



Melton City Council

Part II Statement

Freedom of Information Act 1982

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Introduction

This document has been prepared to help members of the community access information held by Council. Members of the public have a general right of access to documents held by Council under *Freedom of Information Act 1982*, subject to some conditions and exemptions. This document sets out the types of documents that Council has in its possession and the process for accessing these documents. If you have any queries in relation to this document or how to go about requesting access to documents held by Council, please call Council on 03 9747 7200 or email foi@melton.vic.gov.au.

Organisation and Functions

Purpose and Objectives of Council

The role of Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. This is set out in section 8 of the *Local Government Act 2020*.

Council must take into account the overarching governance principles set out in the *Local Government Act 2020* in its day-to-day business, decision making and policy positions. These principles can be summarised as follows:

- (a) Decisions and actions in accordance with **law**;
- (b) Priority is achieving **best outcomes** for the municipal community, including future generations;
- (c) Promotion of **sustainability** for the municipal district, including mitigation and planning for climate change;
- (d) Municipal **community engaged** in strategic planning and decision making;
- (e) **Innovation and continuous improvement** pursued;
- (f) **Collaboration** with other Councils and statutory bodies sought;
- (g) Ongoing **financial viability** ensured;
- (h) **Regional, state and national plans and policies** taken into account;
- (i) **Transparency** of decisions, actions and information is ensured.

When applying the governance principles, Council must also take into account the following supporting principals:

1. **Community engagement**

As outlined under section 56 of the *Local Government Act 2020*. For example, Council applies this principal in practice by considering the views of the community when amending local laws, the Community Vision and Council Plan.

2. **Public transparency**

As outlined under section 58 of the *Local Government Act 2020*. For example, Public transparency can be incorporated into Council's day-to-day business by making information available to the public and publishing Council reports and other publications.

3. **Strategic planning**

As outlined under section 89 of the *Local Government Act 2020*. Council must follow the strategic planning principles when developing the Council plan and all strategic plans.

4. Financial management

As outlined under section 101 of the *Local Government Act 2020*. For example, Council must follow the financial management principles when developing the budget and in its day to day management of accounts and records.

5. Service performance

As outlined under section 106 of the *Local Government Act 2020*. Council must follow the service delivery principles in the delivery of all its services, by providing services in an equitable, accessible manner. Council services should provide good value and Council should seek to continuously improve its services delivery. Council must also have a fair and effective complaints handling process in place for responding to complaints about service provision.

Governance, Decision Making and Meetings

Council operates within the framework of the *Local Government Act 1989* and *Local Government Act 2020*. Council may exercise its decision-making powers by resolution at council meetings or by Council officers under delegation.

1. Council Meetings

Council meetings are the official means by which Council decisions are made. Council meetings are conducted in accordance with a set agenda and are governed by the Council's Governance Rules and, until the first Governance Rules are adopted, the *Meeting Procedure Local Law 2013*. At every Ordinary Council Meeting, members of the public can:

- **Attend** the meeting
- **Submit a Question** to be asked at the meeting. Questions can be submitted to the Council, which are read out and responded to at the next appropriate Ordinary Council Meeting.
- **Submit a Petition** to show the collective support of the local community about a particular issue.

Council meetings are now livestreamed.

Please visit Council's [website](#) for Meeting dates, minutes, agendas, livestream recordings and further details.

2. Delegation

Delegations enable appropriate members of staff to make decisions on behalf of Council. Under the *Local Government Act 2020*, the Council may delegate its powers to the CEO or a delegated committee. The Chief Executive Officer can then delegate decision making powers, duties and functions to Council staff through a written Instrument of Delegation.

Unless sooner revoked, a delegation made under the *Local Government Act 1989* continues in force until September 2020.

Council is required to keep a public register of delegations under section 11(8) of the *Local Government Act 2020*.

Further Information

For further details about Council including the organisational structure, current contact details and opening hours, please refer to Council's [website](#).

Documents Maintained by Council

As a matter of internal policy, all information acquired in the conduct of Council business must be captured and managed with an authorised records management system. Council's primary records management system is Technology One Enterprise Content Management System (ECM).

Categories of Documents

The below Business Classification Scheme by Function outlines the overarching categories of documents maintained by Council through ECM.

