

# Information Access Application Kit

## Information Access

This application kit contains information for accessing medical records and other Government documents.

### This kit includes:

- Frequently asked questions (FAQs)
- Evidence of Identity Information Sheet
- Application checklist
- Administrative Access Form
- Right to Information and Information Privacy Access Form

### Attention Applicant:

#### Which form do I need to complete?

Please complete **one** form only (any questions please call **07 3497 3580** or email [WM\\_ROI@health.qld.gov.au](mailto:WM_ROI@health.qld.gov.au)).

Which form do I need to complete?	
Administrative Access Form	Right to Information and Information Privacy Form
Information about <b>yourself</b> such as;	Information about <b>yourself</b> such as;
<ul style="list-style-type: none"> <li>• Pathology reports</li> </ul>	<ul style="list-style-type: none"> <li>• Whole/complete medical record</li> </ul>
<ul style="list-style-type: none"> <li>• Medical Imaging results</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health information</li> </ul>
<ul style="list-style-type: none"> <li>• Medical records that do not contain mental health, suspected child abuse and neglect and other sensitive material.</li> </ul>	<ul style="list-style-type: none"> <li>• Suspected Child Abuse and Neglect or Child Safety matters</li> </ul>
<ul style="list-style-type: none"> <li>• Dental reports/work</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Examination Orders</li> </ul>
	<ul style="list-style-type: none"> <li>• Sensitive material such as HIV status</li> </ul>
	Information about <b>someone else's</b> medical record (e.g. child, spouse, family member)
	Information about children <b>under the age of 18</b>
	Information regarding <b>deceased</b> patients
	<b>Government</b> documents (non-personal information)

# Frequently Asked Questions

## How long does it take?

### Administrative Access

There is no legislated timeframe to respond to these requests however West Moreton Health aims to respond to an Administrative Access request within *25 business days* (5 weeks). In some cases, a response may take longer and in those circumstances we will contact the applicant to advise of a delay.

### Right to Information and Information Privacy

An application dealt with under this legislation has a prescribed processing period of *25 business days* (5 weeks). Please note that whilst a legislated time frame exists, decision makers may apply for an extension as necessary. You will be notified if an extension is sought and applied to your request.

## What are the costs?

*Administrative Access* - There are no fees or charges unless the record is located offsite. We will call to discuss these costs with you if applicable before we process your request.

*Right to Information and Information Privacy Applications*– there is no mandatory application fee to access your own medical records. You will be provided with copies of your records electronically. If this is not suitable please advise us why, otherwise there could be ‘access charges’ for photocopies of documents as well as a processing charge for large requests. We will notify you promptly if processing your application incurs any ‘access charges’.

## Accessing someone else’s information

*Right to Information and Information Privacy Applications* - A mandatory application fee must be paid when you lodge your application. You can do this by EFTPOS, credit/debit card, or a cheque made out to the *West Moreton Health*. There are ‘access charges’ and ‘processing charges’ that are time based. We will notify you promptly with an estimate notice if your application incurs any such costs. Please contact the Information Access Unit on (07) 3813 6118 for the current pricing.

**Note:** if your application falls under the Information Privacy Act 2009, such as requests for your child’s information or the information of a person who lacks capacity for whom you hold enduring power of attorney, then no application fee is payable, however processing fees may be applicable

## Why does my ID need to be certified by a JP or Commissioner for Declaration?

State and National legislation imposes a strict responsibility on WMHHS staff to ensure that they take measures for protecting a patient’s privacy. We must obtain certified identification to ensure that no-one else is inappropriately applying for your medical record. This requirement also ensures that your private medical information is kept confidential.

## Can I go to my doctor?

Records can be provided to your General Practitioner (GP) for continuum of care matters only. Copies of these hospital records will not be provided to you by the GP and the records can only be used by your GP to provide you with ongoing care. Health professionals and their staff should be aware of this option and have the necessary forms to lodge a request. Health professionals should fax the request to:

Release of Information

Ipswich Hospital

Fax: (07) 3810 1751

## I need my records from more than one hospital or health service in West Moreton Health. Do I need to apply to each one?

