



## Department of Health and Human Services

50 Lonsdale Street  
Melbourne Victoria 3000  
Telephone: 1300 650 172  
GPO Box 4057  
Melbourne Victoria 3001  
www.dhhs.vic.gov.au  
DX 210081

Our ref: F16/0509

Ms Adi Berry

By email:foi+request1996a4b28be9@righttoknow.org.au

Dear Ms Berry

### Freedom of Information Application

I refer to your application under the *Freedom of Information Act 1982* requesting access to:

*"I seek access to documents that outline details of child protection and child FIRST cases/reports that involved emotional abuse and/or neglect from 2005 onwards.*

*Details requested include the number of reports made per year, the nature of these reports and brief outlines of these reports (where possible), the demographics of these children and families, suburbs with the highest number of reports/cases, and the outcomes of these reports of emotional abuse and/or neglect cases.*

*I also request documents that outline the process of response by the CPS or Child FIRST involved in these cases of emotional abuse and/or neglect. All details requested are pertaining ONLY to cases of emotional abuse and/or neglect (not physical and/or sexual abuse)."*

Your application was received on 10 June 2016.

The Act provides that an application fee of \$27.20 must accompany each request. Please forward a cheque or money order for \$27.20, made payable to the Department of Health and Human Services at the above address.

The Act also provides that the application fee may be waived or reduced if payment of the fee would cause financial hardship. If you consider this to be the case the fee may be waived or reduced on production of a statement of how the payment of the application fee would cause you hardship. I have included a copy of the statement of hardship form that you need to complete if you would like the application fee waived.

Please note your request cannot proceed until the application fee or your statement of hardship has been received as it is not a valid request. I would appreciate it if you would respond by 22 July 2016, otherwise I will assume that you do not wish to proceed with your request and no further action will be taken by the department.

I can be contacted at the address indicated in the letterhead of this letter, or via email at [foi@dhhs.vic.gov.au](mailto:foi@dhhs.vic.gov.au) or on (03) 9096 2004. Please quote our reference number (F16/0509) in any correspondence.

Yours sincerely



Elena Keane  
Freedom of Information Adviser  
People, Capability and Oversight

24/06 / 2016

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1. Fees and Charges Fact Sheet
2. Statement of Hardship Form

# Freedom of Information Fees and Charges

## Factsheet

To make a request under the *Freedom of Information Act 1982* you are required to pay an application fee and you may also be required to pay access charges.

## Application fee

To ensure that your written request is valid it must be accompanied by an application fee of \$27.20 (effective 1 July 2015).

The \$27.20 application fee can be sent as a cheque or money order made payable to the Department of Health & Human Services. The application fee is GST free.

## Can the application fee be waived?

The application fee may be waived if payment is likely to cause you hardship. If you wish to request to have the fee waived on these grounds you must provide a statement of how payment will cause you hardship.

A request is invalid and cannot be processed until:

- the application fee has been paid; or
- the department has agreed to waive the fee.

## Access charges

An access charge may be applied under the Act for the costs involved in processing a request. Access charges are applied according to the nature of the request and could include:

- search time – charged at 1.5 fee units (\$20.40) per hour or part of an hour. Effective 1 July 2015, one fee unit is equal to \$13.60, therefore 1.5 fee units currently equates to \$20.40
- supervising an inspection of documents – charged at 1.5 fee units (\$20.40) per hour (to be calculated per quarter hour or part of a quarter hour)
- photocopying – 20 cents per page
- providing written transcripts of a recorded document – costs reasonably incurred.

Please note: The department provides an equitable service to all applicants, regardless of their financial resources.

## Deposits

If access charges are estimated at more than \$50, you will be requested to pay a deposit. In this case the department will notify you in writing. Where the access charges payable in respect of your request are estimated at more than \$50, the Act provides that you may request to discuss practicable alternatives for altering your request or reducing the anticipated charge.



If you are requested to pay a deposit, you can then choose whether to:

- proceed with your request and pay the deposit
- request to discuss practicable alternatives for altering your request or reducing the anticipated charge
- withdraw your request.

Applications should be sent to:

Freedom of Information unit  
Department of Health & Human Services  
GPO Box 4057  
Melbourne Victoria 3001

## Need more information?

For further details about fees and charges, please feel free to contact the Freedom of Information unit directly on (03) 9096 8449 or 1300 650 172.

To receive this publication in an accessible format phone (03) 9096 8449, using the National Relay Service 13 36 77 if required, or email [foi@dhhs.vic.gov.au](mailto:foi@dhhs.vic.gov.au)

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This fact sheet was created by the Department of Health and Human Services for information purposes only. It is not a replacement for independent legal advice.

# Freedom of Information Statement of hardship form

FOI Reference: \_\_\_\_\_

I enclose a cheque or money order for the amount of \$27.20, made payable to the Department of Health & Human Services as payment of the freedom of information application fee.

OR

Statement of hardship. The payment of the application will cause me hardship because:

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I also include a copy of my identification document.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

Please send payment or completed statement of hardship to:

Freedom of Information unit  
Department of Health and Human Services  
GPO Box 4057  
Melbourne Victoria 3001



Health  
and Human  
Services