Advocacy

- Initiatives
- Licence and Agreements
- Meetings
- Programs
- Projects
- Reporting

Animal Management

- After Hours Response
- Animal Attack
- Animal Noise
- Animal Permits
- Cats
- Dangerous Dogs
- Dead Animals
- Domestic Animal Pound
- Domestic Animal Registration
- Menacing Dogs
- Mistreatment of Animals
- Nuisance Animals
- Restricted Breed Dogs
- Stray Domestic Animals

Building Services

- Associations
- Building Permits and Requests
- Building Regulations
- Building Safety Audits
- Compliance Support Policies, Procedures and Work Instructions
- Meetings
- Planning
- Policies and Procedures

Asset Management

- Acquisition
- Asset Management - Buildings
- Asset Management – Information Technology
- Asset Management - Properties
- Asset Management – Roads
- Disposal

Asset Construction and Maintenance

- Civil Operations
- Drainage/Water Sensitive Urban Design (WSUD)
- Footpaths
- Maintenance
- Meetings
- Property Management
- Roads
- Staff Management

Children's Services

- Application Management
- Child Safe
- Communications
- Compliance
- Evaluation
- Facilities Management
- Meetings
- Planning
- Procurement
- Programs
- Projects
- Publications
- Recruitment
- Reporting
- Staff Development

Community Planning

Active Travel
Administration
Advocacy
Budgeting
Committees and Boards
Communications
Contractor Management
Grants and Funding
Liaison
Licence and Agreements
Meetings
Neighbourhood Houses
Planning
Policies and Procedures
Programs
Projects
Reporting
Research and Data
Road Safety
Staff Management
Strategies and Plans
Template Management

Contracts Management

Corporate Management
Associations
Celebrations, Ceremonies and Functions
Committees and Boards
Communications
Council Administration
Councillor Management
Customer and Community Interaction
Events and Festivals
Greetings
Liaison
Licence and Agreements
Meetings
Membership and Subscriptions
Newsletters
Performance Management
Planning
Project
Requests – Customer Action
Requests
Social Club
Staff Management
Template Management

Communications and Marketing

Advertising
Branding
e-Communications
Licence and Agreements
Media
Meetings
Planning
Policies and Procedures
Publications
Reporting
Research and Data
Speeches
Template Management

Community Care

Asset Management – Buildings
Asset Management – Fleet Cars
Audit
Client Management
Committees and Boards
Communications
Contractor Management
Grants and Funding
Licence and Agreements
Maintenance
Meetings
Planning
Policies and Procedures
Programs
Projects
Promotions
Publications
Reporting
Research and Data
Resources
Template Management
Volunteers Management

Corporate Planning

Committees and Boards
Planning
Policies and Procedures
Reporting
Training
Design and Traffic
Liaison
Meetings
Planning
Policies and Procedures
Reporting
Signs
Vehicle Crossover

Economic Development

Awards
Business Development and Support
Business Development and Training
Business Networks
Committees and Boards
Events and Festivals
Marketing and Promotion
Meetings
Membership and Subscriptions
Planning
Policies and Procedures
Programs
Projects
Reporting
Research and Data
Template Management
Tourism

Emergency Management

Committees and Boards
Contractor Management
Fire Management
Liaison
Licence and Agreements
Meetings
Membership and Subscriptions
Planning
Policies and Procedures
Recovery
Reporting
Research and Data
Response
Staff Management
Template Management

Event Management

Communications
Contractor Management
Events and Festivals
Meetings
Planning
Policies and Procedures
Programs
Reporting
Support
Template Management

Engineering

Active Travel
Applications
Committees and Boards
Drawings
Engineering Library
Infrastructure Planning
Liaison
Meetings
Planning
Policies and Procedures
Projects
Reporting
Road Safety
Transport

Environmental Management

Communications
Environmental Management
Fire Prevention
Licence and Agreements
Management
Meetings
Planning
Programs
Reporting
Template Management
Vegetation Management
Water Management

Facilities Management

Accounts
Buildings and Structures
Contractor Management
Leisure Activities
Maintenance
Meetings
Minutes
Projects
Recreation and Leisure
Reporting

