cemetery Trust
Connected Libraries (previously known as Casey-Cardinia Library Corporation)	Drik Drik Cemetery Trust	Fryerstown Cemetery Trust
Coongulmerang Cemetery Trust	Drouin Cemetery Trust	Garvoc Cemetery Trust
Corack Cemetery Trust	Drouin West Cemetery Trust	Geelong Cemeteries Trust
Corangamite Catchment Management Authority	Dunkeld Cemetery Trust	Geelong Performing Arts Centre Trust
Corangamite Regional Library Corporation	Dunolly (New) Cemetery Trust	Geelong Regional Library Corporation*
Corinella Cemetery Trust	Dunolly (Old) Cemetery Trust	Gembrook Cemetery Trust
Corop Cemetery Trust	Durham Ox Cemetery Trust	Gipsy Point Cemetery Trust
Corryong Cemeteries Trust	East Gippsland Region Water Corporation (t/a East Gippsland Water)	Glenelg Hopkins Catchment Management Authority*
Corryong Health (previously known as Upper Murray Health and Community Services)*	East Gippsland Shire Cemetery Trust	Glengower Cemetery Trust
Cowangie Cemetery Trust	Eastern Regional Libraries Corporation	Glenlyon Cemetery Trust
Cranbourne Cemetery Trust	Echuca Cemetery Trust	Glenmaggie Cemetery Trust
Cressy Cemetery Trust	Eddington Cemetery Trust	Glenorchy Cemetery Trust
Creswick Cemetery Trust	Eganstown Cemetery Trust	Glenthompson Cemetery Trust
Crib Point Cemetery Trust	Eildon Weir Cemetery Trust	Gobur Cemetery Trust
Crowlands Cemetery Trust	Elaine Cemetery Trust	Goldfields Library Corporation
Cudgewa (Wabba) Cemetery Trust	Eldorado Cemetery Trust	Goornong Cemetery Trust
Culgoa (Kaniera) Cemetery Trust	Electoral Boundaries Commission	Gordon (New) Cemetery Trust
Dahwedarre Cemetery Trust	Ellerslie Cemetery Trust	Gordon (Old) Cemetery Trust
Dairy Food Safety Victoria	Elmhurst Cemetery Trust	Gormandale Cemetery Trust
Dargo Cemetery Trust	Elmore Cemetery Trust	Goulburn Valley Regional Library Corporation
Darlington Cemeteries Trust	Elphinstone Cemetery Trust	Gowangardie Cemetery Trust
	Etham Cemetery Trust	Grand Ridge Rail Trail Committee of Management

Agencies that did not receive FOI requests (continued)

Granite Flat Cemetery Trust	Karnak Cemetery Trust	Lockwood Cemetery Trust
Grantville Cemetery Trust	Katamatite Cemetery Trust	Longwood Cemetery Trust
Granya Cemetery Trust	Katandra Cemetery Trust	Lorquon Cemetery Trust
Grays Bridge Cemetery Trust	Katyil Cemetery Trust	Macarthur Cemetery Trust
Graytown Cemetery Trust	Kenmare Cemetery Trust	Macedon Cemetery Trust
Great Western Cemetery Trust	Kerang Cemetery Trust	Maddingley Cemetery Trust
Green Hill Cemetery Trust	Kiata Cemetery Trust	Maffra Cemetery Trust
Green Lake Cemetery Trust	Kiewa Cemetery Trust	Majorca Cemetery Trust
Greendale Cemetery Trust	Kilcunda Cemetery Trust	Maldon Cemetery Trust
Greta Cemetery Trust	Kilmore Cemetery Trust	Mallacoota Cemetery Trust
Guildford Cemetery Trust	Kilnoorat Cemetery Trust	Mallee Catchment Management Authority*
Hamilton Cemetery Trust	Kinglake Ranges Cemetery Trust	Malmsbury Cemetery Trust
Harcourt Cemetery Trust	Kingower Cemetery Trust	Manangatang Cemetery Trust
Harness Racing Victoria	Koetong Cemetery Trust	Mansfield Cemetery Trust
Harrierville Cemetery Trust	Koondrook Cemetery Trust	Marlo Cemetery Trust
Harrow Cemetery Trust	Kooweerup Regional Health Service	Marong Cemetery Trust
Havilah Cemetery Trust	Korong Vale Cemetery Trust	Maryborough Cemetery Trust
Hawkesdale Cemetery Trust	Korumburra Cemetery Trust	Maryknoll Cemetery Trust
Hazelwood Cemetery Trust	Kyabram Cemetery Trust	Marysville Cemetery Trust
Heathcote Cemetery Trust	Kyneton Cemetery Trust	Matlock Cemetery Trust
Heritage Council of Victoria	Laen North Cemetery Trust	Meeniyan Cemetery Trust
Hexham Cemetery Trust	Lake Boga Cemetery Trust	Melbourne and Olympic Parks Trust
Heyfield Cemetery Trust	Lake Bolac Cemetery Trust	Melbourne Chevra Kadisha Cemetery Trust
Heywood Cemetery Trust	Lake Rowan Cemetery Trust	Melbourne Cricket Ground Trust
Hopetoun Cemetery Trust	Lakes Entrance Cemetery Trust	Melbourne Market Authority
Horsham Cemetery Trust	Lalbert Cemetery Trust	Melton Cemetery Trust
Hotspur Cemetery Trust	Lancefield Cemetery Trust	Merbein Cemetery Trust
Indigo North Health Inc.	Land Tax Hardship Relief Board	Meredith Cemetery Trust
Inglewood Cemetery Trust	Landsborough Cemetery Trust	Meringur Cemetery Trust
Inverleigh Cemetery Trust	Lang Lang Cemetery Trust	Merino Cemetery Trust
Inverloch Cemetery Trust	Learmonth Cemetery Trust	Merit Protection Boards
Jeparit Cemetery Trust	Leongatha Cemetery Trust	Milawa Cemetery Trust
Jerro Cemetery Trust	Lethbridge Cemetery Trust	Mildura Cemetery Trust
John Foord (Wahgunyah) Cemetery Trust	Lexton Cemetery Trust	Minimay Cemetery Trust
Joyce's Creek Cemetery Trust	Linton Cemetery Trust	Mining Land Rehabilitation Authority
Judicial College of Victoria	Lismore Cemetery Trust	Minister for Agriculture
Kangaroo Ground Cemetery Trust	Loch Ard Cemetery Trust	Minister for Ambulance Services

Minister for Business Precincts	Minister for Veterans	Natimuk Cemetery Trust
Minister for Climate Action	Minister for Victim Support (includes Previous Minister for Victim Support)	National Parks Advisory Council
Minister for Commonwealth Games Delivery	Minister for Women	Natte Yallock Cemetery Trust
Minister for Commonwealth Games Legacy	Minister for Youth	Navarre Cemetery Trust
Minister for Community Sport	Minister for Youth Justice (includes Previous Minister for Youth Justice)	Neerim Cemetery Trust
Minister for Corrections (includes previous Minister for Corrections)	Minyip Cemetery Trust	Nelson Cemetery Trust
Minister for Creative Industries	Miram Cemetery Trust	Netherby Cemetery Trust
Minister for Crime Prevention (includes Previous Minister for Crime Prevention)	Mirboo North Cemetery Trust	Newbridge Cemetery Trust
Minister for Disability, Ageing and Carers	Mitiamo Cemetery Trust	Newstead Cemetery Trust
Minister for Early Childhood and Pre-Prep	Mitta Mitta Cemetery Trust	Nhill Cemetery Trust
Minister for Employment	Moe Memorial Park Trust	Nillumbik Cemetery Trust
Minister for Energy	Moliagul Cemetery Trust	Nirranda Cemetery Trust
Minister for Environment	Moonambel Cemetery Trust	Noradjuha Cemetery Trust
Minister for Equality (includes Previous Minister for Equality)	Moondarra Cemetery Trust	Numurkah-Wunghnu Cemetery Trust
Minister for Health Infrastructure	Moonlight Head Cemetery Trust	Nurrabil Cemetery Trust
Minister for Higher Education	Moorngag Cemetery Trust	Nyah Cemetery Trust
Minister for Housing	Mooroopna Cemetery Trust	Nyora Cemetery Trust
Minister for Industrial Relations	Mornington Peninsula Cemetery Trust	Office of the Chief Parliamentary Counsel
Minister for Industry and Innovation	Morrison Cemetery Trust	Office of the Family Violence Reform Implementation Monitor
Minister for Manufacturing Sovereignty	Mortlake Cemetery Trust	Office of the Road Safety Camera Commissioner*
Minister for Medical Research	Mount Cole Cemetery Trust	Omeo Cemetery Trust
Minister for Multicultural Affairs	Mount Egerton Cemetery Trust	Orbost Cemetery Trust
Minister for Outdoor Recreation	Mount Prospect Cemetery Trust	Ouyen Cemetery Trust
Minister for Police (includes Minister for Crime Prevention/Minister for Racing)	Moyston Cemetery Trust	Pakenham Cemetery Trust
Minister for Prevention of Family Violence	Muckleford Cemetery Trust	Panmure Cemetery Trust
Minister for Public Transport	Murchison Cemetery Trust	Pannoo-bamawm Cemetery Trust
Minister for Racing	Murray Valley Wine Grape Industry Development Committee	Patho Cemetery Trust
Minister for Regional Development	Murrayville Cemetery Trust	Paynesville Cemetery Trust
Minister for Small Business	Murtoa Cemetery Trust	Phillip Island Cemetery Trust
Minister for Solar Homes	Myrtleford Cemetery Trust	Phillip Island Nature Park Board of Management
Minister for State Electricity Commission	Mysia Cemetery Trust	Pimpinio Cemetery Trust
Minister for Suburban Development	Mystic Park Cemetery Trust	Pleasant Creek Cemetery Trust
Minister for Tourism, Sport and Major Events	Nagambie Cemetery Trust	Polkemmet Cemetery Trust
Minister for Trade	Nandaly Cemetery Trust	Pompapel Cemetery Trust
Minister for Trade and Investments	Narimga Cemetery Trust	Poowong Cemetery Trust
Minister for Training and Skills	Narracan Cemetery Trust	Port Campbell Cemetery Trust
	Narrowong Cemetery Trust	Port Fairy Cemetery Trust
	Nathalia Cemetery Trust	Port of Hastings Corporation

Agencies that did not receive FOI requests (continued)

Portable Long Service Benefits Authority	Rothwell Cemetery Trust	Sunbury Cemetery Trust
Portland (North) Cemetery Trust	Royal Botanic Gardens Board*	Surveyors Registration Board of Victoria
Portland (South) Cemetery Trust	Runnymede Cemetery Trust	Sutton Grange Cemetery Trust
Ports Victoria	Rupanyup Cemetery Trust	Swan Hill Cemetery Trust
Post Sentence Authority	Rushworth Cemetery Trust	Swanwater West Cemetery Trust
Previous Minister for Child Protection and Family Services	Rye Cemetery Trust	Talgarno Cemetery Trust
Previous Minister for Disability, Ageing and Carers	Sale Cemetery Trust	Tallangatta Cemetery Trust
Previous Minister for Housing	San Remo Cemetery Trust	Tallangatta Health Service*
Previous Minister for Multicultural Affairs	Sandford Cemetery Trust	Taradale Cemetery Trust
Previous Minister for Prevention of Family Violence	Sandy Creek Cemetery Trust	Tarnagulla Cemetery Trust
Previous Minister for Regional Development	Scientific Advisory Committee	Tarrangingee Cemetery Trust
Previous Minister for Veterans	Scotts Creek Cemetery Trust	Tarrayoukyan Cemetery Trust
Previous Minister for Youth	Sentencing Advisory Council	Tarwin Lower Cemetery Trust
Professional Boxing and Combat Sports Board	Seymour Cemeteries Trust	Tatura Cemetery Trust
Public Records Advisory Council*	Sheep Hills Cemetery Trust	Tatyeon Cemetery Trust
Public Sector Gender Equality Commissioner	Shelford Cemetery Trust	Tawonga Cemetery Trust
Pyramid Hill Cemetery Trust	Shepparton Cemetery Trust	Teesdale Cemetery Trust
Quambatook Cemetery Trust	Shrine of Remembrance Trust*	Terang Cemetery Trust
Quantong Cemetery Trust	Skipton Cemetery Trust	Terrapee Cemetery Trust
Queen Victoria Women's Centre Trust	Smeaton Cemetery Trust	Thoona Cemetery Trust
Queenstown Cemetery Trust	Smythesdale Cemetery Trust	Thorpdale Cemetery Trust
Rainbow Cemetery Trust	South Gippsland Region Water Corporation (t/a South Gippsland Water)*	Timor Cemetery Trust
Raywood Cemetery Trust	Speed Cemetery Trust	Tongala Cemetery Trust
Red Bank Cemetery Trust	Spring Hill Cemetery Trust	Toosan Cemetery Trust
Red Cliffs Cemetery Trust	Spring Lead Cemetery Trust	Toolamba Cemetery Trust
Redcastle Cemetery Trust	St Arnaud Cemetery Trust	Toongabbie Cemetery Trust
Respect Victoria	Staffordshire Reef Cemetery Trust	Toora Cemetery Trust
Rheola Cemetery Trust	Stanley Cemetery Trust	Towaninnie Cemetery Trust
Riddells Creek Cemetery Trust	State Library Victoria*	Tower Hill Cemetery Trust
Ripplebrook Cemetery Trust	State Sport Centres Trust	Trafalgar Cemetery Trust
Robinvale Cemetery Trust	Steiglitz Cemetery Trust	Traralgon Cemetery Trust
Rochester Cemetery Trust	Stratford Cemetery Trust	Treasurer of Victoria (includes Minister for Economic Development)
Rokewood Cemetery Trust	Strathbogie Cemetery Trust	Trentham Cemetery Trust
Rosebery Cemetery Trust	Strathdownie East Cemetery Trust	Tungamah Cemetery Trust
Rosedale Cemetery Trust	Streatham Cemetery Trust	Tutye Cemetery Trust
	Stuart Mill Cemetery Trust	Tyaak Cemetery Trust
		Underbool Cemetery Trust

University of Divinity	Watchem Cemetery Trust	Yarck Cemetery Trust
Upper Regions (Wail) Cemetery Trust	Waterloo Cemetery Trust	Yarra Plenty Regional Library*
Upper Yarra Cemetery Trust	Waubra Cemetery Trust	Yarragon Cemetery Trust
Vaughan Cemetery Trust	Wedderburn Cemetery Trust	Yarram Cemetery Trust
Victoria Skills Authority Advisory Board	Welshpool Cemetery Trust	Yarrowonga & District Cemetery Trust
Victorian Aboriginal Heritage Council	Werona and Kooroocheang Cemetery Trust	Yarrayne Cemetery Trust
Victorian Asbestos Eradication Agency	Werrimull Cemetery Trust	Yaughar Cemetery Trust
Victorian Catchment Management Council	West Gippsland Regional Library Corporation*	Yea Cemetery Trust
Victorian Disability Advisory Council	West Wimmera Cemetery Trust	
Victorian Disability Worker Commission (includes Victorian Disability Worker Commissioner)	Whitefield Cemetery Trust	
Victorian Environmental Assessment Council	Whitehorse Manningham Regional Library Corporation	
Victorian Environmental Water Holder	Whroo Cemetery Trust	
Victorian Government Purchasing Board	Wickliffe Cemetery Trust	
Victorian Health Promotion Foundation (t/a VicHealth)	Willaura Cemetery Trust	
Victorian Law Reform Commission	Willow Grove Cemetery Trust	
Victorian Legal Admissions Board	Wimmera Catchment Management Authority	
Victorian Local Government Grants Commission	Wimmera Regional Library Corporation*	
Victorian Marine and Coastal Council	Winiam Cemetery Trust	
Victorian Mining Warden	Winton Cemetery Trust	
Victorian Pharmacy Authority	Wodonga Cemetery Trust	
Victorian Professional Standards Council	Wonthaggi Cemetery Trust	
Victorian Skills Authority	Woodend Cemetery Trust	
Victorian Small Business Commission	Woods Point Cemetery Trust	
Victorian Strawberry Industry Development Committee	Woodside Cemetery Trust	
Victorian Veterans Council	Woolsthorpe Cemetery Trust	
Violet Town Cemetery Trust	Woomelang Cemetery Trust	
Waanyarra Cemetery Trust	Woorak Cemetery Trust	
Wage Inspectorate Victoria	Woorndoo Cemetery Trust	
Waitchie Cemetery Trust	Woosang Cemetery Trust	
Walhalla Cemetery Trust	WorkCover Advisory Committee	
Wallan Cemetery Trust	Wycheproof Cemetery Trust	
Walpeup Cemetery Trust	Wychitella Cemetery Trust	
Walwa Cemetery Trust	Yabba Cemetery Trust	
Wangaratta Cemetery Trust	Yackandandah Cemetery Trust	
Warracknabeal Cemetery Trust	Yalca North Cemetery Trust	
Warragul Cemetery Trust	Yallourn Cemetery Trust	
Warrnambool Cemetery Trust	Yambuk Cemetery Trust	
	Yan Yean Cemetery Trust	

