

# Freedom of Information Request Form

Section 17 Freedom of Information Act 1982 (Vic)

CTD/004181

Under the *Freedom of Information Act 1982* (Vic) (**FOI Act**), every person has the right to request access to documents held by Victorian public sector agencies such as Lower Murray Water (LMW) and Ministers. This right of access is subject to exceptions and exemptions necessary to protect essential public and private interests.

If you require an interpreter to assist you with your request, please visit LMW's **Contact Us** page for how to access this service.

## Making a valid request

Under section 17 of the FOI Act, a request must meet three requirements to be valid:

1. The request must be in writing – via mail or email
2. It must provide sufficient information about the documents you are requesting so LMW can identify and locate relevant documents
3. You must pay the application fee. If payment of the application fee would cause you hardship, you can request LMW to waive the fee in full or in part (but you may need to provide proof of hardship such as a photocopy of your current health care card).

## After you submit a request

After you submit a request, LMW shall assess it to ensure it meets the requirements outlined in section 17 of the FOI Act.

If it is determined that your request is not valid, LMW will notify you within **21 days** from the date LMW received the request and provide you with assistance to help you make the request valid where possible. If your request is valid, LMW will begin processing it.

## Timeframes

- LMW has **21 days** to advise you if your request is not valid after you submit a request.
- LMW has **30 days** from the date you make a valid request to provide you with a decision.
- This may be extended by LMW by up to **15 more days** if a third party whose information might be contained in the requested document(s) needs to be contacted by LMW.
- With your agreement, the time may further be extended by an additional **30 days** if required.

If the timeframe changes, LMW will be in contact with you.

## Other charges

Access charges (for searching, making copies of, and preparing documents) may apply to your request. FOI fees and charges are not subject to GST. All costs are calculated in conjunction with Access Charges as prescribed in Section 22 of the FOI Act. LMW will notify you and request that you pay a deposit before proceeding with your request.

## How your personal information may be handled by LMW

By submitting this form, you are providing your personal information to LMW. Your personal information will be used for the purpose of processing your request. LMW may consult with third parties in considering whether an exemption under the FOI Act applies. This may involve disclosing details such as your name, the terms of your request, and the documents falling within the scope of your request that concern the relevant third parties.

If necessary, LMW may transfer your request under section 18 of the FOI Act to another agency or Minister who is better placed to handle your request. If this is the case, you shall be informed of the transfer. You should contact LMW directly and discuss if you have any concerns about how your personal information is handled.

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## Applicant Details

Title: \_\_\_\_\_ First Name(s): \_\_\_\_\_ Surname: \_\_\_\_\_  
Organisation (if applicable): \_\_\_\_\_  
Email address: \_\_\_\_\_  
Contact number(s): \_\_\_\_\_  
Postal address: \_\_\_\_\_  
Suburb: \_\_\_\_\_ State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_  
Preferred contact method: \_\_\_\_\_

## Details of your representative *(if applicable)*

If you are using a representative like a parent, guardian, lawyer, or any other person who is acting on your behalf, please advise who they are. If you are completing this form as the applicant's representative, advise who you are.

Title: \_\_\_\_\_ First Name(s): \_\_\_\_\_ Surname: \_\_\_\_\_  
Organisation (if applicable): \_\_\_\_\_  
Email address: \_\_\_\_\_  
Contact number(s): \_\_\_\_\_  
Postal address: \_\_\_\_\_  
Suburb: \_\_\_\_\_ State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_  
Preferred contact method: \_\_\_\_\_  
Relationship to applicant: \_\_\_\_\_

## Your authority for representative to act *(if applicable)*

Please complete this section if a representative is assisting you with your request and attach a certified copy of your photo identification with this authority to act:

*I give permission and authorisation for my representative to act on my behalf and have access to any information concerning my request.*

Applicant	Representative
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Witness: _____	Witness: _____
Name: _____	Name: _____
Signature: _____	Signature: _____



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## Additional information to assist LMW

*Optional:* please provide background or contextual information to assist LMW in processing your request. This could include your reasons for seeking access to the document(s) and what you intend to do with the document(s). Providing additional information may assist to identify and locate document(s) relevant to your request. It may also help identify other ways you may access the requested document(s) outside of the FOI Act.

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## Excluding documents or information you don't need

It is helpful to exclude certain documents or information from your request if it isn't particularly necessary or relevant. This may allow LMW to process your request more quickly by potentially reducing the number of documents to assess or removing the requirement for them to consult with third parties.

## Proof of identification

If the documents you are seeking access to relate to you personally, you may need to provide LMW with a certified copy of your identification. LMW may not be able to provide access to the requested document(s) if it cannot verify that you are the person the subject of the document(s).

## Edited copies

The document(s) you seek may contain exempt or irrelevant information. Under section 25 of the FOI Act, LMW can provide edited copies of document(s) with exempt or irrelevant information removed. However, LMW is only required to do this if you indicate you will accept an edited copy of the document(s), and if it is practicable for LMW to make edits. If you don't agree to receive an edited copy, LMW may decide the entire document is exempt and refuse access to it in full, even if there is some information that could be released to you.

I agree OR,

I do not agree

*to receive access to a copy of a document with exempt or irrelevant information removed in accordance with section 25 of the FOI Act.*

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Submitting your request

Please post your completed **Freedom of Information Request Form** to:

Freedom of Information Officer  
Lower Murray Water  
PO Box 1438  
Mildura VIC 3502

Or via email to [foi@lmw.vic.gov.au](mailto:foi@lmw.vic.gov.au)