Financial Management

Accounts Payable
Accounts Receivable
Acquittals
Annual Accounts
Asset Accounting
Audit
Bank Guarantees
Banking
Budgeting
Committees and Boards
Communications
Debt Recovery
General Ledger
Grants and Funding
Investments
Journals
Liaison
Loans
Maintenance
Management
Meetings
Planning
Policies and Procedures
Procurement
Projects
Reporting
Requests –
Customer Action Requests
Taxation
Training
Uniforms

Governance

Celebrations, Ceremonies and
Functions
Cemetery Management
Communications
Compliance
Contractor Management
Council Committees
Council Meetings
Councillor Management
Elections Management
Equipment
Local Law
Meetings
Place Naming
Planning
Policies and Procedures
Property Management
Public Registers
Reporting
Template Management

Family, Youth and Housing Services

Advocacy
Budgeting
Client Management
Events and Festivals
External Audit/Compliance
Facilities Management
Grants and Funding
Liaison
Licence and Agreements
Meetings
Planning
Policies and Procedures
Programs
Properties
Reporting
Requests – Customer Action Requests
Service Delivery
Staff Development
Template Management
Governance
Celebrations, Ceremonies and Functions
Cemetery Management
Communications
Compliance
Contractor Management
Council Committees
Council Meetings
Councillor Management
Elections Management
Equipment
Local Law
Meetings
Place Naming
Planning
Policies and Procedures
Property Management
Public Registers
Reporting
Template Management

Grants Management

Administration
Committees and Boards
Communications
Enforcement
Grant Seeking
Grants and Funding Allocations
Liaison
Policies and Procedures
Programs
Reporting

Human Resources

Agreements
Back scanning – June 2012
Claims Management – WorkCover
Committees and Boards
Contractor Management
Discipline and Misconduct
Employee Remuneration
Employment Details
Equal Employment Opportunity/
Human Rights
Grievances
Injury Management
Leave
Liaison
Licence and Agreements
Meetings
Organisational Charts & Positions
Paper Based Performance
Development Plans
Performance management
Planning
Policies and Procedures
Projects
Recruitment
Reporting
Superannuation
Surveys
Template Management
Training and Development
Volunteer Management
Work Experience
WorkCover

Information Management

Advocacy
Archives Management
Audit
Communications
Compliance
Contractor Management
Information Security
Licence and Agreements
Meetings
Operations
Policies and Procedures
Projects
Reporting
Requests
Staff Management
Strategies and Plans
Template Management
Training

Information Communication and Technology

Applications Management
Business Transformation Project
Communications
Contractor Management
Liaison
Licence and Agreements
Meetings
Migration and Mapping Documents
Planning
Policies and Procedures
Projects
Reporting
Service Delivery
Staff Management
Support
Telephones
Template Management

Legal Services - Privileged

Administration
Committees and Boards
Contractor Management
Freedom of Information
Infringements
Lease and Agreements
Legal Advice
Litigation
Meetings
Planning
Policies and Procedures
Precedents
Privacy
Projects
Protected Disclosure
Reporting
Requests – Customer Action Requests
Template Management
Training

Lifelong Learning

Committees and Boards
Communications
Liaison
Planning
Policies and Procedures
Promotions
Reporting
Research and Data
Staff Management
Template Management

Occupational Health and Safety

Assessments
Audit
Claims Management – WorkCover
Committees and Boards
Communications
Contractor Management
Incident Reporting
Inspections
Insurance
Liaison
Planning
Policies and Procedures
Programs
Regulatory and Other Compliance
Reporting
Requests – Customer Action Requests

Library Services

Accounts
Application Management
Associations
Collection Management
Communications
Contracts
Grants and Funding
Liaison
Licence and Agreements
Meetings
Patron Management
Planning
Policies and Procedures
Programs
Projects
Promotions
Reporting
Research and Data
Staff Management

Local Laws

Abandoned/Unregistered Vehicles
Administration – Local Laws
Animal Infringements
Building Sites
Charity Bins
Committees and Boards
Compliance
Footway Obstruction
Incinerator
Infringements
Litter Infringements
Local Laws - Infringements
Local Laws – Miscellaneous
Local Laws – Reserves & Parks
Meetings
Notice to comply
Parking complaints and Enquiries
Parking Infringements
Permits
Policies and Procedures
Projects
Reporting
School Crossings
Shopping Trolleys
Town Planning
Unsightly Nature strip
Unsightly Property