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

Appendix B

FOI Appeals to the Victorian Civil and Administrative Tribunal 2022-23⁷

Agency	Appeals lodged	Appeals withdrawn from VCAT⁸	Decided by VCAT	Agency decision confirmed	Agency decision varied⁹	Agency decision overturned	Other¹⁰
Totals	148	83	42	29	8	5	241
Banyule City Council	1	1	0	0	0	0	1
City of Ballarat	1	1	0	0	0	0	1
City of Boroondara	1	0	0	0	0	0	1
City of Darebin	7	0	6	3	1	2	1
City of Greater Geelong	1	0	0	0	0	0	1
City of Melbourne	3	2	0	0	0	0	3
City of Port Phillip	0	1	1	1	0	0	2
City of Stonnington	0	0	0	0	0	0	1
Commission for Children and Young People	1	0	0	0	0	0	1
Country Fire Authority	1	0	0	0	0	0	2
Department of Education [^]	2	3	1	1	0	0	4
Department of Energy, Environment and Climate Action [^]	2	2	1	1	0	0	5
Department of Families, Fairness and Housing	7	0	0	0	0	0	10
Department of Health	4	2	3	1	2	0	12
Department of Jobs, Skills, Industry and Regions [^]	8	0	0	0	0	0	10
Department of Justice and Community Safety	11	7	0	0	0	0	18
Department of Premier and Cabinet	1	2	0	0	0	0	6
Department of Transport and Planning [^]	10	9	1	1	0	0	17
Department of Treasury and Finance	2	0	0	0	0	0	3
Development Victoria	0	0	0	0	0	0	2
Environment Protection Authority	2	1	0	0	0	0	2
Fire Rescue Victoria	0	0	1	0	1	0	0
Game Management Authority	2	0	0	0	0	0	2
Gordon Institute of TAFE	0	1	0	0	0	0	1
Hobsons Bay City Council	0	0	1	0	1	0	0
Hume City Council	1	0	0	0	0	0	1
Kingston City Council	0	0	0	0	0	0	1
Local Government Inspectorate	1	0	0	0	0	0	1
Macedon Ranges Shire Council	1	1	0	0	0	0	2
Major Transport Infrastructure Authority	0	0	2	2	0	0	0
Melbourne Convention and Exhibition Trust	1	0	0	0	0	0	1
Melbourne Health	1	1	0	0	0	0	1

Agency	Appeals lodged	Appeals withdrawn from VCAT⁸	Decided by VCAT	Agency decision confirmed	Agency decision varied⁹	Agency decision overturned	Other¹⁰
Mercy Hospitals Victoria Ltd	0	0	1	1	0	0	0
Mitchell Shire Council	1	0	2	0	0	2	0
Monash Health	0	0	0	0	0	0	2
Moorabool Shire Council	1	1	0	0	0	0	2
Murrindindi Shire Council	0	0	0	0	0	0	1
Northern Health	0	0	0	0	0	0	1
Office of the Victorian Information Commissioner (OVIC)	1	0	0	0	0	0	1
Peninsula Health	0	1	0	0	0	0	2
Premier of Victoria	1	0	0	0	0	0	1
Racing Victoria Limited	0	0	0	0	0	0	5
Remembrance Parks Central Victoria	1	0	1	1	0	0	0
Safe Transport Victoria	0	1	0	0	0	0	2
Surf Coast Shire Council	0	0	1	0	1	0	0
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	2	0	3	3	0	0	2
Towong Shire Council	1	0	0	0	0	0	1
University of Melbourne	1	0	0	0	0	0	1
VicForests	0	0	0	0	0	0	1
Victoria Legal Aid	1	0	0	0	0	0	1
Victoria Police	49	33	13	12	1	0	79
Victorian Building Authority	4	10	1	0	1	0	11
Victorian Institute of Teaching	7	0	2	2	0	0	8
Victorian Rail Track (t/a VicTrack)	1	1	0	0	0	0	2
Victorian WorkCover Authority (t/a WorkSafe)	4	2	0	0	0	0	4
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	0	0	0	0	0	0	1
Yarra Valley Water Corporation	1	0	1	0	0	1	0

7 The data in this table is based on the number and type of decisions handed down by the Tribunal in 2022-23, 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.

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

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

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

^ See page 132.

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)	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 28 s.35(1)(a) x 5		Bass Coast Shire Council	s.33(1) x 4 s.34(1)(b) x 1 s.35(1)(b) x 2	
Alfred Health	s.30(1) x 2 s.33(1) x 48 s.34(1)(b) x 1 s.35(1)(b) x 43 s.38 x 42		Baw Baw Shire Council	s.32(1) x 2 s.33(1) x 10 s.35(1)(b) x 5	
Alpine Shire Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 2 s.38 x 1		Bayside City Council	s.31(1)(a) x 2 s.33(1) x 5 s.34(1)(b) x 2 s.34(4)(a) x 2 s.36(2)(b) x 1	
Ambulance Victoria	s.30(1) x 14 s.33(1) x 648 s.35(1)(a) x 4		Bendigo Health	s.25A(1) x 7 s.25A(5) x 4 s.30(1) x 5 s.33(1) x 202 s.35(1)(b) x 28	
AMES Australia (previously known as Adult Multicultural Education Services)	s.29(b) x 1 s.33(1) x 1 s.35(1)(b) x 1		Bendigo Kangan Institute	s.33(1) x 1	
Ararat Rural City Council	s.38 x 1		Borough of Queenscliffe	s.33(1) x 1 s.36(2)(b) x 1	
Architects Registration Board of Victoria	s.25A(5) x 1 s.33(1) x 1 s.35(1)(a) x 1		Box Hill Institute	s.33(1) x 1 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 1	
Austin Health	s.33(1) x 32 s.34(4)(a) x 1 s.35(1)(b) x 17 s.38 x 5		Brimbank City Council	s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2 s.35(1)(b) x 3 s.23 x 2	
Australian Grand Prix Corporation	s.30(1) x 1 s.34(4)(a) x 1		Buloke Shire Council	s.33(1) x 4	
Bairnsdale Regional Health Service	s.25A(1) x 2 s.33(1) x 24 s.33(4) x 2		Campaspe Shire Council	s.25A(1) x 1 s.25A(5) x 1 s.33(1) x 1	
Banyule City Council	s.30(1) x 1 s.33(1) x 12 s.35(1)(a) x 2 s.36(2)(b) x 1		Cardinia Shire Council	s.33(1) x 3	
Barwon Health	s.25A(1) x 6 s.30(1) x 76 s.31(1)(a) x 2 s.33(1) x 489 s.35(1)(b) x 198 s.38 x 21		Central Goldfields Shire Council	s.33(1) x 1 s.35(1)(b) x 1	
Barwon Region Water Corporation	s.33(1) x 4 s.34(1)(a) x 1		Central Highlands Region Water Corporation	s.32(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 2 s.34(4)(a) x 1	
Bass Coast Health	s.33(1) x 2 s.33(4) x 1		Chisholm Institute	s.30(1) x 1 s.33(1) x 3 s.34(1)(a) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1	
			City of Ballarat	s.33(1) x 11 s.34(1)(a) x 1 s.35(1)(b) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
City of Boroondara	s.30(1) x 5 s.31(1)(a) x 1 s.33(1) x 7 s.34(1)(b) x 2 s.36(2)(b) x 1		City of Stonnington	s.30(1) x 4 s.32(1) x 1 s.33(1) x 13 s.34(1)(b) x 4 s.35(1)(b) x 1 s.38A(1)(a) x 2	
City of Casey	s.25A(5) x 2 s.33(1) x 35 s.34(1)(b) x 1 s.35(1)(a) x 1 s.35(1)(b) x 2 s.38 x 1		City of Whitehorse	s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.35(1)(b) x 1	
City of Darebin	s.33(1) x 25 s.33(6) x 1 s.34(1)(b) x 2 s.23 x 2	s.33(1) x 2 s.35(1)(b) x 1 s.38 x 1	Cladding Safety Victoria	s.30(1) x 1 s.34(1)(a) x 1 s.35(1)(a) x 2 s.35(1)(b) x 1	
City of Greater Bendigo	s.25A(1) x 1 s.25A(5) x 1 s.33(1) x 5 s.38A(1)(a) x 1		Colac Area Health	s.33(1) x 10	
City of Greater Dandenong	s.25A(5) x 1 s.30(1) x 3 s.31(1)(a) x 2 s.31(1)(c) x 2 s.33(1) x 6 s.35(1)(a) x 4 s.35(1)(b) x 2		Colac Otway Shire	s.33(1) x 1	
City of Greater Geelong	s.30(1) x 5 s.32(1) x 2 s.33(1) x 123 s.34(1)(a) x 13 s.35(1)(a) x 5 s.38 x 11		Commission for Children and Young People	s.25A(5) x 5 s.31(1)(a) x 5 s.31(1)(c) x 5 s.33(1) x 5 s.35(1)(b) x 5 s.38 x 5	
City of Melbourne	s.25A(5) x 2 s.29(b) x 1 s.30(1) x 4 s.31(1)(a) x 2 s.31(1)(d) x 2 s.32(1) x 2 s.33(1) x 6 s.34(1)(b) x 4 s.34(4)(a) x 1 s.35(1)(b) x 3 s.36(2)(b) x 1		Corangamite Shire	s.33(1) x 2 s.34(1)(a) x 1	
City of Monash	s.30(1) x 3 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 13 s.33(6) x 1 s.34(1)(b) x 1 s.35(1)(b) x 1		Country Fire Authority	s.30(1) x 7 s.32(1) x 5 s.33(1) x 4 s.34(1)(b) x 2 s.35(1)(a) x 1 s.35(1)(b) x 4 s.38 x 1	
City of Port Phillip	s.30(1) x 3 s.32(1) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.35(1)(b) x 6 s.36(2)(b) x 1	s.33(1) x 1 s.38A(1)(a) x 1	Court Services Victoria	s.25A(5) x 3 s.30(1) x 1 s.31(1)(a) x 4 s.32(1) x 1 s.33(1) x 6 s.38 x 1	
			COVID-19 Quarantine Victoria	s.33(1) x 1 s.35(1)(b) x 1	
			Dental Health Services Victoria	s.33(1) x 1	
			Department of Education ^	s.25A(1) x 73 s.25A(5) x 9 s.28(1)(ba) x 2 s.28(1)(c) x 1 s.28(1)(d) x 2 s.30(1) x 86 s.31(1)(c) x 5 s.31(1)(d) x 2 s.32(1) x 14 s.33(1) x 251 s.34(1)(a) x 2 s.34(1)(b) x 11 s.35(1)(a) x 2 s.35(1)(b) x 87 s.38 x 38 s.24A(1) x 1	s.33(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 Energy, Environment and Climate Action^	s.28(1)(a) x 1 s.28(1)(b) x 3 s.28(1)(ba) x 3 s.28(1)(d) x 2 s.30(1) x 17 s.31(1)(a) x 1 s.31(1)(c) x 1 s.31(1)(d) x 1 s.31(1)(e) x 1 s.32(1) x 5 s.33(1) x 22 s.34(1)(b) x 2 s.34(4)(a) x 1 s.35(1)(a) x 2 s.35(1)(b) x 6 s.38 x 2	s.25A(1) x 1	Department of Jobs, Skills, Industry and Regions^	s.25A(1) x 5 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 4 s.28(1)(d) x 2 s.29A x 1 s.30(1) x 12 s.31(1)(a) x 2 s.31(1)(d) x 1 s.32(1) x 5 s.33(1) x 9 s.34(1)(b) x 7 s.35(1)(b) x 2 s.38 x 4	
Department of Families, Fairness and Housing	s.25A(1) x 113 s.25A(5) x 225 s.28(1)(b) x 2 s.28(1)(ba) x 3 s.28(1)(d) x 2 s.30(1) x 28 s.31(1)(a) x 244 s.31(1)(b) x 1 s.31(1)(c) x 568 s.32(1) x 29 s.33(1) x 1036 s.34(1)(b) x 13 s.34(4)(a) x 7 s.35(1)(a) x 1 s.35(1)(b) x 646 s.38 x 572		Department of Justice and Community Safety	s.25A(1) x 90 s.25A(5) x 3 s.28(1)(b) x 1 s.28(1)(d) x 1 s.29(a) x 3 s.29(b) x 4 s.30(1) x 123 s.31(1)(a) x 291 s.31(1)(b) x 1 s.31(1)(c) x 1 s.31(1)(d) x 163 s.31(1)(e) x 2 s.32(1) x 3 s.33(1) x 132 s.33(4) x 1 s.34(1)(b) x 1 s.34(4)(a) x 2 s.35(1)(a) x 2 s.35(1)(b) x 31 s.36(1)(a) x 1 s.38 x 702 s.38A(1)(a) x 1 s.29B x 37	
Department of Government Services^	s.25A(5) x 1 s.28(1)(d) x 1 s.29(a) x 1 s.30(1) x 2 s.33(1) x 12 s.35(1)(b) x 1 s.38 x 1		Department of Premier and Cabinet	s.25A(1) x 1 s.25A(5) x 1 s.28(1)(a) x 2 s.28(1)(b) x 4 s.28(1)(ba) x 4 s.28(1)(c) x 1 s.28(1)(d) x 13 s.29(a) x 2 s.29A x 2 s.30(1) x 12 s.31(1)(a) x 1 s.32(1) x 5 s.33(1) x 41 s.34(1)(b) x 4 s.34(4)(a) x 1 s.35(1)(b) x 2	
Department of Health	s.25A(1) x 30 s.25A(5) x 4 s.28(1)(b) x 1 s.28(1)(ba) x 4 s.28(1)(c) x 7 s.28(1)(d) x 7 s.29(a) x 8 s.29(b) x 3 s.30(1) x 20 s.31(1)(a) x 2 s.31(1)(d) x 1 s.32(1) x 10 s.33(1) x 96 s.34(1)(b) x 6 s.34(4)(a) x 10 s.35(1)(a) x 4 s.35(1)(b) x 9 s.38 x 1	s.30(1) x 1 s.32(1) x 1 s.33(1) x 2			

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>	<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Department of Transport and Planning [^]	s.25A(1) x 2 s.25A(5) x 4 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 3 s.28(1)(d) x 5 s.29A x 1 s.30(1) x 19 s.31(1)(a) x 6 s.31(1)(b) x 2 s.31(1)(c) x 1 s.31(1)(d) x 6 s.32(1) x 3 s.33(1) x 148 s.33(6) x 1 s.34(1)(b) x 12 s.34(4)(a) x 7 s.35(1)(b) x 18 s.38 x 281	s.33(1) x 1 s.38 x 1	Emergency Services Telecommunications Authority	s.25A(5) x 1 s.28(1)(d) x 1 s.30(1) x 3 s.31(1)(d) x 2 s.32(1) x 1 s.33(1) x 3 s.34(4)(a) x 2 s.35(1)(b) x 1 s.38 x 26	
Department of Treasury and Finance	s.25A(1) x 2 s.25A(5) x 4 s.28(1)(b) x 1 s.28(1)(ba) x 9 s.28(1)(c) x 2 s.28(1)(d) x 21 s.29(a) x 2 s.30(1) x 11 s.32(1) x 4 s.33(1) x 6 s.33(6) x 4 s.34(1)(b) x 19 s.34(4)(a) x 15		Energy Safe Victoria	s.31(1)(a) x 1 s.33(1) x 1	
Development Victoria	s.30(1) x 2 s.33(1) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1		Environment Protection Authority	s.25A(1) x 3 s.25A(5) x 1 s.30(1) x 3 s.31(1)(a) x 1 s.31(1)(b) x 1 s.32(1) x 1 s.33(1) x 13 s.34(1)(b) x 2 s.35(1)(b) x 9	
Dhelkaya Health	s.33(1) x 1		Fire Rescue Victoria	s.28(1)(b) x 2 s.30(1) x 1 s.33(1) x 370	s.33(1) x 1
Disability Services Commissioner	s.33(4) x 2		Frankston City Council	s.33(1) x 3 s.34(1)(b) x 1 s.38 x 1	
East Gippsland Shire Council	s.25A(5) x 1 s.30(1) x 5 s.31(1)(a) x 2 s.31(1)(b) x 1 s.31(1)(c) x 4 s.31(1)(e) x 2 s.32(1) x 1 s.33(1) x 16 s.35(1)(a) x 2 s.35(1)(b) x 7		Game Management Authority	s.25A(5) x 1 s.33(1) x 1 s.34(1)(b) x 1	
Eastern Health	s.25A(1) x 2 s.25A(5) x 3 s.30(1) x 18 s.31(1)(a) x 2 s.32(1) x 4 s.33(1) x 807 s.33(4) x 2 s.34(1)(b) x 4 s.35(1)(b) x 263 s.38 x 15		Gippsland Ports Committee of Management Incorporated	s.30(1) x 1 s.33(1) x 1	
Emergency Services Superannuation Board (t/a ESSSuper)	s.30(1) x 3		Glen Eira City Council	s.25A(1) x 2 s.33(1) x 7 s.34(1)(b) x 1 s.35(1)(b) x 1	
			Glenelg Shire Council	s.31(1)(b) x 1 s.32(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
			Golden Plains Shire Council	s.32(1) x 2 s.34(1)(a) x 1 s.23 x 4	
			Gordon Institute of TAFE	s.25A(5) x 4 s.30(1) x 4 s.32(1) x 2 s.33(1) x 3 s.34(1)(a) x 3 s.34(1)(b) x 1 s.24A(1) x 2	
			Goulburn Ovens Institute of TAFE (t/a GOTAFE)	s.25A(1) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.34(4)(a) x 1	
			Goulburn Valley Health	s.25A(5) x 5 s.30(1) x 4 s.33(1) x 85 s.35(1)(b) x 23	
			Goulburn Valley Region Water Corporation	s.34(1)(a) x 1	

