

Victorian Pharmacy Authority
Freedom of Information (FOI) requests

How to make freedom of information (FOI) request

- You can request access to documents held by the Authority by completing a freedom of information request form and paying the application fee.
- You can email your request to: enquiries@pharmacy.vic.gov.au or
- Mail to:
Victorian Pharmacy Authority
Level 2, 15-31 Pelham Street
Carlton, VIC 3053.
- If you ask for documents about your personal affairs, we may ask you to provide proof of your identity.
- You need to give enough details for us to find the right documents. Avoid phrases like "all documents about" a topic.
- If you ask for documents on behalf of another person about their personal affairs we may ask you for a consent form signed by that person.

How we respond

- We may refer you to the range of information available to the public on the Authority website.
- If your request is not clear or is too general we may ask you to re-submit it so that it is clear or describes specific documents.
- We will give you a decision about your request as soon as practicable but no later than 30 days after receipt unless consultation is required according to the legislation. If consultation is required, a decision will be provided within 45 days or no later than 60 days if agreed by the applicant.
- If we decide not to release some or all of the documents you want, we will give you reasons and tell you how to appeal.
- We may suggest that you send your application to another agency as appropriate.

Fees and charges

- There is an application fee that must be paid with the request. This is a fixed cost which is non-refundable.
- If payment of the fee would cause you hardship you can ask for it to be waived by providing evidence such as a photocopy of your current health care card.
- Further charges may be payable for time spent searching for documents and photocopying.
- You will be advised if these charges are going to be more than \$50 and asked to pay a deposit if you want to continue.