Parks and Open Spaces

Development Works
Improvement Works
Maintenance
Meetings
Projects
Security
Permits
A Frames
Asset Protection
Caravans
Disabled
Engineering
Footway Furniture
Permit to Burn
Skips
Street Stalls / Collections
Works within road reserves

Rates and Valuations
Property History
Rateable Properties
Supplementary Valuations
Valuation Contract

Risk Management

Audit
Claims Management – WorkCover
Committees and Boards
Injury Management
Insurance
Liaison
Operation Risk Management
Planning
Policies and Procedures
Programs
Projects
Reporting

Statutory Planning

Budgeting
Meeting
Project
Reporting
Subdivisions
Template Management
Town Planning

Planning and Environment

Enforcement
Program Management
Meetings
Policies and Procedures
Projects
Reporting
Template Management

Public and Environmental Health

Caravan Parks / Residential Parks
Food Premises
Immunisation
Infectious / Communicable
Disease Control
Licence and Agreements
Meetings
Projects
Public Health and Wellbeing Premises
Public Health Complaints / Enquires
Reporting
Tobacco
Waste Water Management Systems

Recreation and Leisure

Audit
Committees and Boards
Governance
Grants and Funding
Lease and Agreements
Leisure Activities
Liaison
Marketing and Promotion
Meetings
Planning
Policies and Procedures
Programs
Projects
Reporting
Sporting Activities
Template Management

Strategic Planning

Committees and Boards
Communications
Contractor Management
Finance
Liaison
Licence and Agreements
Management
Meetings
Planning
Planning Scheme
Policies and Procedures
Programs
Projects
Reporting
State Planning Policy
Template Management

Waste Management

Committees and Boards
Communications
Contractor Management
Liaison
Licence and Agreements
Litter
Meetings
Membership and Subscriptions
Policies and Procedures
Projects
Reporting
Research and Data
Staff Management
Template Management
Waste Services
Waste Strategy

Young Communities

Development and Support
Engagement and Activation
Projects
Youth

Other Information Storage

In some instances information may be stored elsewhere, either in physical form at an offsite archive or in electronic systems apart from ECM. These programs include:

- Outlook (where Council officers have not yet uploaded emails to ECM)
- Power Budget (for financial records)
- Pinforce (for local law infringement information)
- Intramaps
- Records made in state and federal government platforms such as Specialist Homelessness Information Platform (SHIP)

Material Available to the Public

Public Inspections

The following are some of the documents on Council's [website](#) or available for inspection, including documents required to be made available for public inspection under Regulation 12 of the *Local Government (General) Regulations 2015*:

- Agendas and minutes of ordinary meetings (other than those of closed meetings)
- Minutes of meetings of special committees (other than those of closed meetings)
- Audit and Risk Committee Charter
- Terms of Reference for Delegated Committees
- Gift Registers for Councillors and Council Staff
- Travel Registers for Councillors and Council Staff
- Registers of Conflicts of Interest disclosed by Councillors and Council Staff
- Registers of Leases entered into by Council (Register of Leased Assets)
- Register of Delegations
- Register of Authorised Officers
- Register of Election Campaign Donations;
- Summary of Personal Interests
- Any other Registers or Records required by the Act or any other Act

To view these documents please visit Council's website or contact Customer Service on 9747 7200.

Plans, Reports, Rules, Policies & Procedures

Melton City Council employs a range of corporate, planning, strategic and operational documents which outline the goals and approaches for Council service delivery and community planning. A non-exhaustive list of these documents, including policies and procedures used in decision-making, can be found on the Council's [website](#) under the 'Publications' tab.