6 Appendices

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)
Goulburn-Murray Rural Water Corporation	s.25A(5) x 1 s.29A x 7 s.30(1) x 1 s.32(1) x 4 s.33(1) x 1 s.34(1)(b) x 3 s.34(4)(a) x 4		Kardinia Park Stadium Trust	s.25A(1) x 1	
Grampians Health	s.25A(1) x 1 s.30(1) x 9 s.31(1)(c) x 6 s.32(1) x 2 s.33(1) x 62 s.35(1)(b) x 38		Kingston City Council	s.30(1) x 1 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 9 s.34(1)(b) x 5 s.35(1)(a) x 2 s.35(1)(b) x 3	
Great Ocean Road Coast and Parks Authority	s.30(1) x 3 s.33(1) x 3 s.34(1)(a) x 2 s.34(4)(a) x 1		Knox City Council	s.25A(5) x 5 s.30(1) x 1 s.33(1) x 2 s.35(1)(b) x 2	
Greater Metropolitan Cemeteries Trust	s.33(1) x 1		La Trobe University	s.30(1) x 1 s.32(1) x 1 s.33(1) x 2	
Greater Shepparton City Council	s.30(1) x 1 s.32(1) x 1 s.33(6) x 1		Labour Hire Authority	s.25A(5) x 1	
Greater Western Water	s.30(1) x 9 s.33(1) x 6 s.34(4)(a) x 17 s.35(1)(a) x 1		Latrobe City Council	s.30(1) x 1 s.33(1) x 7 s.34(1)(b) x 3 s.35(1)(b) x 1 s.38A(1)(c) x 1	
Greyhound Racing Victoria	s.25A(5) x 1 s.30(1) x 1 s.31(1)(c) x 2 s.35(1)(b) x 1		Latrobe Regional Hospital	s.33(1) x 3	
HealthShare Victoria	s.25A(1) x 1 s.34(1)(b) x 1		Latrobe Valley Authority	s.25A(5) x 1 s.33(1) x 1	
Hepburn Shire Council	s.30(1) x 2 s.31(1)(a) x 1 s.31(1)(b) x 1 s.32(1) x 2 s.33(1) x 10 s.38A(1)(a) x 1		Legal Practitioners' Liability Committee	s.38 x 1	
Heywood Rural Health	s.31(1)(a) x 2 s.31(1)(c) x 1 s.33(1) x 1		Local Government Inspectorate	s.33(6) x 1	
Hobsons Bay City Council	s.30(1) x 1 s.33(1) x 13 s.34(1)(b) x 2 s.35(1)(b) x 3	s.33(1) x 1 s.35(1)(b) x 1	Macedon Ranges Shire Council	s.25A(1) x 3 s.33(1) x 1 s.35(1)(b) x 1	
Holmesglen Institute	s.33(1) x 1		Major Transport Infrastructure Authority	s.25A(1) x 1 s.28(1)(b) x 5 s.28(1)(d) x 1 s.30(1) x 11 s.32(1) x 4 s.33(1) x 21 s.34(1)(b) x 8 s.34(4)(a) x 3	s.28(1)(b) x 2 s.30(1) x 1 s.33(1) x 1
Horsham Rural City Council	s.33(1) x 2 s.38 x 1 s.36(2)(b) x 1		Manningham City Council	s.30(1) x 1 s.31(1)(a) x 2 s.31(1)(c) x 1 s.33(1) x 7 s.35(1)(b) x 3 s.38 x 1	
Hume City Council	s.32(1) x 2 s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(a) x 1 s.38 x 2		Mansfield Shire Council	s.25A(1) x 1 s.25A(5) x 7 s.33(1) x 3	
Independent Broad-based Anti-corruption Commission	s.30(1) x 1		Maribyrnong City Council	s.30(1) x 1 s.33(1) x 8 s.34(1)(b) x 2 s.35(1)(b) x 2 s.38 x 1	
			Maroondah City Council	s.33(1) x 9 s.34(1)(b) x 1 s.38 x 2	

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)
Melbourne Arts Precinct Corporation	s.28(1)(a) x 1 s.30(1) x 1 s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(4)(a) x 1 s.35(1)(a) x 1		Minister for Emergency Services	s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 2	
Melbourne Convention and Exhibition Trust	s.29A x 1		Minister for Energy and Resources	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(d) x 1 s.30(1) x 1 s.32(1) x 1 s.34(1)(b) x 1 s.34(4)(b) x 1	
Melbourne Health	s.32(1) x 1 s.33(1) x 1014 s.35(1)(b) x 106		Minister for Health	s.33(1) x 1 s.35(1)(b) x 1	
Melbourne Polytechnic	s.30(1) x 1 s.33(1) x 2 s.34(4)(a) x 1 s.35(1)(a) x 1 s.36(1)(a) x 1		Minister for Local Government	s.25A(1) x 1	
Melbourne Water	s.30(1) x 3 s.32(1) x 1 s.33(1) x 2 s.34(1)(b) x 4 s.34(4)(a) x 1 s.35(1)(b) x 2		Minister for Mental Health	s.28(1)(d) x 1	
Melton City Council	s.25A(1) x 1 s.31(1)(a) x 1 s.32(1) x 6 s.33(1) x 10 s.34(1)(a) x 2 s.35(1)(b) x 1 s.38 x 1 s.23 x 7		Minister for Transport and Infrastructure	s.28(1)(b) x 1 s.33(1) x 1	
Mental Health Complaints Commissioner	s.30(1) x 4 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 5 s.35(1)(a) x 2 s.35(1)(b) x 3 s.38 x 3		Minister for Treaty and First Peoples	s.33(1) x 1	
Mental Health Tribunal	s.30(1) x 1 s.33(1) x 1 s.38 x 1		Minister for Water	s.33(1) x 1	
Mercy Hospitals Victoria Ltd	s.30(1) x 2 s.33(1) x 98 s.33(4) x 1 s.35(1)(b) x 68	s.33(1) x 1	Mitchell Shire Council	s.25A(1) x 1 s.30(1) x 1 s.32(1) x 1 s.33(1) x 18 s.34(1)(b) x 1 s.34(4)(a) x 1 s.38 x 1	
Merri-bek City Council #	s.25A(5) x 8 s.32(1) x 1 s.33(1) x 12 s.34(1)(b) x 2 s.35(1)(b) x 2 s.38 x 3		Moira Shire Council	s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(b) x 1	
Mildura Base Public Hospital	s.33(4) x 29		Monash Health	s.25A(5) x 2 s.30(1) x 36 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 153 s.33(4) x 1 s.35(1)(a) x 10 s.35(1)(b) x 83 s.38 x 40	
Minister for Casino, Gaming and Liquor Regulation	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.30(1) x 1 s.33(1) x 1		Monash University	s.30(1) x 2 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 5 s.34(4)(a) x 3 s.34(4)(b) x 1	
Minister for Child Protection and Family Services	s.28(1)(d) x 1 s.33(1) x 1		Moonee Valley City Council	s.30(1) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(b) x 2 s.35(1)(b) x 1	
			Moorabool Shire Council	s.25A(1) x 1 s.30(1) x 1 s.31(1)(a) x 1 s.31(1)(d) x 1 s.32(1) x 1 s.33(1) x 11 s.35(1)(b) x 1 s.36(2)(a) x 1	

6 Appendices

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)
Mornington Peninsula Shire	s.32(1) x 5 s.33(1) x 39 s.34(1)(b) x 5 s.35(1)(a) x 1 s.38 x 4		Peninsula Health	s.30(1) x 1 s.31(1)(a) x 4 s.31(1)(c) x 1 s.32(1) x 1 s.33(1) x 26 s.35(1)(a) x 5 s.35(1)(b) x 2	
Mount Alexander Shire Council	s.33(1) x 2 s.36(1)(b) x 1		Portland District Health	s.33(1) x 46	
Moyne Shire Council	s.25A(5) x 1 s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1		Premier of Victoria	s.25A(1) x 2 s.25A(5) x 1 s.28(1)(c) x 1 s.30(1) x 1 s.33(1) x 1 s.34(1)(b) x 1	
Murrindindi Shire Council	s.25A(5) x 4 s.30(1) x 2 s.32(1) x 1 s.33(1) x 5 s.34(1)(a) x 1 s.35(1)(b) x 1		Previous Minister for Planning	s.30(1) x 1	
Museums Victoria	s.28(1)(d) x 1 s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1		PrimeSafe	s.35(1)(b) x 1	
National Gallery of Victoria	s.25A(1) x 1 s.30(1) x 2 s.33(1) x 2 s.34(4)(a) x 2 s.36(1)(b) x 1		Racing Integrity Commissioner	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1	
Nillumbik Shire Council	s.33(1) x 5 s.35(1)(b) x 2 s.38 x 1		Racing Victoria Limited	s.25A(1) x 1 s.30(1) x 2 s.32(1) x 1 s.33(1) x 3 s.35(1)(a) x 1 s.35(1)(b) x 1	
North East Region Water Corporation (t/a North East Water)	s.33(1) x 2		Remembrance Parks Central Victoria	s.25A(1) x 1 s.30(1) x 1 s.32(1) x 1	s.30(1) x 1 s.32(1) x 1
Northeast Health Wangaratta	s.25A(1) x 3 s.33(1) x 3		RMIT University	s.30(1) x 4 s.33(1) x 5 s.35(1)(b) x 2	
Northern Health	s.25A(5) x 2 s.30(1) x 4 s.31(1)(d) x 1 s.33(1) x 107 s.35(1)(a) x 1 s.35(1)(b) x 51		Rural City of Wangaratta	s.33(1) x 4	
Office of Public Prosecutions	s.33(1) x 5 s.35(1)(b) x 3		Safe Transport Victoria	s.30(1) x 4 s.33(1) x 1	
Office of the Victorian Information Commissioner (OVIC)	s.25A(5) x 1 s.30(1) x 2 s.32(1) x 1 s.33(1) x 4 s.34(1)(b) x 2 s.38 x 1		Safer Care Victoria	s.30(1) x 3 s.33(1) x 7 s.35(1)(a) x 2 s.35(1)(b) x 2	
Parks Victoria	s.30(1) x 7 s.31(1)(e) x 1 s.32(1) x 1 s.33(1) x 6 s.34(1)(b) x 2 s.34(4)(a) x 2 s.35(1)(b) x 2 s.36(1)(b) x 2		South East Water Corporation	s.33(1) x 2 s.34(1)(b) x 2 s.34(4)(a) x 2	
			South Gippsland Shire Council	s.25A(1) x 3 s.30(1) x 3 s.31(1)(c) x 1 s.31(1)(d) x 2 s.33(1) x 7 s.33(6) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.36(2)(b) x 1	
			South West Healthcare	s.33(1) x 30 s.35(1)(b) x 17	
			South West Institute of TAFE	s.33(1) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
Southern Metropolitan Cemeteries Trust	s.33(1) x 1	
St Vincent's Health	s.33(1) x 11 s.35(1)(b) x 13	
State Revenue Office	s.30(1) x 5 s.31(1)(a) x 2 s.31(1)(c) x 2 s.33(1) x 6 s.34(1)(b) x 2 s.34(4)(a) x 1 s.35(1)(b) x 4 s.38 x 4	
Strathbogie Shire Council	s.33(1) x 6	
Suburban Rail Loop Authority	s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.28(1)(d) x 1 s.30(1) x 1 s.32(1) x 1 s.34(1)(b) x 1 s.34(4)(a) x 1	
Sunraysia Institute of TAFE	s.33(1) x 1	
Surf Coast Shire Council	s.25A(5) x 1 s.30(1) x 5 s.33(1) x 17 s.35(1)(a) x 3 s.35(1)(b) x 4 s.36(1)(a) x 3 s.38 x 3	s.30(1) x 1 s.33(1) x 1 s.35(1)(b) x 1 s.38 x 1
Swan Hill District Health	s.33(1) x 3	
Swan Hill Rural City Council	s.33(1) x 1	
Swinburne University of Technology	s.30(1) x 2 s.33(1) x 2 s.35(1)(b) x 1	
The Royal Children's Hospital	s.30(1) x 3 s.32(1) x 4 s.33(1) x 208 s.35(1)(a) x 90 s.38 x 8	
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	s.25A(5) x 9 s.33(1) x 3 s.35(1)(b) x 2	s.24A(1) x 3
The Royal Women's Hospital	s.30(1) x 9 s.33(1) x 71 s.33(4) x 1 s.35(1)(b) x 2 s.38 x 6	
Towong Shire Council	s.33(1) x 4 s.35(1)(a) x 1	
Transport Accident Commission	s.25A(1) x 20 s.30(1) x 932 s.32(1) x 581 s.33(1) x 195 s.38 x 582	
Trust for Nature (Victoria)	s.33(1) x 1 s.34(1)(a) x 1	

<i>Agency</i>	<i>Initial decisions (Act provision x no. of times cited)</i>	<i>VCAT appeals (Act provision x no. of times cited)</i>
University of Melbourne	s.29(a) x 1 s.29(b) x 1 s.30(1) x 5 s.33(1) x 16 s.34(1)(b) x 1 s.34(4)(a) x 1 s.34(4)(b) x 1 s.35(1)(a) x 4 s.35(1)(b) x 7	
V/Line Corporation	s.30(1) x 1 s.32(1) x 1 s.33(1) x 11 s.34(1)(b) x 1	
Veterinary Practitioners Registration Board of Victoria	s.38 x 1	
VicForests	s.25A(1) x 1 s.33(1) x 5	
VicScreen	s.30(1) x 1 s.33(1) x 2 s.34(1)(b) x 1 s.35(1)(b) x 1	
Victoria Legal Aid	s.25A(5) x 1 s.32(1) x 1 s.33(1) x 2 s.38 x 2	
Victoria Police	s.25A(1) x 94 s.25A(5) x 98 s.28(1)(b) x 1 s.28(1)(ba) x 1 s.28(1)(c) x 1 s.29A x 2 s.30(1) x 284 s.31(1)(a) x 118 s.31(1)(b) x 94 s.31(1)(c) x 6 s.31(1)(d) x 590 s.31(1)(e) x 19 s.31(3) x 8 s.32(1) x 8 s.33(1) x 2680 s.33(6) x 23 s.34(1)(a) x 2 s.34(1)(b) x 3 s.34(4)(c) x 3 s.35(1)(b) x 284 s.38 x 670 s.24A(1) x 1 s.31(4) x 1	s.25A(1) x 2 s.30(1) x 3 s.31(1)(d) x 4 s.33(1) x 5 s.35(1)(b) x 1 s.38 x 3
Victoria University	s.25A(1) x 1 s.31(1)(c) x 1 s.33(1) x 1 s.33(4) x 1	
Victorian Arts Centre Trust	s.25A(1) x 1 s.30(1) x 1 s.32(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	
Victorian Assisted Reproductive Treatment Authority	s.33(1) x 1	

6 Appendices

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)
Victorian Auditor-General's Office	s.33(6) x 3		Victorian Managed Insurance Authority	s.30(1) x 2 s.32(1) x 2 s.33(1) x 6 s.34(1)(a) x 2 s.34(1)(b) x 1 s.35(1)(a) x 1 s.36(1)(a) x 1	
Victorian Building Authority	s.25A(1) x 4 s.30(1) x 15 s.31(1)(a) x 6 s.31(1)(b) x 4 s.31(1)(d) x 4 s.32(1) x 5 s.33(1) x 72 s.34(4)(a) x 1 s.35(1)(b) x 2 s.36(1)(b) x 1	s.33(1) x 1	Victorian Multicultural Commission	s.34(1)(b) x 1 s.35(1)(b) x 1	
Victorian Curriculum and Assessment Authority	s.30(1) x 1 s.33(1) x 1 s.34(1)(a) x 1 s.34(1)(b) x 1 s.35(1)(b) x 2 s.36(1)(b) x 1		Victorian Ombudsman	s.30(1) x 1 s.31(1)(c) x 1 s.33(1) x 2	
Victorian Electoral Commission	s.25A(1) x 1 s.25A(5) x 1		Victorian Planning Authority	s.33(1) x 1	
Victorian Equal Opportunity & Human Rights Commission	s.30(1) x 2 s.32(1) x 2 s.33(1) x 2		Victorian Public Sector Commission	s.30(1) x 1 s.33(1) x 2	
Victorian Fisheries Authority	s.29(b) x 1 s.31(1)(a) x 1 s.31(1)(c) x 1 s.33(1) x 2		Victorian Rail Track (t/a VicTrack)	s.25A(5) x 1 s.30(1) x 2 s.31(1)(a) x 2 s.32(1) x 1 s.33(1) x 1 s.33(6) x 1 s.34(1)(b) x 1 s.34(4)(a) x 2 s.36(1)(a) x 1 s.36(1)(b) x 1	
Victorian Gambling and Casino Control Commission	s.30(1) x 2 s.31(1)(d) x 1 s.33(1) x 2 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38 x 4		Victorian Registration and Qualifications Authority	s.25A(5) x 1 s.30(1) x 3 s.31(1)(a) x 1 s.33(1) x 3 s.35(1)(b) x 3 s.38 x 3	
Victorian Government Architect	s.30(1) x 3 s.33(1) x 3 s.34(1)(b) x 3		Victorian Responsible Gambling Foundation	s.28(1)(b) x 1 s.30(1) x 1 s.34(1)(a) x 1 s.35(1)(a) x 1	
Victorian Government Solicitor	s.31(1)(a) x 1 s.32(1) x 1 s.33(1) x 2 s.34(1)(a) x 1 s.38 x 1		Victorian WorkCover Authority (t/a WorkSafe)	s.25A(1) x 27 s.25A(5) x 47 s.28(1)(b) x 1 s.30(1) x 8 s.31(1)(a) x 18 s.31(1)(d) x 5 s.32(1) x 79 s.33(1) x 1144 s.34(1)(a) x 8 s.34(1)(b) x 23 s.34(4)(a) x 3 s.35(1)(b) x 296 s.38 x 11	
Victorian Institute of Forensic Medicine	s.33(1) x 5		Wellington Shire Council	s.25A(5) x 3 s.33(1) x 4	
Victorian Institute of Forensic Mental Health	s.30(1) x 1 s.33(1) x 27 s.33(4) x 1 s.35(1)(b) x 15		West Gippsland Healthcare Group	s.33(1) x 2	
Victorian Institute of Teaching		s.23 x 2	West Wimmera Shire Council	s.33(1) x 1	
Victorian Legal Services Commissioner	s.30(1) x 1 s.33(1) x 2 s.35(1)(a) x 3 s.38 x 3		Western Health	s.30(1) x 41 s.33(1) x 18 s.35(1)(a) x 27	

