

## Western Region Health Centre

### Request for Access Form

If you wish to apply to Western Region Health Centre to access/transfer your file or obtain information under the Freedom of Information Act please complete this form. Information on access to information is overleaf.

#### 1. Details of Applicant

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

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

Date of Birth: \_\_\_\_\_

Your Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Phone (home): \_\_\_\_\_

Phone (business): \_\_\_\_\_

#### 2. Details of Request

- Is this request for:
- Access to health information
  - Transfer of my file to another health service Provider
  - Access to organisational documentation under the Freedom of Information Act.

What information /document(s) do you want to access?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### 3. Form of Access

	Yes	No	
I want to inspect the document(s)	<input type="checkbox"/>	<input type="checkbox"/>	
I want a copy of the document(s)	<input type="checkbox"/>	<input type="checkbox"/>	
I want the file / summary transferred to another service Provider	<input type="checkbox"/>	<input type="checkbox"/>	If yes, please give name and address of service:
Other, please specify _____	<input type="checkbox"/>	<input type="checkbox"/>	

*I understand that a fee may be charged in respect of this request.*

Please feel free to ask one of our staff members for assistance in completing this form or phone 8398 4100.

Completed form can be forwarded to: Privacy Officer  
Western Region Health Centre  
72 Paisley Street, Footscray 3011

## **Requesting Access to Western Region Health Centre Documents Information for Clients and the General Public**

### **The 'Request for Access Form' can be used:**

- by clients to request access to the file Western Region Health Centre holds which contains their personal and health information or have health information transferred to another health service provider
- by members of the public to access documents which relate to the operations, rules and information about the practices of Western Region Health Centre under the Freedom of Information Act.

### ***Right to access your file***

A client, or their authorised representatives may request access to their file. The decision as to whether or not to provide access to your file will be based on legislation and the health privacy principles. Legislation mandates that Western Region Health Centre is not able to provide access to records if:

1. it would constitute a serious threat to the life or health of any individual
2. information was given in confidence by another person such as a friend or relative
3. it would have an unreasonable impact on the privacy of others
4. information interferes with legal proceedings
5. denying access is required or authorised by law.

### ***Format to receive the information***

Access to client files or organisational documents can be in a number of ways:

1. inspection of the information or, if the information is in electronic form, a print out of the information and have the opportunity to take notes, under the presence of a staff member
2. the provision of a copy of the information
3. the provision of an accurate summary, instead of a copy, if the organisation and the individual agree that a summary is appropriate or
4. in the case of client files, an opportunity to view the record and accompanied by an explanation of the information by the health service provider. (Interpreter services may be utilised if necessary)

### ***Costs associated with the access to documents*** (Exemptions may apply)

The act allows for reasonable costs to be collected in relationship to the access of files and include:

1. Inspection of file in the presence of staff member - \$5 per quarter hour, not exceeding \$20.
2. Copy of the file (copying and collating) - 20 cents per page, not exceeding \$20.

3. Summary of information -\$25 per quarter hour, not exceeding \$80.
4. View record explained by service provider - as per a normal consultation fee.
5. Client file / summary provided to other services – free of charge.

***When will you hear from us?***

Within 45 days of making the request you will be informed of the outcome of your request and be notified if the expected cost of access will be greater than \$25.

***Correction of Information***

You have right to have information corrected if it is not up to date, incomplete or misleading. Any requests of this nature should be in writing, and in some instances supporting evidence may be required. Should corrections be made to client files, this will be done as required by legislation, as an attachment to the record.