Some of these documents are available to download directly from the Council [website](#). If the document is not linked, you may collect a hard copy of the document at the Melton or Caroline Springs Civic Centre. These documents include:

- General Local Law 2015 and Meeting Procedure Local Law 2013
- Councillor Code of Conduct
- Plans and Reports adopted by Council (Council Plan, Strategic Resource Plan, Council & Wellbeing Plan etc.)
- Annual Report
- Annual Budget

Process Information

Council's website also contains other information such as:

- Application processes for approvals, permits, grants, access to Council services
- Community Engagement Processes
- Complaints Handling Processes
- Decision making processes (Governance Rules)
- Guidelines and Manuals

Subscription services & mailing lists

Council produces a range of publications including:

Apps

- Melton City Much More
- City of Melton Libraries

e-Newsletters

- Community Involvement
- Libraries
- Venture Melton
- City of Melton Enviro-News
- Major Developments
- Community Activity and Learning Centre

Mailed Publications

- Families and Children
- Neighbourhood houses

Social media

- Instagram (@cityofmeltonofficial)
- LinkedIn
- Facebook pages:
 - City of Melton
 - City of Melton Libraries
 - Healthy City of Melton
 - Melton City Council Learning Directory
 - City of Melton Youth Services
 - Melton City Much More
 - Melton Town Centre
 - Venture Melton
 - Imagine Melton Arts + Culture
 - Pop Culture Melton City

Procedure to Request Access to Documents

Freedom of Information

The Victorian *Freedom of Information Act 1982* (Vic) (**FOI Act**) provides a legally enforceable right of access to information held by Council, which may include documents containing personal or other information, such as policy making, administrative decision making and government service delivery.

Individuals can also request that Council amend or annotate any information about them if it is incomplete, out of date, incorrect, or misleading and appeal a decision not to grant access to a document or amend or notate a personal record.

Many documents are available outside of the FOI Act, including information that is available on a public register, the Council website or for a fee through other applications within Council. Before making a Freedom of Information request, a person seeking access to documents should request the documents from the relevant Council department that is responsible for maintaining these records. Processes may be in place for the release of these documents outside of Freedom of Information, including for a fee.

For more information, please email foi@melton.vic.gov.au.

Procedure for Making a Freedom of Information Request

For a Freedom of Information request to be valid it must be:

1. Made in writing

The Freedom of Information Request for Access to Documents form at **Appendix A** may be used to initiate a request. Alternatively, you may email foi@melton.vic.gov.au or write to Council.

2. Accompanied by the prescribed application fee

- The application fee is currently \$30.10. This fee is reviewed annually.
- The FOI Officer may decide to waive the application fee due to hardship.

3. Sufficiently clear and specific

It must be a request for specific documents so that Council can identify and conduct a thorough search for the documents sought.

4. Submitted to the Freedom of Information Officer, either:

By email: foi@melton.vic.gov.au

By mail: Freedom of Information Officer
Melton City Council
PO Box 21 Melton

In person: Melton Civic Centre
232 High St, Melton

Melton Library and Learning Hub
31 McKenzie St, Melton

Caroline Springs Library and Learning Hub
193-201 Caroline Springs Boulevard, Caroline Springs

Processing Requests

The Freedom of Information Officer is responsible for the receipt and action of requests for access to documents. Council's Freedom of Information Officer is Christine Denyer.

Once a request has been received, the Freedom of Information Officer will:

1. Determine if a request is valid according to the requirements listed above (in writing, application fee paid, clear and specific). If the request is not valid, the Freedom of Information Officer will contact the applicant to clarify the request or to ask for payment of the application fee.
2. When valid, the Freedom of Information Officer will send the applicant an Acknowledgement Letter restating the request, stating that the request has been made valid and setting out the expected timeframe for completion
3. Council will undertake a search for the document requested.
4. The applicant will be provided with a decision on their request by no later than 30 days of the date of the request. The 30 day timeframe may be extended by 15 days if consultation with third parties is required. The most common example of when Council would extend the timeframe to 45 days is when the document contains the names of third parties.