Agency	Initial decisions (Act provision x no. of times cited)	VCAT appeals (Act provision x no. of times cited)
Whittlesea City Council	s.33(1) x 15	
William Angliss Institute of TAFE	s.33(1) x 1 s.34(1)(a) x 1	
Wodonga City Council	s.33(1) x 1 s.34(1)(b) x 1	
Wodonga Institute of TAFE	s.33(1) x 1 s.34(1)(a) x 1	
Wyndham City Council	s.30(1) x 2 s.31(1)(a) x 1 s.32(1) x 5 s.33(1) x 11 s.35(1)(b) x 2	
Yarra City Council	s.25A(1) x 1 s.30(1) x 3 s.32(1) x 1 s.33(1) x 40 s.35(1)(a) x 1 s.35(1)(b) x 1 s.38A(1)(a) x 2 s.36(2)(b) x 2	
Yarra Ranges Shire Council	s.30(1) x 3 s.32(1) x 1 s.33(1) x 10 s.34(1)(b) x 2 s.34(4)(a) x 1 s.35(1)(b) x 1	
Yarra Valley Water Corporation	s.25A(1) x 31 s.32(1) x 1	
Yarriambiack Shire Council	s.33(1) x 3 s.35(1)(a) x 1	
Zoological Parks and Gardens Board	s.33(1) x 1	

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

^ See page 132

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 (Chief Health Information Manager)	[548 - 35 - 0]
Alexandra District Health	Chantell Roylance (Records Coordinator)	[19 - 0 - 0]
Alfred Health	Amanda Hart (FOI Manager)	[0 - 1 - 0]
	Assoc. Prof Simon Stafrace (Program Director Alfred Mental and Addiction Health)	[138 - 24 - 1]
	Dr Lee Hamley (Executive Director of Medical Services)	[2740 - 34 - 1]
Alpine Health	Nick Shaw (Chief Executive Officer)	[11 - 0 - 0]
Alpine Resorts Victoria	Melanie Kay (FOI Manager)	[2 - 0 - 0]
Alpine Shire Council	Belinda Schultz (Governance Officer)	[0 - 2 - 0]
Ambulance Victoria	Paul Maclean (FOI Manager)	[1108 - 320 - 0]
	Tina White (FOI Officer)	[662 - 290 - 0]
	Kelly McNair (FOI Officer)	[226 - 56 - 0]
AMES Australia (previously known as Adult Multicultural Education Services)	Aileen Srdic (Manager Corporate and Board Governance)	[0 - 2 - 1]
Ararat Rural City Council	Chandra Willmott (FOI Officer)	[2 - 1 - 0]
Architects Registration Board of Victoria	Fiona Gjoni (Manager Registration/Deputy Registrar)	[0 - 1 - 0]
Assistant Treasurer of Victoria	Danny Pearson (Assistant Treasurer)	[1 - 0 - 0]
Austin Health	Kate Wendt (Operations Manager)	[4 - 0 - 0]
	Fleur Shaw-Jones (Legal Counsel)	[0 - 1 - 1]
	Alan Finch (Mental Health FOI Reviewer)	[175 - 18 - 1]
	Craig Jones (Mental Health FOI Reviewer)	[14 - 8 - 0]
	Dr Tony Chan (Dr, FOI Reviewer)	[803 - 5 - 0]
	Mardi Stephens (FOI Manager)	[246 - 4 - 2]
	John Gannon (Mental Health FOI Reviewer)	[14 - 4 - 0]
	Dr Jessica Spuno (Spinal Registrar)	[1 - 0 - 0]
	Dr David Weintrob (Psychologist)	[1 - 0 - 0]
	Dr Jodie McGregor (Psychologist)	[1 - 0 - 0]
	Dr Charu Ghandi (Clinical Director - Mental Health)	[2 - 0 - 0]
	Dr Victoria Harpwood (Clinical Director Mental Health)	[1 - 0 - 0]
Dr Jessica Hamer (Consultant Psychiatrist)	[2 - 0 - 0]	
Australian Grand Prix Corporation	Dale Nardella (FOI Officer)	[1 - 1 - 1]
Bairnsdale Regional Health Service	Caitlin Adams (Health Information Manager)	[69 - 22 - 1]
	Alice Lay (Health Information Manager)	[7 - 0 - 0]
	Jane Clemm (Health Information Manager)	[1 - 0 - 0]
	Juliette Wenn (Health Information Manager)	[9 - 1 - 0]
	Lindy Washington (Deputy Executive of Medical Services)	[0 - 1 - 0]
Banyule City Council	Stephanie Neville (FOI Officer)	[5 - 14 - 0]
	Nick Petroulias (FOI Officer)	[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
Barwon Health	Bernadine McNamara (Legal Counsel)	[11 - 7 - 1]
	Kirsty Miller (Patient Information Release Unit Manager)	[186 - 164 - 3]
	Fiona Harland (FOI Officer)	[256 - 192 - 0]
	Jodie Thompson (FOI Officer)	[200 - 32 - 0]
	Jane McBeath (FOI Officer)	[60 - 101 - 0]
	Sandra Gregory (FOI Officer)	[6 - 8 - 0]
	Megan Kumnick (FOI Officer)	[9 - 14 - 0]
Barwon Region Water Corporation	Robyn Gaeth (FOI Officer)	[0 - 5 - 0]
Bass Coast Health	Kelly McRae (FOI Officer)	[71 - 1 - 1]
	Emilia Pezzi (Health Information Manager)	[16 - 0 - 1]
	Renee Kelsall (Director of Medical Services)	[5 - 0 - 0]
Bass Coast Shire Council	Sharyn Tilley (Records Coordinator)	[0 - 2 - 0]
	Renee Beasley (FOI Officer)	[1 - 2 - 0]
Baw Baw Shire Council	A Merlo (FOI Officer)	[6 - 8 - 3]
	C Thomas (FOI Manager)	[0 - 6 - 0]
Bayside City Council	Karen Brown (Governance Coordinator)	[20 - 5 - 1]
Beaufort and Skipton Health Service	Meryn Pease (Chief Executive Officer)	[5 - 0 - 0]
Beckley Park Committee of Management	Bob Barry (Secretary)	[1 - 0 - 0]
Beechworth Health Service	Elizabeth Ibrom (FOI Officer)	[5 - 0 - 0]
Benalla Health	Jackie Kelly (Chief Executive Officer)	[31 - 0 - 0]
Bendigo Health	Ruby Neal (Manager, Service Delivery)	[7 - 0 - 0]
	Amanda Watson (FOI Officer)	[96 - 40 - 0]
	Anna Carter (FOI Officer)	[50 - 24 - 0]
	Harmony Drusko (Health Information Manager)	[22 - 20 - 0]
	Jane Tyack (FOI Officer)	[30 - 46 - 0]
	Susan Roberts (FOI Officer/RPN)	[121 - 75 - 3]
	Kelly Stansall (FOI Officer)	[1 - 0 - 0]
Keely Scarce (FOI Officer)	[55 - 35 - 0]	
Bendigo Kangan Institute	Kerri Ricketts (Manager Records, Information and Capability)	[23 - 1 - 0]
Borough of Queenscliffe	Jenni Walker (FOI Officer)	[0 - 2 - 0]
Box Hill Institute	Edwin Stone (Senior Legal Counsel)	[0 - 2 - 0]
Brimbank City Council	Tony Vo (FOI Officer)	[10 - 1 - 1]
	Amanda Marijanovic (FOI Officer)	[12 - 5 - 4]
Buloke Shire Council	Jen Hewett (Governance/FOI Officer)	[0 - 3 - 1]
Calvary Health Care Bethlehem	Janine Stockley (FOI Manager)	[12 - 0 - 0]
	Belinda Mc Rae (FOI Manager)	[1 - 0 - 0]
Campaspe Shire Council	Rebecca Jones (FOI Officer)	[5 - 2 - 0]
	Andrew Cowin (FOI Officer)	[0 - 0 - 1]
Cardinia Shire Council	Doug Evans (Manager Governance)	[6 - 3 - 0]
Casterton Memorial Hospital	Rohan Fitzgerald (Chief Executive Officer)	[1 - 0 - 0]
Central Gippsland Health Service	Thomas Breakspear (Acting Manager, Health Information)	[10 - 0 - 0]
	Sharon Shaw (Health Information Manager)	[100 - 0 - 0]
Central Gippsland Region Water Corporation (t/a Gippsland Water)	Amy Phillips (Governance Leader)	[1 - 0 - 0]

6 Appendices

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
Central Goldfields Shire Council	Jane Still (FOI & Information Privacy Manager)	[1 - 1 - 0]
Central Highlands Region Water Corporation	Leesa Bolt (FOI Officer)	[2 - 1 - 1]
Central Highlands Rural Health	Maree Cuddihy (Chief Executive Officer)	[31 - 0 - 0]
Chisholm Institute	Thomas Patereskos (FOI Officer)	[0 - 2 - 1]
City of Ballarat	Lyndsay Leingang (FOI Officer)	[3 - 1 - 0]
	Sarah Cuthbert (FOI Officer)	[24 - 10 - 1]
	Cameron Montgomery (FOI Manager)	[0 - 0 - 1]
City of Boroondara	Elizabeth Manou (Senior Governance & Integrity Officer)	[8 - 4 - 3]
	Kirstin Ritchie (Coordinator Governance)	[3 - 0 - 0]
	Liam Merrifield (Senior Governance Officer)	[4 - 5 - 1]
City of Casey	Adam Black (FOI Manager)	[0 - 1 - 0]
	Geraldene Rajendra (FOI Officer)	[0 - 11 - 1]
	Michelle Tipton (FOI Officer)	[0 - 1 - 0]
	Ezat Alam (FOI Officer)	[1 - 14 - 2]
	Timothy Evans (FOI Officer)	[0 - 11 - 1]
City of Darebin	Lidia Martin (Records Coordinator)	[3 - 21 - 8]
	Tiina Price (FOI Officer)	[0 - 1 - 0]
City of Greater Bendigo	Aaron Day (Lawyer)	[2 - 0 - 2]
	Karen Lockyer (FOI Officer)	[15 - 6 - 0]
City of Greater Dandenong	Luisa Kimball (FOI Officer)	[9 - 3 - 1]
	Kaye Peterson (FOI Officer)	[3 - 3 - 0]
	Danielle Trimble (FOI Officer)	[0 - 1 - 0]
	April Seymour (FOI Officer)	[2 - 0 - 0]
	Belma Muminovic (FOI Officer)	[2 - 0 - 0]
	John McSwiney (FOI Officer)	[3 - 0 - 0]
City of Greater Geelong	Jillian Chapman (FOI & Information Privacy Manager)	[37 - 53 - 3]
	Lauren Richardson (FOI Officer)	[195 - 74 - 3]
City of Melbourne	Peter Gannoni (FOI Officer)	[15 - 2 - 7]
	Voula Skliris (FOI Officer)	[6 - 0 - 0]
	Lia Morgan (FOI Officer)	[0 - 2 - 2]
City of Monash	Jarrold Doake (FOI Manager)	[1 - 0 - 0]
	Renee Russell (FOI Officer)	[5 - 15 - 1]
	Jacob Turner (FOI Officer)	[0 - 1 - 0]
	Rob Pedder (FOI Manager)	[5 - 3 - 0]
City of Port Phillip	Alli Griffin (Senior Privacy & FOI Officer)	[1 - 0 - 0]
	Joanne Shea (FOI Officer)	[33 - 10 - 2]
City of Stonnington	Lucy Bastick (FOI Officer)	[50 - 21 - 3]
City of Whitehorse	Luisa Kimball (FOI Officer)	[4 - 0 - 0]
	Kerryn Wood (FOI Officer)	[17 - 1 - 1]
Cladding Safety Victoria	Tanya Thomas (Head of Legal)	[0 - 2 - 0]
Cohuna District Hospital	Wendy Lunghusen (FOI Officer)	[11 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Colac Area Health	Ian Mackay (Director of Medical Services)	[30 - 5 - 0]
	Louisa Pearce (FOI Officer)	[12 - 1 - 3]
	Anne McGuane (Director of Medical Services)	[1 - 0 - 0]
	Eve Eden (Health Information Manager)	[1 - 1 - 0]
Colac Otway Shire	Marlo Emmitt (FOI Manager)	[2 - 1 - 0]
Commission for Children and Young People	Leanne Barnes (Chief Executive Officer)	[0 - 0 - 8]
Corangamite Shire	Kathrine Bryan (FOI Officer)	[0 - 1 - 0]
	Jane Clifford (FOI Officer)	[0 - 1 - 0]
Country Fire Authority	Leanna La Combre (FOI Officer)	[2 - 1 - 0]
	Monica Barnes (FOI & Information Privacy Manager)	[131 - 18 - 2]
Court Services Victoria	Maya Statton (Manager, Legal and Governance)	[1 - 2 - 3]
	Anna Guglielmucci (General Counsel)	[2 - 1 - 0]
COVID-19 Quarantine Victoria	Michelle Osborne (Commissioner and State Controller)	[1 - 1 - 0]
Deakin University	Sandra Mussett (FOI Officer)	[40 - 0 - 0]
Dental Health Services Victoria	Wendy Long (FOI Officer)	[0 - 1 - 0]
	Edward Howarth (FOI Manager)	[2 - 0 - 0]
	Wendy Long (FOI Officer)	[323 - 0 - 0]
Department of Education^	Elle Maroudas (FOI Manager)	[69 - 53 - 3]
	Emily Polson (Acting Team Leader)	[20 - 15 - 0]
	Gaven Sturma (Team Leader)	[161 - 175 - 9]
	Madison Sertic (Acting Manager)	[4 - 0 - 0]
Department of Energy, Environment and Climate Action^	Stuart Atkins (FOI Manager)	[7 - 10 - 1]
	Kim Reeves (Principal Adviser)	[3 - 4 - 0]
	Arielle Perlow (Senior FOI Officer)	[9 - 11 - 4]
	Veronica Finn (Senior FOI Officer)	[11 - 15 - 1]
	Roo Anand (Senior FOI Officer)	[4 - 2 - 1]
	Bena Asafu-Adjaye (FOI Officer)	[8 - 9 - 0]

6 Appendices

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 Families, Fairness and Housing	Cristina Aviles (FOI Officer)	[0 - 1 - 0]
	Annalise Bamford (Executive Director)	[1 - 3 - 0]
	Nicole Brown (FOI Officer)	[5 - 15 - 10]
	Jay Cadiramen (FOI Officer)	[0 - 8 - 0]
	Claire Coghill (Director)	[1 - 16 - 5]
	Josie Collings (FOI Officer)	[2 - 13 - 3]
	Izak Coombe (FOI Officer)	[0 - 7 - 0]
	Hannah Duxbury (FOI Officer)	[0 - 0 - 60]
	Jade Frachette (FOI Officer)	[0 - 3 - 0]
	Melissa Gardner (FOI Officer)	[1 - 80 - 1]
	Elena Keane (FOI Officer)	[4 - 14 - 0]
	Cheryl Kilmartin (FOI Officer)	[8 - 81 - 2]
	Stephanie Koutsoukos (FOI Officer)	[0 - 3 - 12]
	Ophelia Lobo (FOI Officer)	[0 - 3 - 46]
	Josephine Majic (FOI Officer)	[4 - 12 - 48]
	Noeline McKenzie (FOI Officer)	[9 - 155 - 0]
	Liliana McRae (FOI Officer)	[4 - 9 - 27]
	Jandeep Mundi (FOI Officer)	[7 - 26 - 0]
	Heather Murray (FOI Officer)	[0 - 2 - 0]
	Hamsa Nadir (FOI Officer)	[1 - 0 - 36]
	Sophie Nevell (Director)	[0 - 6 - 0]
	Dunsin Oluwasola (FOI Officer)	[0 - 0 - 10]
	Jade Papathanasiou (FOI Officer)	[0 - 3 - 1]
	Robbie Peschel (FOI Officer)	[2 - 59 - 0]
	Samantha Phipps (FOI Officer)	[4 - 80 - 0]
	Sylwia Pichel (Director)	[1 - 5 - 2]
	Livia M Punaro (FOI Officer)	[1 - 73 - 0]
	Regan Richards (FOI Officer)	[0 - 8 - 2]
	Lisa Scholes (FOI Manager)	[1 - 7 - 1]
	Diantha Schut (FOI Officer)	[0 - 0 - 4]
	Abel Simpson-Yap (FOI Officer)	[1 - 51 - 37]
	Narelle Staub (Director)	[0 - 3 - 0]
	Sally Yeoland (FOI Officer)	[6 - 64 - 1]
Emily Zahorjanski (FOI Officer)	[1 - 17 - 39]	
Department of Government Services^	Lisa Marsicovetere (Manager, Legal)	[4 - 6 - 1]
	Matthew Bock (FOI Officer)	[0 - 4 - 0]
	Sean Morrison (General Counsel)	[0 - 1 - 0]
	Simone Millen (Director, Transition)	[0 - 1 - 0]
Department of Health	Mike Cain (FOI Manager)	[3 - 1 - 0]
	Sonia Rivalland (A/Executive Director)	[1 - 1 - 0]
	Michael Ghobrial (FOI Manager)	[57 - 103 - 13]
	Tracey Chung (A/Director)	[0 - 0 - 1]
Department of Jobs, Skills, Industry and Regions^	Kate Kulman (FOI Manager)	[14 - 26 - 9]
	Alexandra Henderson (Senior FOI Officer)	[1 - 7 - 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 Justice and Community Safety	Seyhan Balkis (FOI Officer)	[1 - 60 - 2]
	Lisa Pascolo (FOI Team Leader)	[0 - 3 - 2]
	Catherine Castro (FOI Officer)	[3 - 75 - 8]
	Rebecca Corston (FOI Officer)	[1 - 13 - 28]
	Lina Georgiou (FOI Officer)	[0 - 27 - 0]
	Matt Hall (FOI Team Leader)	[1 - 2 - 1]
	Natasha Haslem (FOI Officer)	[8 - 12 - 1]
	Karla Hooke (FOI Officer)	[4 - 38 - 4]
	Jennifer Jones (Senior FOI Advisor)	[1 - 14 - 0]
	Sophie Liakos (FOI Officer)	[7 - 55 - 3]
	Frank Markopoulos (FOI Officer)	[0 - 20 - 0]
	Nick Mcardle (FOI Officer)	[1 - 30 - 0]
	William Ng (FOI Officer)	[0 - 1 - 0]
	Robbie Peschel (FOI Officer)	[3 - 40 - 1]
	Paul Pittorino (FOI Manager)	[0 - 1 - 0]
	Karen Smith (FOI Officer)	[0 - 9 - 34]
	Mesha Sojourn (FOI Officer)	[8 - 217 - 12]
	Cindy Tata (FOI Officer)	[1 - 1 - 0]
	Nicole Weinstock (FOI Officer)	[0 - 19 - 0]
	Monica White (Senior FOI Advisor)	[4 - 6 - 0]
	Laurent Zachee (FOI Officer)	[0 - 20 - 0]
	Claire McDonough (FOI Officer)	[3 - 51 - 4]
	Mike Cain (Senior FOI Officer)	[0 - 2 - 0]
Department of Premier and Cabinet	Matthew Thompson (Manager, FOI and Privacy)	[0 - 2 - 0]
	Jane Wischer (A/Manager, FOI and Privacy)	[0 - 8 - 0]
	Brenna Steel (Senior FOI and Privacy Officer)	[2 - 21 - 2]
	Pneet Grewal (FOI and Privacy Officer)	[1 - 12 - 1]
Department of Transport and Planning^	Allana Parolin (Privacy and Information Access Advisor)	[80 - 56 - 10]
	Markus Winter (Privacy and Information Access Advisor)	[5 - 24 - 3]
	Andrew Weston (Manager Privacy and Information Access)	[6 - 3 - 2]
	Darson Bonett (Manager Privacy & Information Access)	[47 - 1 - 4]
	Kristian Dzolev (Privacy and Information Access Officer)	[8 - 1 - 6]
	Heather Kenny (Privacy and Information Access Advisor)	[28 - 8 - 3]
	Pranav Saluja (Privacy and Information Access Lead)	[365 - 81 - 26]
	Mary Paton (Privacy and Information Access Lead)	[124 - 55 - 16]
	Michelle Grech (Privacy and Information Access Advisor)	[2 - 4 - 2]
	Gavin Mak (Privacy and Information Access Advisor)	[21 - 37 - 2]
	Vivian Chung (Privacy and Information Access Advisor)	[3 - 3 - 1]
	Mikaela Maher (Privacy and Information Access Advisor)	[33 - 2 - 0]
	Bena Asafu-Adjaye (Privacy and Information Access Advisor)	[2 - 2 - 0]
Jacqueline Tierney (Privacy and Information Access Advisor)	[91 - 75 - 8]	