Boards, Councils, Committees and other advisory bodies

All of the following committees report their meetings to an open meeting of Council:

- Arts & Culture Advisory Committee
- Audit Committee
- Caroline Springs Leisure Centre Users Forum
- Chief Executive Officer Review Advisory Committee
- City of Melton Community Grants Program – Semi-Annual Grants Assessment Panel
- Community Grants Program – Bi-Monthly Grants Assessment Panel
- Community Achievement Awards Assessment Panel
- Community Learning Board
- Community Safety Committee
- Councillor Representations Nominations Advisory Committee (CRNAC)
- Disability Advisory Committee
- Early Years Partnership Committee
- Heritage Advisory Committee
- Intercultural Advisory Committee
- Leisure Advisory Committee
- Melton Waves Reference Group
- Military Commemoration Investment Advisory Committee (MCIAC)
- Policy Review Panel
- Preventing Family Violence Advisory Committee
- Public Hospital for Melton Advisory Committee
- Reconciliation Advisory Committee
- Road to Zero Steering Committee
- Section 233 Submissions Advisory Committee
- Transport Community Reference Group
- The Willows Historical Park Advisory Committee
- Youth Council

Public Libraries

Council maintains the Melton Library and Learning Hub and Caroline Springs Library and Learning Hub for public use.

Melton Library and Learning Hub

The Melton Library and Learning Hub is located at 31 McKenzie Street, Melton. Normal operating hours are:

Monday	8:30am – 8:00pm
Tuesday	8:30am – 8:00pm
Wednesday	8:30am – 8:00pm
Thursday	8:30am – 8:00pm
Friday	8:30am – 5:30pm
Saturday	10:00am – 4:00pm
Sunday	1:00pm – 4:00pm

Caroline Springs Library and Learning Hub

The Caroline Springs Library and Learning Hub is located at 193-201 Caroline Springs Boulevard, Caroline Springs. Normal operating hours are:

Monday	8:00am – 8:00pm
Tuesday	8:00am – 6:00pm
Wednesday	8:00am – 8:00pm
Thursday	8:00am – 6:00pm
Friday	8:00am – 5:30pm
Saturday	10:00am – 4:00pm
Sunday	1:00pm – 4:00pm

Online eCollections

An extensive collection of electronic resources is also available to library members including resources such as eBooks, eAudiobooks, eMagazines, eNewspapers, online learning courses, music and movie streaming. Please visit the [website](#) for more information.

Appendix 1: Freedom of Information Request for Access to Documents Form



FREEDOM OF INFORMATION REQUEST FOR ACCESS TO DOCUMENTS

Access to Documents

Under the *Freedom of Information Act 1982* ('the Act'), I wish to gain access to the documents listed on the reverse side of this request form.

Form of Access

I request the form of access be as follows (please tick one only):

Copies of the original documents	<input type="checkbox"/>
An inspection of the original documents	<input type="checkbox"/>
I am prepared to inspect copies of the document(s) where the provision of originals would interfere unreasonably with the operations of Melton City Council	<input type="checkbox"/>

Application Fee (please tick one only)

Application Fee of \$30.10 is enclosed	<input type="checkbox"/>
I wish to seek an exemption from payment of the application fee (<i>if you are seeking an exemption from payment of the application fee, you must advise in writing of the reasons why the exemption is being sought, and enclose any supporting documentation</i>)	<input type="checkbox"/>

Access Charges

Should access be granted, Council is entitled under section 22 of the Act to elect to charge fees to recoup part of the costs associated with fulfilling your request. You may be charged:

Search and supervision	\$22.50 per hour/part hour
Photocopying	A4 black and white – 20 cents per copy
	A3 black and white – 60 cents per copy
	Colour - \$1.10 per copy

Where to forward Freedom of Information Requests

Requests for access to documents under the *Freedom of Information Act 1982* can be forwarded to The Freedom of Information Officer, Melton City Council as follows:

By Email to:	By Mail to:	Delivered Personally to:
foi@melton.vic.gov.au	PO Box 21 MELTON 3337	Melton Civic Centre 232 High Street, Melton 3337, or Caroline Springs Civic Centre/Library 193-201 Caroline Springs Blvd, Caroline Springs 3023

PLEASE LIST THE DOCUMENTS THAT YOU WISH TO GAIN ACCESS TO HERE

Writing must be clear and legible. Please be as specific as possible so that Council is able to conduct an accurate search.

Name:.....

Address:.....

Phone: (home): Work:..... Mobile:.....

Signature:..... Date:.....

Application Fee received:..... Receipt No..... (1179.0860.0868) (receipt type 500)
--