6 Appendices

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 Treasury and Finance	Sue Xie (FOI Manager)	[2 - 13 - 1]
	Mark Hamilton-Smith (FOI Manager)	[1 - 14 - 3]
	Agata Bober (General Counsel)	[0 - 2 - 6]
Development Victoria	Samantha Oliver (FOI Officer)	[0 - 2 - 0]
Dhelkaya Health	Julie Best (FOI Officer)	[2 - 0 - 0]
	Karin Peak (FOI Officer)	[25 - 1 - 0]
Disability Services Commissioner	Jo-Anne Mazzeo (FOI Officer)	[0 - 2 - 0]
East Gippsland Shire Council	Janelle Skipworth (FOI Manager)	[0 - 2 - 3]
	Ela Alexander (FOI Officer)	[1 - 11 - 1]
East Grampians Health Service	Dr Sophie Ping (Director of Medical Services)	[38 - 0 - 0]
East Wimmera Health Service	Trevor Adem (Chief Executive Officer)	[16 - 0 - 0]
Eastern Health	Andrea Allis (FOI Officer)	[185 - 316 - 5]
	Erin Diercke (FOI Officer)	[7 - 11 - 0]
	Jacqueline Chalwell (FOI Officer)	[153 - 262 - 1]
	Sally-Ann Thomas (FOI Officer)	[153 - 188 - 2]
	Sally-Anne McKinney (FOI Manager)	[4 - 15 - 2]
	Teegan Brennan (FOI Officer)	[96 - 75 - 1]
Echuca Regional Health	Amanda Park (FOI Officer)	[69 - 41 - 1]
	Dr Annemarie Newth (Director of Medical Services)	[134 - 0 - 0]
Emergency Services Superannuation Board (t/a ESSSuper)	Ivone Caeiro Alves (FOI Officer)	[3 - 3 - 0]
Emergency Services Telecommunications Authority	Iresha Herath (General Counsel)	[2 - 2 - 15]
	Alice Felman (Acting General Counsel)	[1 - 2 - 15]
Energy Safe Victoria	Katherine Ludvik (FOI Officer)	[24 - 0 - 2]
	Andrew Padanyi (FOI Officer)	[1 - 0 - 0]
Environment Protection Authority	Colin Wolfe (FOI Manager)	[16 - 9 - 0]
	Mark Aylward (FOI Officer)	[39 - 6 - 2]
	Julia Begley (FOI Officer)	[1 - 4 - 0]
	Sam Sunter (FOI Officer)	[6 - 3 - 3]
	Stefani Manevska (FOI Officer)	[5 - 0 - 1]
Fire Rescue Victoria	Jan Smith (FOI Officer)	[0 - 367 - 0]
	Nizdana Haidar (FOI Manager)	[0 - 5 - 1]
Frankston City Council	Carole Fleeman (Coordinator Freedom of Information and Privacy)	[9 - 3 - 0]
	Tiina Price (Freedom of Information and Legal Officer)	[9 - 0 - 0]
Game Management Authority	Kate Kulman (FOI Manager)	[1 - 2 - 1]
	Alexandra Henderson (Senior FOI Officer)	[2 - 0 - 0]
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	Melissa Jeal (FOI Officer)	[1 - 0 - 0]
Gippsland Ports Committee of Management Incorporated	Steve Martin (FOI Manager)	[1 - 1 - 0]
Gippsland Southern Health Service	Karen Davison (Health Information Manager)	[23 - 0 - 0]
	Zoe Harbis (Health Information Manager)	[40 - 0 - 0]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Glen Eira City Council	Joanne McKay (Legal and Governance Officer)	[10 - 8 - 0]
	Michael O'Connor (Deputy Corporate Counsel)	[0 - 0 - 2]
	Elena Obukhova (Legal Officer)	[3 - 1 - 0]
Glenelg Shire Council	Kylie Walford (FOI Officer)	[0 - 1 - 1]
Golden Plains Shire Council	Rosie Wright (FOI Manager)	[1 - 4 - 0]
Gordon Institute of TAFE	Dale Kent (Records Manager)	[0 - 1 - 0]
	Steven Reaper (Chief Financial People & Operating Officer)	[12 - 2 - 10]
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	Hannah Turnbull (Executive Director Strategy and Governance)	[0 - 1 - 0]
	Maree Walker (Acting Executive Director Performance and Governance)	[0 - 1 - 0]
Goulburn Valley Health	Erin Chapman (FOI Officer)	[32 - 24 - 0]
	Emma De Girolamo (Health Information Manager)	[62 - 11 - 0]
	Donna Campbell (FOI Officer)	[71 - 2 - 0]
	Abbey Nexhip (Health Information Manager)	[12 - 2 - 0]
	John James (Health Information Manager)	[33 - 18 - 0]
	Sarah Jacob (FOI Officer)	[40 - 33 - 0]
Goulburn Valley Region Water Corporation	Brett Elgar (Manager - Office of Managing Director)	[1 - 0 - 0]
	Danny Hogan (Executive Manager - Governance and Quality Systems)	[0 - 1 - 0]
Goulburn-Murray Rural Water Corporation	Amy Tonkin (FOI Officer)	[3 - 6 - 2]
	Lauren Cornwall (FOI Officer)	[2 - 1 - 1]
	Jaclyn Cameron (FOI Officer)	[0 - 1 - 0]
	Nick Whittington (FOI Manager)	[1 - 0 - 0]
Grampians Health	Andre Nel (FOI Officer)	[180 - 0 - 1]
	Jessie Hicks (Secretary)	[7 - 0 - 0]
	Anoop Lalitha (Director of Mental Health Services)	[74 - 28 - 0]
	Linda Danvers (Medicolegal Medical Officer)	[301 - 14 - 0]
	Rosemary Eyre (Registrar)	[149 - 34 - 0]
	Anna Glenn (FOI Officer)	[77 - 3 - 0]
	Katherine LeFevre (FOI Officer)	[4 - 0 - 0]
	Ann Sharman (FOI Officer)	[1 - 0 - 0]
	Laura Hartmann (Legal Counsel)	[0 - 1 - 1]
	Pauline Basilio (Manager Health Information Services)	[5 - 1 - 1]
	Vidyendaran Rudhran (Mental Health Clinician)	[10 - 0 - 0]
	Georgia O'Connell (FOI Reviewer)	[15 - 2 - 0]
Synnove Frydenlund (FOI reviewer)	[0 - 1 - 0]	
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	Ross Higgins (FOI Manager)	[1 - 0 - 0]
Great Ocean Road Coast and Parks Authority	Courtney Donnelly (Governance Coordinator)	[0 - 2 - 0]
	Chris Badelow (Governance and Risk Manager)	[0 - 1 - 0]
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	Andrea Russell (Director of Medical Services)	[11 - 0 - 0]
Greater Metropolitan Cemeteries Trust	Andrew Port (Secretary)	[0 - 0 - 1]
Greater Shepparton City Council	Peter Lucarelli (Governance Compliance Officer)	[11 - 1 - 1]
Greater Western Water	Rosalind Robson (Legal Counsel)	[17 - 18 - 1]

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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
Greyhound Racing Victoria	Terrie Benfield (FOI Manager)	[1 - 1 - 1]
HealthShare Victoria	John Delinaoum (Executive Director)	[0 - 0 - 2]
Heathcote Health	Angie Dredge (FOI & Information Privacy Manager)	[4 - 0 - 0]
Hepburn Shire Council	Rebecca Smith (Manager Governance and Risk)	[1 - 12 - 0]
	Andrew Burgess (Director Organisational Services)	[0 - 1 - 0]
Hesse Rural Health Service	Carissa Brock (Chief Executive Officer)	[1 - 0 - 0]
Heywood Rural Health	Leigh Parker (Chief Executive Officer)	[2 - 4 - 0]
Hobsons Bay City Council	Julie Brne (Coordinator Governance and Information Management)	[2 - 17 - 1]
Holmesglen Institute	Tricia Farnes (FOI Officer)	[1 - 0 - 0]
	Fleur Goulding (FOI Officer)	[1 - 1 - 0]
Horsham Rural City Council	Catherine Schroder (FOI Officer)	[4 - 3 - 1]
Hume City Council	John Thomas (FOI Officer)	[18 - 2 - 3]
	Nick Petroulias (FOI Officer)	[1 - 3 - 0]
Independent Broad-based Anti-corruption Commission	Catherine Fitt (Senior Lawyer)	[0 - 1 - 0]
	Rubah Zorah (FOI Officer)	[1 - 0 - 0]
Indigo Shire Council	Annabel Harding (Governance Coordinator)	[2 - 0 - 0]
Inglewood and Districts Health Service	Dallas Coghill (Chief Executive Officer)	[1 - 0 - 0]
Kardinia Park Stadium Trust	Daphne Henderson (FOI Manager)	[0 - 1 - 0]
Kerang District Health	Lisa Drysdale (Health Information Manager)	[4 - 0 - 0]
Kingston City Council	Kelly Shacklock (Manager Governance)	[0 - 0 - 2]
	Emily Scopel-Reed (Governance Officer with Authority)	[1 - 0 - 0]
	Catherine McGarry (FOI Officer)	[11 - 12 - 0]
Knox City Council	Damian Watson (FOI Officer)	[7 - 7 - 0]
Kyabram and District Health Services	Lisa Drysdale (Health Information Manager)	[25 - 0 - 0]
La Trobe University	Fiona Rowley (FOI & Information Privacy Manager)	[8 - 2 - 0]
Labour Hire Authority	Steve Dargavel (Labour Hire Licencing Commissioner)	[0 - 0 - 1]
Latrobe City Council	Nathan Frith (FOI Officer)	[0 - 2 - 1]
	Louise Van der Velden (FOI Officer)	[0 - 2 - 0]
	Cassandra Siddle (FOI Officer)	[0 - 4 - 0]
Latrobe Regional Hospital	Paul Lee (Director of Medical Services)	[190 - 0 - 0]
	Leena Lawrence (Medical Management Registrar)	[250 - 0 - 0]
	Ian Graham (Director of Medical Services)	[0 - 3 - 0]
Latrobe Valley Authority	Kate Kulman (FOI Manager)	[0 - 0 - 1]
Legal Practitioners' Liability Committee	Justin Toohey (Chief Executive Officer)	[1 - 0 - 1]
Local Government Inspectorate	Michael Stefanovic (Chief Municipal Inspector)	[0 - 1 - 0]
Loddon Shire Council	Amanda Wilson (FOI Manager)	[2 - 0 - 0]
Macedon Ranges Shire Council	Patricia Clive (FOI Officer)	[6 - 3 - 1]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Major Transport Infrastructure Authority	Tom Lynch (Deputy Director, Commercial & Legal)	[0 - 1 - 0]
	Dustin Byrne (Managing Principal Lawyer - Public Law)	[3 - 6 - 0]
	Ana Pezzi (Regulatory Support Officer)	[0 - 2 - 0]
	Laura Thomson (Director, Legal)	[0 - 2 - 0]
	James Melville (Senior Lawyer)	[0 - 1 - 0]
	Stephanie Garnham (Senior Lawyer)	[0 - 4 - 0]
	Robert Forte (Director, Commercial & Legal)	[0 - 3 - 0]
	Matt Hall (Senior Freedom of Information Officer)	[0 - 5 - 0]
	Hannah Sharp (Acting Freedom of Information Officer)	[0 - 6 - 3]
Mallee Track Health and Community Service	Pam Vallance (FOI Manager)	[10 - 0 - 0]
Manningham City Council	Daan Van Orsouw (Freedom of Information/Privacy Officer)	[8 - 10 - 2]
	Bhuvana Ramesh (Coordinator Information Management)	[1 - 0 - 1]
Mansfield District Hospital	Mikaylah Cummins (FOI Officer)	[4 - 0 - 0]
	Leonie Berry (Health Information Manager)	[16 - 0 - 0]
Mansfield Shire Council	Jane Carter (FOI Officer)	[4 - 8 - 3]
Maribyrnong City Council	Jessica Baguley (FOI Officer)	[5 - 2 - 1]
	Adele Woolcock (FOI Officer)	[1 - 3 - 0]
	Ralph Anania (FOI Officer)	[2 - 0 - 0]
	Phil McQue (FOI Officer)	[1 - 2 - 0]
	Chris Southavong (FOI Officer)	[5 - 6 - 0]
Maroondah City Council	David Smith (Risk and Integrity Advisor)	[7 - 9 - 2]
Maryborough District Health Service	Robyn Wilson (Executive Director Of Nursing & Midwifery)	[32 - 0 - 0]
Medical Panels	Robert Tagell (FOI Officer)	[3 - 0 - 0]
Melbourne Arts Precinct Corporation	Lachlan Tan (Director, Policy, Strategy & Governance)	[0 - 1 - 0]
Melbourne Convention and Exhibition Trust	Tim Ooi (FOI & Information Privacy Manager)	[0 - 0 - 1]
Melbourne Health	James Hair (Medicolegal Officer)	[442 - 305 - 0]
	Veronique Browne (Director of Clinical Services)	[27 - 68 - 0]
	Simon Jones (Acting Director of Clinical Services)	[3 - 9 - 0]
	Miguel Fernandez (Director of Clinical Governance)	[9 - 3 - 0]
	Lynne Humble (FOI Officer)	[637 - 354 - 0]
	Emily Cole (Medicolegal Officer)	[163 - 49 - 0]
	Lorraine Robb (Consultant Psychiatrist)	[1 - 0 - 0]
	Hannah Leongue (Medicolegal Officer)	[244 - 219 - 0]
	Catherine Hearn (Consultant Psychiatrist)	[5 - 3 - 0]
	Edward Mullen (Consultant Psychiatrist)	[5 - 2 - 0]
	Andrea Polari (Consultant Psychiatrist)	[2 - 0 - 0]
	Nitin Shukla (Consultant Psychiatrist)	[0 - 2 - 0]
	Andrew Mariadason (Legal Counsel)	[0 - 1 - 0]
Melbourne Polytechnic	Gracieuse Amah (FOI & Information Privacy Manager)	[0 - 2 - 0]
Melbourne Water	Kate Croker (FOI & Information Privacy Manager)	[1 - 4 - 1]
Melton City Council	Jamie Spiteri (FOI Officer)	[1 - 19 - 3]
	Sian Rainford (FOI Officer)	[1 - 5 - 0]

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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
Mental Health Complaints Commissioner	Isabel Anton (Principal Legal Officer)	[1 - 3 - 0]
	Stephanie Cauchi (Principal Legal Officer)	[0 - 2 - 0]
Mental Health Tribunal	Alanna Williams (Legal officer)	[0 - 1 - 0]
Mercy Hospitals Victoria Ltd	Suhan Baskar (Medical Director Governance)	[626 - 1 - 0]
	Dean Stevenson (Clinical Services Director)	[19 - 99 - 1]
Merri-bek City Council #	Naomi Ellis (FOI Manager)	[9 - 13 - 2]
	Troy Delia (FOI & Information Privacy Manager)	[1 - 3 - 1]
Mildura Base Public Hospital	Sophie George (FOI Officer)	[263 - 29 - 0]
Mildura Rural City Council	Simone Loveridge (FOI Officer)	[8 - 0 - 0]
Minister for Casino, Gaming and Liquor Regulation	Natasha Haslem (FOI Officer)	[0 - 1 - 0]
Minister for Child Protection and Family Services	Claire Coghill (Director, Executive Services)	[0 - 1 - 0]
Minister for Emergency Services	Belinda Formby (FOI Manager)	[0 - 1 - 0]
	Claire McDonough (FOI Officer)	[0 - 1 - 0]
Minister for Energy and Resources	Kim Reeves (Principal Advisor FOI and Privacy)	[0 - 0 - 1]
Minister for Health	Michael Ghobrial (FOI Manager)	[0 - 1 - 0]
Minister for Local Government	Kate Kulman (FOI Manager DJSIR)	[0 - 0 - 1]
Minister for Mental Health	Michael Ghobrial (FOI Manager)	[0 - 0 - 1]
Minister for Transport and Infrastructure	Pranav Saluja (Privacy & Information Access Lead)	[0 - 1 - 0]
	Dustin Byrne (Managing Principal Lawyer)	[0 - 1 - 0]
Minister for Treaty and First Peoples	Pneet Grewal (FOI and Privacy Officer)	[0 - 1 - 0]
Minister for Water	Veronica Finn (Senior FOI Officer)	[0 - 1 - 0]
Mitchell Shire Council	Lidia Harding (FOI Officer)	[0 - 10 - 0]
	Ellen McComish (FOI Officer)	[2 - 8 - 0]
Moira Shire Council	Margaret Hinck (Senior Governance Officer)	[3 - 3 - 0]
Monash Health	Hayley Capiron (FOI Manager)	[152 - 9 - 0]
	Jodie Thompson (Health Information Manager)	[513 - 82 - 0]
	Majja Dimits (Health Information Manager)	[464 - 33 - 1]
	Frances Rogers (FOI Officer)	[704 - 98 - 4]
	Carrie Harris (FOI Officer)	[153 - 3 - 0]
Monash University	Fiona Hunt (FOI Officer)	[48 - 7 - 1]
	Bradley Williamson (FOI Officer)	[0 - 1 - 0]
Moonee Valley City Council	Rosie Ferreira (FOI Officer)	[21 - 4 - 2]
	Lee McSweeney (FOI Officer)	[3 - 1 - 0]
Moorabool Shire Council	Leanne Manton (A/General Manager Customer Care and Advocacy)	[0 - 1 - 0]
	Caroline Buisson (General Manager Customer Care and Advocacy)	[0 - 2 - 0]
	Celeste Gregory (Executive Manager Democratic Support and Corporate Governance)	[4 - 8 - 3]
Mornington Peninsula Shire	Pam Vercoe (Manager - Governance)	[1 - 0 - 0]
	Jenny Richardson (FOI Officer)	[6 - 30 - 0]
	Diana Harris (Governance Officer)	[1 - 18 - 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	Leanne Brown (FOI Manager)	[0 - 1 - 0]
	Augustine Sheppard (FOI Officer)	[4 - 2 - 0]
Moyne Health Services	Katharina Redford (Chief Executive Officer)	[4 - 0 - 0]
Moyne Shire Council	Alicia Cohen (Governance Coordinator)	[2 - 1 - 1]
Murrindindi Shire Council	David Echeverry (FOI Officer)	[3 - 10 - 0]
Museums Victoria	Rose Bollen (Head, Strategic Information and Compliance)	[0 - 1 - 0]
National Gallery of Victoria	Yan Lee (FOI Officer)	[0 - 2 - 0]
NCN Health	Jacque Phillips (Chief Executive Officer)	[51 - 0 - 0]
Nillumbik Shire Council	Emma Christensen (Senior Governance Advisor)	[6 - 2 - 0]
	Juliana Dimovski (Governance Officer)	[1 - 3 - 0]
	Janet Taylor (Governance Officer)	[0 - 1 - 0]
North Central Catchment Management Authority	Rachel Murphy (Executive Manager Program Delivery)	[1 - 0 - 0]
North East Catchment Management Authority	Katie Warner (Chief Executive Officer)	[1 - 0 - 0]
North East Region Water Corporation (t/a North East Water)	Misty Howard (FOI Officer)	[0 - 2 - 0]
Northeast Health Wangaratta	Scott Swanwick (FOI Manager)	[87 - 1 - 2]
	Dr Clare Wright (FOI Manager)	[110 - 2 - 1]
Northern Health	Julie Jambon (Director of Medical Services)	[0 - 1 - 0]
	Vinay Lakra (Director of Medical Services)	[48 - 15 - 0]
	Vijay Danivas (Director of Medical Services)	[51 - 27 - 0]
	Meri Milevski (FOI Officer)	[69 - 23 - 0]
	Bree Coulthard (FOI Manager)	[935 - 87 - 2]
Office of Public Prosecutions	Tanya D'Souza (FOI Officer)	[0 - 5 - 2]
	Angela Rankin (FOI Manager)	[0 - 0 - 1]
Office of the Victorian Information Commissioner (OVIC)	Simone Martin (Communications & Education Senior Manager)	[1 - 0 - 0]
	Ted Lipiarski (Chief Operating Officer)	[1 - 4 - 2]
Omeo District Health	Mary Manescu (Chief Executive Officer)	[4 - 0 - 0]
Orbost Regional Health	Susan Wait (FOI & Information Privacy Manager)	[30 - 0 - 0]
Parks Victoria	Andres Mendez Ceroni (Senior Governance Officer (FOI & Privacy))	[2-6-0]
	May Martinez (Divisional Support Officer)	[2 - 2 - 0]
	Natalie Capriotti (A/Governance Officer (FOI))	[1-0-0]
	Olivia Martinello (Governance Officer (FOI))	[6-5-0]
Peninsula Health	Hadrian Dawson (Senior Privacy and Information Release Clerk)	[200 - 6 - 1]
	Bobby Dhiman (Senior Privacy and Information Release Clerk)	[158 - 3 - 1]
	Nikhila Ramachandran (Senior Privacy and Information Release Clerk)	[146 - 5 - 1]
	Tracey Mogford (Senior Privacy and Information Release Clerk)	[301 - 15 - 2]
Peter MacCallum Cancer Centre	Teresa Trotta (FOI Officer)	[129 - 0 - 0]
Portland District Health	Casey Mills (FOI Officer)	[1 - 23 - 0]
	Caey Scott (Health Information Manager)	[1 - 23 - 0]

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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
Premier of Victoria	Matthew Thompson (Manager, FOI and Privacy)	[0 - 0 - 1]
	Jane Wischer (A/Manager, FOI and Privacy)	[0 - 0 - 1]
	Phoebe Tobin-White (FOI and Privacy Officer)	[0 - 1 - 0]
	Pneet Grewal (FOI and Privacy Officer)	[1 - 0 - 1]
Previous Minister for Planning	Bena Asafu-Adjaye (FOI Officer)	[0 - 1 - 0]
	Ari Perlow (Senior FOI Officer)	[1 - 0 - 0]
PrimeSafe	Michael Coffey (Chief Executive Officer)	[0 - 0 - 1]
Public Record Office Victoria	Jennifer Rout (Coordinator: Projects/Internal Compliance)	[1 - 0 - 0]
Queen Elizabeth Centre	Sue White (Chief Executive Officer)	[5 - 0 - 0]
Racing Integrity Commissioner	Elissa Watson (Director Integrity Policy, Assurance and Legal)	[0 - 1 - 0]
Racing Victoria Limited	Simonette Foletti (FOI Officer)	[0 - 3 - 0]
Remembrance Parks Central Victoria	Marg Lewis (Chair)	[0 - 1 - 1]
RMIT University	Nicholas Pappin (FOI & Information Privacy Manager)	[0 - 3 - 0]
	Jane Koesasi (FOI Officer)	[2 - 3 - 0]
Robinvale District Health Services	Vicki Shawcross (FOI Officer)	[13 - 0 - 0]
Rochester and Elmore District Health Service	Darren Clark (FOI Officer)	[6 - 0 - 0]
Rural City of Wangaratta	Andrew Scoffern (FOI Officer)	[6 - 4 - 0]
Rural Northwest Health	Jenni Masters (Chief Executive Officer)	[8 - 0 - 0]
Safe Transport Victoria	Tannaz Dehghan (FOI Officer)	[2 - 0 - 0]
	Karan Kahlon (FOI Manager)	[1 - 2 - 1]
	Jessica Turnes-Lopez (FOI & Information Privacy Manager)	[1 - 0 - 1]
	Emma Kiernan (FOI Officer)	[2 - 0 - 0]
	Hannah Kelaart (FOI Manager)	[1 - 0 - 0]
	Stephanie Varga (FOI Officer)	[0 - 1 - 0]
Safer Care Victoria	Anna Love (Chief Executive Officer)	[0 - 0 - 1]
	Mike Roberts (Chief Executive Officer)	[1 - 4 - 3]
Seymour Health	Amanda Ingham (FOI Officer)	[20 - 0 - 0]
	Sandy Toomey (Health Information Manager)	[5 - 0 - 0]
	Colin James (Director Business Services)	[13 - 0 - 0]
	Anne Daley (Director of Clinical Services)	[1 - 0 - 0]
	Ward Steet (Chief Executive Officer)	[1 - 0 - 0]
South East Water Corporation	Gavin Warner (FOI Officer)	[1 - 0 - 0]
	Katherine O'Connor (FOI Officer)	[23 - 4 - 0]
South Gippsland Hospital	Paul Greenhalgh (Chief Executive Officer)	[4 - 0 - 0]
South Gippsland Shire Council	Karina Strybosch (FOI Officer)	[2 - 4 - 4]
	Vera Burns (FOI Officer)	[0 - 3 - 2]
South West Healthcare	Kate McConnon (Director of Medical Services)	[223 - 33 - 0]
	Richard Campion (Executive Director of Mental Health Services)	[80 - 14 - 0]
South West Institute of TAFE	Shannyn Martin (FOI Manager)	[0 - 1 - 0]
Southern Metropolitan Cemeteries Trust	Carl Enser (FOI & Information Privacy Manager)	[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
St Vincent's Health	Danielle Kelly (FOI Officer)	[77 - 0 - 1]
	Peter Bosanac (Mental Health Medical Review Officer)	[68 - 18 - 0]
	Nim Nararajah (General Medical Review Officer)	[732 - 0 - 0]
State Electricity Commission of Victoria	John Drewett (Consultant)	[12 - 0 - 0]
State Revenue Office	Sammie Ganesh (FOI Officer)	[0 - 3 - 0]
	Seaton Theobald (FOI Officer)	[0 - 3 - 0]
	Roman Valher (FOI & Information Privacy Manager)	[2 - 1 - 0]
Strathbogje Shire Council	Aileen Davidson (Records/Freedom of Information Officer)	[5 - 6 - 0]
Suburban Rail Loop Authority	Candice Tan (Principal Lawyer)	[0 - 1 - 0]
Sunraysia Institute of TAFE	Geoff Dea (Chief Executive Officer)	[0 - 1 - 0]
Surf Coast Shire Council	Melanie Crellin (Coordinator Risk Management)	[0 - 3 - 0]
	Don Coulson (FOI & Information Privacy Officer)	[3 - 4 - 0]
	Heidi Mellar (Senior Lawyer)	[0 - 5 - 0]
	Candace Guest (FOI & Information Privacy Officer)	[0 - 13 - 0]
Sustainability Victoria	Helen Grutzner (General Counsel)	[1 - 0 - 0]
Swan Hill District Health	Allison Harvey (Health Information Manager)	[144 - 3 - 0]
	Megan Leahy (Health Information Manager)	[7 - 0 - 0]
	Julie Dansie (FOI Officer)	[3 - 0 - 0]
	Nikki Duffy (Health Information Manager)	[1 - 0 - 0]
Swan Hill Rural City Council	Anthony Duffin (Records Coordinator)	[0 - 1 - 0]
	Bhan Pratap (Director Corporate Services)	[1 - 0 - 0]
	Janelle Bennett (Registered Medical Practitioner)	[1 - 0 - 0]
Swinburne University of Technology	Matthew Smith (Manager, Regulatory and Integrity)	[3 - 4 - 0]
TAFE Gippsland	Simon Alleaume (FOI Officer)	[1 - 0 - 0]
Terang & Mortlake Health Service	Julia Ogdin (Chief Executive Officer)	[5 - 0 - 0]
The Kilmore & District Hospital	Patrick Simoes (Health Information Manager)	[45 - 0 - 0]
The Royal Children's Hospital	Annabelle Mann (General Counsel)	[1 - 2 - 1]
	Angela Wood (FOI Reviewer)	[47 - 35 - 0]
	Ricky Huynh (FOI Reviewer)	[182 - 141 - 0]
	Judith Smith (FOI Officer)	[175 - 62 - 4]
	Joanne Dean (NUM)	[1 - 0 - 0]
	Kylie Borlase (FOI Officer)	[4 - 0 - 0]
	Dr Campbell Paul (Mental Health Clinician)	[1 - 0 - 0]
	Dr Sanjay Patel (Mental Health Clinician)	[0 - 1 - 0]
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	Jo Norton (FOI Officer)	[0 - 6 - 0]
	Trinette Ambrose (FOI Officer)	[0 - 2 - 0]
	Eviva Holst (FOI Officer)	[0 - 2 - 0]
The Royal Victorian Eye and Ear Hospital	Virginia Brumby (Health Information Manager)	[204 - 0 - 0]
The Royal Women's Hospital	Angela Mayhew (Privacy Manager & Health Information Manager)	[25 - 3 - 0]
	Leanne Dillon (General Council)	[2 - 0 - 0]
	Michelle Schonrock (Freedom of Information Coordinator)	[205 - 49 - 0]
	Kathy Paris (Health Information Services Team leader)	[19 - 2 - 0]
	Felix Billington-Kleinman (Freedom of Information Officer)	[141 - 34 - 1]

6 Appendices

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
Timboon and District Healthcare Service	Anna Reilly (FOI Officer)	[6 - 0 - 0]
	Gary Castledine (Chief Executive Officer)	[5 - 0 - 0]
Towong Shire Council	Emma Woolaston (Director Corporate and Organisational Development)	[0 - 1 - 0]
	Justin Troy (Governance Officer)	[0 - 1 - 2]
Transport Accident Commission	Felicity Wright (FOI & Information Privacy Manager)	[3 - 10 - 1]
	Delilah Nichols (FOI & Privacy Adviser)	[7 - 19 - 0]
	Louise Smith (FOI Officer)	[134 - 206 - 0]
	Ellen Smith (Information Audit & FOI Officer)	[20 - 76 - 0]
	Victoria Karpicz (FOI Officer)	[37 - 97 - 1]
	Angela Smith (FOI Officer)	[36 - 150 - 1]
	Marjan Popal (FOI Officer)	[127 - 181 - 0]
	Cheryl Johnson (FOI Officer)	[61 - 225 - 0]
	Suzie Camorra (FOI Officer)	[32 - 119 - 0]
	Harris Monahan (FOI Officer)	[33 - 57 - 0]
Trust for Nature (Victoria)	Corinne Proske (Chief Executive Officer)	[1 - 1 - 0]
Tweddle Child + Family Health Service	Kirsty Evans (Chief Executive Officer)	[3 - 0 - 0]
University of Melbourne	Gioconda Di Lorenzo (FOI Officer)	[0 - 9 - 2]
	John Prins (Director of Medical Services)	[2 - 2 - 0]
	Nicola Lautenschlager (Director of Medical Services)	[16 - 1 - 1]
	Rosy Peake (FOI Officer)	[0 - 2 - 0]
V/Line Corporation	Steven Lay (FOI Officer)	[2 - 13 - 1]
Veterinary Practitioners Registration Board of Victoria	Dr John Harte (President)	[0 - 0 - 1]
VicForests	Wendy Rowe (Director Governance & Reporting)	[2 - 2 - 0]
	Erin Simmons (Senior Legal Counsel)	[0 - 1 - 0]
	Sean Sim (Legal Counsel)	[1 - 2 - 0]
VicScreen	Emma Cornall (FOI Officer)	[0 - 2 - 0]
Victoria Legal Aid	Ali Yildiz (Managing Lawyer)	[2 - 3 - 3]
Victoria Police	Mitchell Beach (Assistant Freedom of Information Officer)	[73 - 337 - 22]
	Michael Mazza (Assistant Freedom of Information Officer)	[4 - 60 - 1]
	Mary Stamos (Assistant Freedom of Information Officer)	[2 - 29 - 9]
	Kelly Snare (Assistant Freedom of Information Officer)	[0 - 1 - 0]
	Julie Billiet (Assistant Freedom of Information Officer)	[6 - 48 - 12]
	Diane Moore (FOI Coordinator)	[77 - 416 - 67]
	Craig Matters (Deputy FOI Officer)	[1 - 56 - 14]
	Andrew McCann (Assistant Freedom of Information Officer)	[8 - 29 - 2]
	Rajni Rana (Assistant Freedom of Information Officer)	[3 - 70 - 8]
	Robin Davey (FOI Manager)	[75 - 1018 - 171]
	Ryan Kassavetis (Assistant Freedom of Information Officer)	[6 - 77 - 0]
	Shane Skelton (Assistant Freedom of Information Officer)	[6 - 246 - 7]
	Tina Kyriakos (Assistant Freedom of Information Officer)	[11 - 169 - 9]

Agency	Names and titles of decision makers	Number of decisions where: access was granted in full, in part, or access was denied
Victoria State Emergency Service	Lisa Macdermott (FOI Officer)	[45 - 0 - 0]
	Dale Grant (Records Coordinator)	[10 - 0 - 0]
Victoria University	Ana Mitrovic (FOI Officer)	[7 - 3 - 1]
Victorian Arts Centre Trust	Bruce Russell (FOI Officer)	[0 - 1 - 1]
Victorian Assisted Reproductive Treatment Authority	Sophie Vaszenszky (Principal Legal Officer)	[0 - 1 - 0]
Victorian Auditor-General's Office	Andrew Greaves (Secretary)	[0 - 0 - 3]
Victorian Building Authority	Larna Chapman (FOI Manager)	[0 - 9 - 3]
	Rebecca Fraser (Legal Counsel- Legislative Functions, Reforms & Advice)	[13 - 5 - 0]
	Andrea McKie (FOI Officer)	[44 - 61 - 13]
	Jade Forrester (FOI Officer)	[6 - 6 - 2]
	Elle Yildiz (FOI Officer)	[7 - 2 - 0]
Victorian Curriculum and Assessment Authority	Lina Georgiou (FOI Officer)	[17 - 3 - 0]
	Jenny Morris (Principal Solicitor)	[2 - 1 - 1]
Victorian Electoral Commission	Anika Clynick (FOI Officer)	[1 - 0 - 2]
Victorian Equal Opportunity & Human Rights Commission	Ro Allen (Chief Executive Officer)	[0 - 2 - 0]
Victorian Fisheries Authority	Travis Dowling (Chief Executive Officer)	[0 - 2 - 0]
Victorian Gambling and Casino Control Commission	Sharon Concisom (General Counsel and Executive Director - Legal, Policy and Harm Minimisation)	[0 - 1 - 2]
	Amy Rudolph (Acting General Counsel and Director - Legal, Policy and Harm Minimisation)	[0 - 1 - 1]
Victorian Government Architect	Jill Garner (Victorian Government Architect)	[0 - 2 - 0]
	Stefan Preuss (Associate Government Architect)	[0 - 1 - 0]
Victorian Government Solicitor	Matthew Hocking (Victorian Government Solicitor)	[1 - 2 - 0]
Victorian Inspectorate	Calum Fryer (FOI Officer)	[2 - 0 - 0]
Victorian Institute of Forensic Medicine	Fiona Leahy (FOI Officer)	[1 - 5 - 0]
Victorian Institute of Forensic Mental Health	Loay Othman (Health Information Manager)	[33 - 29 - 2]
	Marree Brown (Health Information Manager)	[58 - 2 - 1]
Victorian Institute of Teaching	Geoff Coates (FOI Officer)	[5 - 0 - 0]
Victorian Legal Services Board	John Mazaris (FOI Officer)	[1 - 0 - 0]
Victorian Legal Services Commissioner	John Mazaris (FOI Officer)	[2 - 2 - 1]
Victorian Managed Insurance Authority	Frieda Esquelin (FOI Officer)	[4 - 6 - 1]
Victorian Multicultural Commission	Vivienne Nguyen (Commissioner)	[0 - 1 - 0]
Victorian Ombudsman	Vanessa Twigg (FOI Manager)	[7 - 1 - 1]
	Tracey Sutton (FOI Officer)	[0 - 0 - 1]
Victorian Planning Authority	Ed Small (Board Secretary and Chief Financial Officer)	[0 - 1 - 0]
	Dean Rochfort (Executive Director, People and Performance)	[1 - 0 - 0]
Victorian Public Sector Commission	Sarah Gruner (Director, Integrity and Data Insights)	[0 - 1 - 0]
	Chris Hofmann (Director, Corporate and Digital Services)	[0 - 1 - 0]

6 Appendices

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 Rail Track (t/a VicTrack)	Brett Collier (FOI Officer and Senior Legal Counsel)	[1 - 1 - 0]
	Olivia Jones (FOI Officer and General Counsel)	[1 - 0 - 1]
	Luda Dektyarev (FOI Officer and Legal Counsel)	[1 - 0 - 0]
	Amy Hu (FOI Officer and Senior Legal Counsel)	[0 - 0 - 1]
	Joel Vernon (FOI Officer and Senior Legal Counsel)	[0 - 1 - 0]
Victorian Registration and Qualifications Authority	Gerard Mount (FOI Officer)	[0 - 2 - 0]
	Karissa Robinson (FOI Officer)	[1 - 0 - 1]
Victorian Responsible Gambling Foundation	Shane Lucas (Chief Executive Officer)	[0 - 1 - 0]
Victorian WorkCover Authority (t/a WorkSafe)	Ashleigh Ansell (FOI Officer)	[0 - 5 - 0]
	Beth Joel (FOI Officer)	[0 - 93 - 3]
	Bronte Wright (Legal Counsel, FOI & Privacy)	[4 - 16 - 18]
	Charlotte McNiece (FOI Officer)	[3 - 104 - 8]
	Kathy Maikousis (FOI Officer)	[2 - 42 - 0]
	Melanie Waugh (FOI Officer)	[1 - 122 - 6]
	Michelle Limb (FOI Officer)	[2 - 225 - 20]
	Miranda Pritchard (FOI Officer)	[4 - 146 - 6]
	Shelley Deacon (FOI Officer)	[0 - 78 - 2]
	Sue Xie (FOI Officer)	[2 - 111 - 8]
	Tim Craven (FOI Officer)	[0 - 126 - 9]
Yasmine Assafiri (FOI Officer)	[0 - 22 - 0]	
Warrnambool City Council	Wendy Clark (Executive Assistant)	[3 - 0 - 0]
Wellington Shire Council	Denise Teo (Coordinator Information Management Services)	[10 - 3 - 1]
West Gippsland Catchment Management Authority	Philippe du Plessis (FOI Officer)	[1 - 0 - 0]
West Gippsland Healthcare Group	Emma Taylor (Health Information Manager)	[148 - 1 - 1]
West Wimmera Health Service	Ritchie Dodds (Chief Executive Officer)	[44 - 0 - 0]
West Wimmera Shire Council	Katie Frost (FOI Officer)	[0 - 1 - 0]
Western District Health Service	Dr Dale Ford (Director of Medical Services)	[109 - 0 - 0]
Western Health	Amanda Joyce (FOI Officer)	[63 - 0 - 0]
	Andrea Cochrane (Health Information Manager)	[7 - 0 - 0]
	Diana Dellecese (FOI Officer)	[31 - 1 - 0]
	Gayle Ekonomou (FOI Officer)	[733 - 38 - 0]
	Humaira Dad (Lawyer)	[215 - 11 - 0]
	Natalie Vassolo (FOI Officer)	[13 - 0 - 0]
	Rabindra Rimal (FOI Manager)	[23 - 2 - 0]
Sofia Feye (FOI Officer)	[816 - 34 - 0]	
Westernport Region Water Corporation	Dona Tantirimudalige (Chief Executive Officer)	[2 - 0 - 0]
Whittlesea City Council	Amanda Marijanovic (FOI Manager)	[0 - 2 - 0]
	Kathryne Kasapidis (FOI Officer)	[0 - 3 - 0]
	Lence Mitrovski (FOI Officer)	[0 - 3 - 0]
	Adreana Latimer (FOI Officer)	[11 - 7 - 0]
William Angliss Institute of TAFE	Nicholas Hunt (Chief Executive Officer)	[0 - 1 - 0]
Wodonga City Council	Kevin Scully (Governance 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
Wodonga Institute of TAFE	Graham Hart (Chief Executive Officer)	[0 - 2 - 0]
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	Dale Mitchell (Chief Financial Officer)	[1 - 0 - 0]
Wyndham City Council	Uma Khurana (Team Leader - Freedom of Information & Privacy)	[20 - 14 - 0]
	Matthew Thornton (Senior Legal Counsel)	[0 - 0 - 1]
	Emily Keogh (Executive Manager Corporate Affairs)	[0 - 1 - 0]
	Tim Newbegin (Coordinator Information Management)	[1 - 0 - 0]
Yarra City Council	Rhys Thomas (FOI Officer)	[60 - 38 - 7]
Yarra Ranges Shire Council	Aimee Oueiss (FOI Officer)	[4 - 0 - 0]
	Andrew Hilson (Director Corporate Services)	[1 - 0 - 0]
	Marissa Gardiner (Executive Officer Information Management)	[7 - 9 - 0]
	Julia Donaldson (FOI Officer)	[2 - 3 - 0]
Yarra Valley Water Corporation	Natalie Foeng (CFO)	[17 - 31 - 1]
Yarram and District Health Service	Jane Millard (FOI & Information Privacy Manager)	[6 - 0 - 0]
Yarrawonga Health	Tayce Gallagher (FOI Officer)	[8 - 0 - 0]
Yarriambiack Shire Council	Bernardine Schilling (FOI Manager)	[0 - 2 - 0]
	Tammy Smith (Chief Executive Officer)	[0 - 1 - 0]
Yooralla	Rod Carracher (FOI Officer)	[2 - 0 - 0]
Zoological Parks and Gardens Board	Lawrence Tai (FOI Officer)	[0 - 1 - 0]

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

^ See page 132

Appendix E

FOI fees and charges¹¹

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Totals	\$1,066,239.80	\$406,355.70	\$1,007,977.82	\$179,600.97	\$0.00
Albury Wodonga Health	\$13,311.00	\$5,508.00	\$13,371.60	\$2,700.00	\$0.00
Alexandra District Health	\$367.20	\$244.80	\$120.00	\$0.00	\$0.00
Alfred Health	\$73,072.80	\$18,268.20	\$187,773.90	\$17,216.30	\$0.00
Alpine Health	\$303.00	\$3.00	\$0.00	\$0.00	\$0.00
Alpine Resorts Victoria	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Alpine Shire Council	\$122.40	\$0.00	\$101.34	\$0.00	\$0.00
Ambulance Victoria	\$61,077.60	\$29,896.20	\$0.00	\$0.00	\$0.00
AMES Australia (previously known as Adult Multicultural Education Services)	\$61.20	\$0.00	\$61.20	\$0.00	\$0.00
Ararat Rural City Council	\$183.60	\$183.60	\$118.19	\$0.00	\$0.00
Architects Registration Board of Victoria	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Assistant Treasurer of Victoria	\$0.00	\$91.80	\$0.00	\$0.00	\$0.00
Austin Health	\$34,761.60	\$10,801.80	\$20,731.65	\$5,469.60	\$0.00
Australian Grand Prix Corporation	\$90.72	\$1.08	\$0.00	\$0.00	\$0.00
Bairnsdale Regional Health Service	\$2,356.20	\$1,132.20	\$267.00	\$0.00	\$0.00
Banyule City Council	\$1,071.00	\$0.00	\$939.02	\$147.40	\$0.00
Barwon Health	\$32,466.60	\$8,904.60	\$61,935.20	\$11,610.70	\$0.00
Barwon Region Water Corporation	\$91.80	\$0.00	\$0.00	\$0.00	\$0.00
Bass Coast Health	\$2,662.20	\$612.00	\$3,388.30	\$240.60	\$0.00
Bass Coast Shire Council	\$1,621.80	\$91.80	\$278.00	\$120.00	\$0.00
Baw Baw Shire Council	\$612.00	\$459.00	\$394.63	\$0.00	\$0.00
Bayside City Council	\$1,070.00	\$31.60	\$686.70	\$45.80	\$0.00
Beaufort and Sipton Health Service	\$153.00	\$153.00	\$0.00	\$0.00	\$0.00
Beechworth Health Service	\$122.40	\$30.60	\$126.14	\$24.44	\$0.00
Benalla Health	\$275.40	\$734.40	\$396.00	\$968.00	\$0.00
Bendigo Health	\$18,972.00	\$2,662.20	\$21,527.26	\$1,177.75	\$0.00
Bendigo Kangan Institute	\$91.80	\$612.00	\$0.00	\$0.00	\$0.00
Borough of Queenscliffe	\$61.20	\$153.00	\$0.00	\$0.00	\$0.00
Box Hill Institute	\$91.80	\$0.00	\$0.00	\$0.00	\$0.00
Brimbank City Council	\$856.80	\$887.40	\$287.90	\$932.58	\$0.00
Buloke Shire Council	\$61.20	\$122.40	\$0.00	\$0.00	\$0.00
Calvary Health Care Bethlehem	\$91.80	\$306.00	\$240.00	\$0.00	\$0.00
Campaspe Shire Council	\$91.80	\$673.20	\$114.70	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Cardinia Shire Council	\$1,101.60	\$30.60	\$139.41	\$137.65	\$0.00
Casterton Memorial Hospital	\$0.00	\$30.60	\$0.00	\$8.05	\$0.00
Central Gippsland Health Service	\$3,488.40	\$0.00	\$1,339.20	\$0.00	\$0.00
Central Gippsland Region Water Corporation (t/a Gippsland Water)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Central Goldfields Shire Council	\$90.80	\$1.00	\$0.00	\$0.00	\$0.00
Central Highlands Region Water Corporation	\$61.20	\$61.20	\$0.00	\$0.00	\$0.00
Central Highlands Rural Health	\$918.00	\$30.60	\$590.20	\$0.00	\$0.00
Chisholm Institute	\$61.20	\$30.60	\$0.00	\$0.00	\$0.00
City of Ballarat	\$1,560.60	\$91.80	\$698.55	\$11.45	\$0.00
City of Boroondara	\$2,050.20	\$0.00	\$1,261.00	\$0.00	\$0.00
City of Casey	\$1,315.80	\$153.00	\$605.32	\$78.75	\$0.00
City of Darebin	\$363.40	\$1,625.60	\$0.00	\$1,212.33	\$0.00
City of Greater Bendigo	\$612.00	\$642.60	\$458.51	\$68.82	\$0.00
City of Greater Dandenong	\$1,071.00	\$336.60	\$721.35	\$22.90	\$0.00
City of Greater Geelong	\$10,679.40	\$1,162.80	\$275.28	\$0.00	\$0.00
City of Melbourne	\$2,013.10	\$220.70	\$3,150.75	\$220.65	\$0.00
City of Monash	\$1,475.90	\$727.30	\$1,523.60	\$390.00	\$0.00
City of Port Phillip	\$1,683.00	\$244.80	\$2,290.00	\$1,030.50	\$0.00
City of Stonnington	\$2,050.20	\$1,407.60	\$45.88	\$0.00	\$0.00
City of Whitehorse	\$734.40	\$765.00	\$57.25	\$143.00	\$0.00
Cladding Safety Victoria	\$91.80	\$0.00	\$0.00	\$0.00	\$0.00
Cohuna District Hospital	\$30.60	\$306.00	\$0.00	\$0.00	\$0.00
Colac Area Health	\$1,339.70	\$526.90	\$145.80	\$306.20	\$0.00
Colac Otway Shire	\$91.80	\$244.80	\$58.20	\$0.00	\$0.00
Commission for Children and Young People	\$214.20	\$0.00	\$0.00	\$0.00	\$0.00
Corangamite Shire	\$122.40	\$0.00	\$664.37	\$0.00	\$0.00
Country Fire Authority	\$2,692.80	\$2,998.80	\$4,037.20	\$3,705.60	\$0.00
Court Services Victoria	\$550.80	\$306.00	\$0.00	\$0.00	\$0.00
COVID-19 Quarantine Victoria	\$0.00	\$0.00	\$0.00	\$6.00	\$0.00
Deakin University	\$1,224.00	\$61.20	\$0.00	\$0.00	\$0.00
Dental Health Services Victoria	\$581.40	\$9,394.20	\$0.00	\$0.00	\$0.00
Department of Education^	\$18,115.20	\$5,630.40	\$401.80	\$68.25	\$0.00
Department of Energy, Environment and Climate Action^	\$4,345.20	\$367.20	\$2,490.60	\$4,637.14	\$0.00
Department of Families, Fairness and Housing	\$1,132.20	\$51,958.80	\$320.92	\$2,559.29	\$0.00
Department of Health	\$2,815.20	\$11,781.00	\$294.20	\$0.00	\$0.00

6 Appendices

FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Department of Jobs, Skills, Industry and Regions ^A	\$1,897.20	\$275.40	\$582.63	\$265.45	\$0.00
Department of Justice and Community Safety	\$9,394.20	\$16,034.40	\$1,216.78	\$127.80	\$0.00
Department of Premier and Cabinet	\$1,560.60	\$306.00	\$646.40	\$313.60	\$0.00
Department of Transport and Planning ^A	\$34,427.70	\$16,613.10	\$0.00	\$40,076.30	\$0.00
Department of Treasury and Finance	\$1,499.40	\$306.00	\$0.00	\$0.00	\$0.00
Development Victoria	\$0.00	\$0.00	\$12.50	\$0.00	\$0.00
Dhelkaya Health	\$826.20	\$153.00	\$0.00	\$0.00	\$0.00
East Gippsland Catchment Management Authority	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
East Gippsland Shire Council	\$642.60	\$428.40	\$424.30	\$0.00	\$0.00
East Grampians Health Service	\$1,162.80	\$948.60	\$1,714.96	\$626.50	\$0.00
East Wimmera Health Service	\$244.80	\$244.80	\$151.30	\$0.00	\$0.00
Eastern Health	\$42,946.20	\$10,634.40	\$14,888.70	\$8,796.80	\$0.00
Echuca Regional Health	\$3,243.60	\$856.80	\$3,300.80	\$936.24	\$0.00
Emergency Services Superannuation Board (t/a ESSSuper)	\$91.80	\$61.20	\$0.00	\$0.00	\$0.00
Emergency Services Telecommunications Authority	\$970.70	\$38.60	\$0.00	\$0.00	\$0.00
Energy Safe Victoria	\$856.80	\$275.40	\$0.00	\$226.20	\$0.00
Environment Protection Authority	\$2,478.60	\$489.60	\$353.15	\$1,408.40	\$0.00
Fire Rescue Victoria	\$11,322.00	\$91.80	\$245.00	\$0.00	\$0.00
Frankston City Council	\$611.50	\$214.70	\$167.53	\$910.55	\$0.00
Game Management Authority	\$153.00	\$0.00	\$91.32	\$0.00	\$0.00
Gippsland and Southern Rural Water Corporation (t/a Southern Rural Water)	\$60.20	\$31.60	\$0.00	\$28.70	\$0.00
Gippsland Ports Committee of Management Incorporated	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Gippsland Southern Health Service	\$2,111.40	\$0.00	\$2,111.40	\$0.00	\$0.00
Glen Eira City Council	\$1,162.80	\$0.00	\$508.80	\$0.00	\$0.00
Glenelg Shire Council	\$122.40	\$0.00	\$380.99	\$45.80	\$0.00
Golden Plains Shire Council	\$122.40	\$122.40	\$91.60	\$0.00	\$0.00
Gordon Institute of TAFE	\$91.80	\$826.20	\$0.00	\$0.00	\$0.00
Goulburn Broken Catchment Management Authority	\$30.60	\$0.00	\$252.05	\$0.00	\$0.00
Goulburn Ovens Institute of TAFE (t/a GOTAFE)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn Valley Health	\$10,006.20	\$2,570.40	\$952.80	\$0.00	\$0.00
Goulburn Valley Region Water Corporation	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Goulburn-Murray Rural Water Corporation	\$550.80	\$30.60	\$414.96	\$0.00	\$0.00
Grampians Health	\$16,022.40	\$14,149.20	\$7,454.30	\$4,662.40	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Grampians Wimmera Mallee Water Corporation (t/a GWMWater)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Great Ocean Road Coast and Parks Authority	\$91.80	\$0.00	\$504.85	\$0.00	\$0.00
Great Ocean Road Health (previously known as Otway Health and Lorne Hospital)	\$0.00	\$336.60	\$0.00	\$0.00	\$0.00
Greater Metropolitan Cemeteries Trust	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Greater Shepparton City Council	\$244.80	\$244.80	\$254.70	\$22.90	\$0.00
Greater Western Water	\$1,315.80	\$214.20	\$1,611.43	\$0.00	\$0.00
Greyhound Racing Victoria	\$61.20	\$30.60	\$0.00	\$0.00	\$0.00
Health Complaints Commissioner	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Heathcote Health	\$4.00	\$0.00	\$122.40	\$0.00	\$0.00
Hepburn Shire Council	\$673.20	\$0.00	\$0.00	\$0.00	\$0.00
Hesse Rural Health Service	\$0.00	\$91.80	\$0.00	\$0.00	\$0.00
Heywood Rural Health	\$153.00	\$30.60	\$167.65	\$0.00	\$0.00
Hindmarsh Shire Council	\$122.40	\$30.60	\$0.00	\$0.00	\$0.00
Hobsons Bay City Council	\$489.60	\$459.00	\$0.00	\$709.90	\$0.00
Holmesglen Institute	\$61.20	\$91.80	\$0.00	\$0.00	\$0.00
Horsham Rural City Council	\$275.40	\$0.00	\$25.00	\$570.56	\$0.00
Hume City Council	\$1,407.60	\$765.00	\$91.72	\$0.00	\$0.00
Independent Broad-based Anti-corruption Commission	\$0.00	\$122.40	\$0.00	\$0.00	\$0.00
Indigo Shire Council	\$91.80	\$61.20	\$19.65	\$0.00	\$0.00
Infrastructure Victoria	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Inglewood and Districts Health Service	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
Kardinia Park Stadium Trust	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Kerang District Health	\$91.80	\$30.60	\$71.74	\$0.00	\$0.00
Kingston City Council	\$703.80	\$734.40	\$30.60	\$1,129.22	\$0.00
Knox City Council	\$428.40	\$30.60	\$366.66	\$22.94	\$0.00
Kyabram and District Health Services	\$612.00	\$153.00	\$984.08	\$45.00	\$0.00
La Trobe University	\$153.00	\$91.80	\$0.00	\$0.00	\$0.00
Labour Hire Authority	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
Latrobe City Council	\$181.80	\$277.20	\$0.00	\$0.00	\$0.00
Latrobe Regional Hospital	\$7,545.90	\$7,080.90	\$35,288.67	\$7,979.00	\$0.00
Latrobe Valley Authority	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Legal Practitioners' Liability Committee	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Local Government Inspectorate	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Loddon Shire Council	\$0.00	\$153.00	\$0.00	\$0.00	\$0.00
Lower Murray Urban and Rural Water Authority (t/a Lower Murray Water)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00

6 Appendices

FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Macedon Ranges Shire Council	\$520.70	\$886.90	\$1,009.77	\$688.65	\$0.00
Major Transport Infrastructure Authority	\$183.60	\$336.60	\$0.00	\$0.00	\$0.00
Mallee Track Health and Community Service	\$244.80	\$0.00	\$0.00	\$0.00	\$0.00
Manningham City Council	\$856.80	\$0.00	\$470.20	\$0.00	\$0.00
Mansfield District Hospital	\$459.00	\$153.00	\$93.90	\$0.00	\$0.00
Mansfield Shire Council	\$183.60	\$244.80	\$0.00	\$0.00	\$0.00
Maribyrnong City Council	\$826.20	\$91.80	\$1,090.89	\$0.00	\$0.00
Maroondah City Council	\$639.10	\$431.90	\$0.00	\$0.00	\$0.00
Maryborough District Health Service	\$979.20	\$183.60	\$628.00	\$21.60	\$0.00
Medical Panels	\$0.00	\$397.80	\$0.00	\$0.00	\$0.00
Melbourne Health	\$79,134.00	\$7,984.20	\$213,866.00	\$3,734.15	\$0.00
Melbourne Polytechnic	\$30.60	\$214.20	\$0.00	\$0.00	\$0.00
Melbourne Water	\$887.40	\$30.60	\$620.29	\$372.72	\$0.00
Melton City Council	\$1,009.80	\$489.60	\$508.90	\$0.00	\$0.00
Mental Health Complaints Commissioner	\$30.60	\$61.20	\$0.00	\$0.00	\$0.00
Mental Health Tribunal	\$0.00	\$581.40	\$0.00	\$0.00	\$0.00
Mercy Hospitals Victoria Ltd	\$16,233.60	\$9,623.40	\$1,316.50	\$0.00	\$0.00
Merri-bek City Council #	\$978.70	\$92.30	\$848.51	\$183.10	\$0.00
Mildura Base Public Hospital	\$8,476.20	\$1,193.40	\$15,862.00	\$964.00	\$0.00
Mildura Rural City Council	\$214.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Casino, Gaming and Liquor Regulation	\$0.00	\$91.80	\$0.00	\$0.00	\$0.00
Minister for Education	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Emergency Services	\$30.60	\$61.20	\$0.00	\$0.00	\$0.00
Minister for Environment	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Health	\$30.60	\$30.60	\$0.00	\$0.00	\$0.00
Minister for Local Government	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Mental Health	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Ports and Freight	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Transport and Infrastructure	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Water	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Minister for Workplace Safety	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Mitchell Shire Council	\$581.40	\$306.00	\$934.80	\$1760	\$0.00
Moira Shire Council	\$214.20	\$183.60	\$82.85	\$768.56	\$0.00
Monash Health	\$59,517.00	\$12,484.80	\$113,729.40	\$3,326.80	\$0.00
Monash University	\$2,019.60	\$183.60	\$135.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Moonee Valley City Council	\$1,224.00	\$244.80	\$1,392.30	\$318.10	\$0.00
Moorabool Shire Council	\$581.40	\$183.60	\$2,369.50	\$315.75	\$0.00
Mornington Peninsula Shire	\$2,045.70	\$65.70	\$763.45	\$0.00	\$0.00
Mount Alexander Shire Council	\$214.20	\$30.60	\$0.00	\$0.00	\$0.00
Moyne Health Services	\$122.40	\$30.60	\$0.00	\$0.00	\$0.00
Moyne Shire Council	\$153.00	\$30.60	\$91.81	\$1,289.37	\$0.00
Murrindindi Shire Council	\$244.80	\$183.60	\$518.10	\$0.00	\$0.00
National Gallery of Victoria	\$30.60	\$0.00	\$140.81	\$0.00	\$0.00
NCN Health	\$703.80	\$1,040.40	\$0.00	\$0.00	\$0.00
Nillumbik Shire Council	\$642.60	\$0.00	\$598.07	\$0.00	\$0.00
North Central Catchment Management Authority	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
North East Region Water Corporation (t/a North East Water)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Northeast Health Wangaratta	\$4,924.40	\$1,960.60	\$8,985.55	\$1,980.50	\$0.00
Northern Grampians Shire Council	\$91.80	\$183.60	\$0.00	\$0.00	\$0.00
Northern Health	\$35,312.40	\$6,150.60	\$17,019.59	\$12,385.82	\$0.00
Office of Public Prosecutions	\$1,038.40	\$214.20	\$0.00	\$0.00	\$0.00
Office of the Special Investigator	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
Office of the Victorian Information Commissioner (OVIC)	\$244.80	\$153.00	\$0.00	\$0.00	\$0.00
Omeo District Health	\$91.80	\$30.60	\$45.00	\$0.00	\$0.00
Orbost Regional Health	\$550.80	\$428.40	\$298.20	\$0.00	\$0.00
Parks Victoria	\$734.40	\$91.80	\$2,068.85	\$253.00	\$0.00
Peninsula Health	\$24,189.30	\$3,748.50	\$28,212.70	\$3,856.10	\$0.00
Peter MacCallum Cancer Centre	\$2,754.00	\$1,193.40	\$8,947.00	\$16.60	\$0.00
Portland District Health	\$1,468.80	\$275.40	\$184.50	\$860.30	\$0.00
Premier of Victoria	\$520.20	\$0.00	\$0.00	\$58.20	\$0.00
Previous Minister for Planning	\$91.80	\$0.00	\$0.00	\$0.00	\$0.00
PrimeSafe	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Public Record Office Victoria	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
Pyrenees Shire Council	\$61.20	\$153.00	\$0.00	\$0.00	\$0.00
Queen Elizabeth Centre	\$0.00	\$183.60	\$0.00	\$0.00	\$0.00
Racing Integrity Commissioner	\$30.60	\$61.20	\$0.00	\$0.00	\$0.00
Racing Victoria Limited	\$183.60	\$91.80	\$0.00	\$0.00	\$0.00
Residential Tenancies Bond Authority	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
RMIT University	\$214.20	\$244.80	\$100.65	\$343.50	\$0.00
Robinvale District Health Services	\$212.70	\$185.10	\$202.10	\$0.00	\$0.00

6 Appendices

FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Rochester and Elmore District Health Service	\$30.60	\$244.80	\$20.00	\$0.00	\$0.00
Rural City of Wangaratta	\$214.20	\$244.80	\$0.00	\$0.00	\$0.00
Rural Northwest Health	\$153.00	\$91.80	\$152.20	\$0.00	\$0.00
Safe Transport Victoria	\$734.00	\$0.00	\$0.00	\$0.00	\$0.00
Safer Care Victoria	\$61.20	\$0.00	\$0.00	\$0.00	\$0.00
Seymour Health	\$1,132.20	\$183.60	\$1,333.49	\$120.00	\$0.00
South East Water Corporation	\$948.60	\$0.00	\$1,005.00	\$0.00	\$0.00
South Gippsland Hospital	\$91.80	\$30.60	\$20.20	\$4.00	\$0.00
South Gippsland Shire Council	\$733.90	\$311.0	\$380.57	\$146.96	\$0.00
South West Healthcare	\$6,854.40	\$4,284.00	\$8,661.50	\$0.00	\$0.00
South West Institute of TAFE	\$29.60	\$1.00	\$0.00	\$0.00	\$0.00
Southern Grampians Shire Council	\$30.60	\$183.60	\$0.00	\$0.00	\$0.00
St Vincent's Health	\$21,970.80	\$5,324.40	\$5,441.00	\$3,980.00	\$0.00
State Electricity Commission of Victoria	\$367.20	\$0.00	\$0.00	\$0.00	\$0.00
State Revenue Office	\$183.60	\$61.20	\$0.00	\$0.00	\$0.00
Strathbogie Shire Council	\$275.40	\$183.60	\$354.40	\$45.80	\$0.00
Suburban Rail Loop Authority	\$30.60	\$30.60	\$0.00	\$0.00	\$0.00
Sunraysia Institute of TAFE	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Surf Coast Shire Council	\$1,009.80	\$397.80	\$363.70	\$0.00	\$0.00
Sustainability Victoria	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Swan Hill District Health	\$2,968.20	\$2,386.80	\$3,660.60	\$238.00	\$0.00
Swan Hill Rural City Council	\$61.20	\$0.00	\$116.16	\$0.00	\$0.00
Swinburne University of Technology	\$243.80	\$31.60	\$137.68	\$91.76	\$0.00
TAFE Gippsland	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Terang & Mortlake Health Service	\$153.00	\$0.00	\$185.20	\$0.00	\$0.00
The Kilmore & District Hospital	\$979.20	\$397.80	\$1,843.60	\$0.00	\$0.00
The Royal Children's Hospital	\$11,505.60	\$12,821.40	\$14,194.00	\$338.00	\$0.00
The Royal Society for the Prevention of Cruelty to Animals (RSPCA Victoria)	\$122.40	\$459.00	\$22.90	\$0.00	\$0.00
The Royal Victorian Eye and Ear Hospital	\$6,487.20	\$459.00	\$5,821.10	\$30.00	\$0.00
The Royal Women's Hospital	\$11,842.20	\$3,672.00	\$16,368.87	\$2,477.05	\$0.00
Timboon and District Healthcare Service	\$306.00	\$30.60	\$165.40	\$0.00	\$0.00
Towong Shire Council	\$153.00	\$244.80	\$0.00	\$0.00	\$0.00
Transport Accident Commission	\$49,113.00	\$3,304.80	\$33,528.50	\$1,931.20	\$0.00
Trust for Nature (Victoria)	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Tweddle Child + Family Health Service	\$30.60	\$61.20	\$0.00	\$0.00	\$0.00

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
University of Melbourne	\$734.40	\$275.40	\$45.80	\$0.00	\$0.00
V/Line Corporation	\$489.60	\$0.00	\$0.00	\$0.00	\$0.00
Veterinary Practitioners Registration Board of Victoria	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
VicForests	\$336.60	\$61.20	\$575.51	\$0.00	\$0.00
VicScreen	\$30.60	\$30.60	\$0.00	\$0.00	\$0.00
Victoria Legal Aid	\$0.00	\$765.00	\$0.00	\$0.00	\$0.00
Victoria Police	\$92,534.40	\$29,253.60	\$158.60	\$11,089.54	\$0.00
Victoria State Emergency Service	\$1,560.60	\$61.20	\$0.00	\$0.00	\$0.00
Victoria University	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Arts Centre Trust	\$0.00	\$0.00	\$84.10	\$0.00	\$0.00
Victorian Assisted Reproductive Treatment Authority	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian Auditor-General's Office	\$0.00	\$30.60	\$0.00	\$0.00	\$0.00
Victorian Building Authority	\$5,356.00	\$8,873.00	\$824.67	\$1,485.00	\$0.00
Victorian Curriculum and Assessment Authority	\$61.20	\$30.60	\$0.00	\$0.00	\$0.00
Victorian Electoral Commission	\$61.20	\$91.80	\$0.00	\$0.00	\$0.00
Victorian Equal Opportunity & Human Rights Commission	\$0.00	\$91.80	\$0.00	\$0.00	\$0.00
Victorian Gambling and Casino Control Commission	\$275.40	\$91.80	\$247.50	\$114.68	\$0.00
Victorian Government Architect	\$0.00	\$91.80	\$0.00	\$0.00	\$0.00
Victorian Government Solicitor	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Victorian Inspectorate	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Medicine	\$61.20	\$153.00	\$0.00	\$0.00	\$0.00
Victorian Institute of Forensic Mental Health	\$0.00	\$3,978.00	\$0.00	\$0.00	\$0.00
Victorian Institute of Teaching	\$306.00	\$856.80	\$0.00	\$0.00	\$0.00
Victorian Legal Services Board	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Victorian Legal Services Commissioner	\$30.60	\$91.80	\$0.00	\$0.00	\$0.00
Victorian Managed Insurance Authority	\$214.20	\$30.60	\$0.00	\$0.00	\$0.00
Victorian Ombudsman	\$183.60	\$856.80	\$0.00	\$0.00	\$0.00
Victorian Planning Authority	\$91.80	\$0.00	\$247.90	\$22.21	\$0.00
Victorian Public Sector Commission	\$30.60	\$122.40	\$0.00	\$0.00	\$0.00
Victorian Rail Track (t/a VicTrack)	\$214.20	\$0.00	\$725.80	\$0.00	\$0.00
Victorian Registration and Qualifications Authority	\$122.40	\$61.20	\$0.00	\$0.00	\$0.00
Victorian Responsible Gambling Foundation	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Victorian WorkCover Authority (t/a WorkSafe)	\$60,517.80	\$315.00	\$0.00	\$0.00	\$0.00
Wannon Region Water Corporation	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00

6 Appendices

FOI fees and charges (continued)

Agency	Fees collected	Fees waived	Charges collected	Charges waived	Transferred fees waived
Warrnambool City Council	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Wellington Shire Council	\$489.60	\$122.40	\$430.12	\$0.00	\$0.00
West Gippsland Catchment Management Authority	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
West Gippsland Healthcare Group	\$3,090.60	\$1,652.40	\$8,839.90	\$0.00	\$0.00
West Wimmera Health Service	\$428.40	\$1,315.80	\$667.60	\$0.00	\$0.00
West Wimmera Shire Council	\$0.00	\$214.20	\$0.00	\$0.00	\$0.00
Western District Health Service	\$2,080.80	\$1,254.60	\$2,934.50	\$1,018.10	\$0.00
Western Health	\$45,570.00	\$13,702.20	\$60,789.15	\$0.00	\$0.00
Westernport Region Water Corporation	\$0.00	\$0.00	\$310.30	\$0.00	\$0.00
Whittlesea City Council	\$979.20	\$918.00	\$1,541.48	\$68.70	\$0.00
William Angliss Institute of TAFE	\$30.58	\$0.02	\$0.00	\$0.00	\$0.00
Wodonga City Council	\$183.60	\$0.00	\$298.07	\$0.00	\$0.00
Wodonga Institute of TAFE	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Workplace Injury Commission (formerly Accident Compensation Conciliation Service)	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00
Wyndham City Council	\$1,038.90	\$215.70	\$45.80	\$365.20	\$0.00
Yarra City Council	\$3,182.40	\$612.00	\$0.00	\$0.00	\$0.00
Yarra Ranges Shire Council	\$887.40	\$183.60	\$352.02	\$116.34	\$0.00
Yarra Valley Water Corporation	\$1,254.60	\$0.00	\$1,960.00	\$0.00	\$0.00
Yarram and District Health Service	\$183.60	\$0.00	\$58.20	\$0.00	\$0.00
Yarrawonga Health	\$61.20	\$183.60	\$0.00	\$0.00	\$0.00
Yarriambiack Shire Council	\$30.60	\$61.20	\$0.00	\$0.00	\$0.00
Yooralla	\$0.00	\$61.20	\$0.00	\$0.00	\$0.00
Zoological Parks and Gardens Board	\$30.60	\$0.00	\$0.00	\$0.00	\$0.00

11 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.

From 26 September 2022, Moreland City Council was renamed Merri-bek City Council.

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