No. West Moreton Health includes many health facilities in the region and any request for information will cover all of these facilities. Please be as specific as possible on the application form to help assist us to locate the exact information you are seeking access to. A list of all West Moreton Health facilities can be found at <https://www.westmoreton.health.qld.gov.au/hospitals-and-centres> .

## Proof of Identity

Before releasing confidential information, we must be sure that the request is from you and that the ID meets the requirements of the Right to Information Act 2009 and the Information Privacy Act 2009.

For information to be supplied, a verified copy of your identification must be delivered with the application. This will involve the proof of identity listed below being legitimately photocopied and then **certified by a JP or a Commissioner of Declaration**. We accept certified ID via post, hand delivery, or colour-scanned copy via email.

### Acceptable forms of identity:

Any one is sufficient:

- Original birth certificate
- Certified copy of an extract of a birth certificate
- Current Australian Passport
- Current Queensland driver's licence/ learners permit issued by the Department of Transport
- Naturalisation or citizenship certificate
- Immigration papers or other documents issued by the Commonwealth Department of Immigration
- Certificate of Identity (COI)
- Prisoner ID card certified by a corrective services employee

### Other Acceptable proofs of identity:

Any two (if possible) are acceptable:

- Official Local, State or Commonwealth Government ID card
- Commonwealth Department of Social Security ID card
- Marriage Certificate
- An Australian Degree, School Examination Certificate or Report that is less than two years old
- Overseas Passport with current entry permit
- Apprenticeship indenture papers
- Title or deed to real estate, or registered mortgage papers for a home or property

# Application Checklist

Prior to submitting your application form, please ensure the following has been completed:

- I have selected the correct form;
- I have filled in all required details on the form;
- I have signed and dated the form;
- I have provided consent for legal representation to act on my behalf (if applicable);
- I have provided the required identity documents listed that bears the original signature of a Commissioner of Declarations, Justice of the Peace (JP) or Correctional Service Officer (current prisoners) certifying the photocopy to be a true copy of an original document. See the Proof of Identity page 4.
- I am aware that if I request a paper copy of my information;
  1. Fees may apply (No charge applies for a copy received electronically);
  2. If fees apply you will be advised in writing; and
  3. Fees are required to be paid prior to the release of information.
- I have posted my completed application form and certified identification to:

***Right to Information and Information Privacy Application Form address:***

Information Access Unit RTI/IP  
PO Box 73  
IPSWICH, QLD, 4305  
Phone: (07) 3447 3089

***Administrative Access Application Form address:***

Release of Information  
Health Information Management Service  
PO Box 73, IPSWICH, QLD, 4305  
Phone: (07) 3497 3580

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# Application for Administrative Access

**Privacy notice:** The *Hospital and Health Boards Act 2011* imposes strict confidentiality requirements. Information requested in this application is to verify your identity to protect your personal health information from being disclosed to persons other than you or your authorised agent.

## Applicant details (please print or type)

Title (Mrs, Mr, Mx etc): ..... Surname / family name: .....

Given names: ..... DOB: .....

E-mail: ..... Day-time contact phone: .....

Postal address: .....

Suburb/Town: ..... State/Territory: ..... Postcode: .....

## Details of request

Are you seeking access on someone's behalf?

- No, I am the patient
- Yes, I am an agent and proof of my authorisation to request the record of, is attached:

Patient's Surname / family name: ..... DOB: .....

Given names: .....

Please indicate, for example:

- Hospital or health facility where you were treated and date or date range
- If specific information only is required, e.g., treatment relevant to a specific injury

Emergency Notes     X-ray/ Scans report     Pathology     Discharge summary     Inpatient notes

Additional Information:

## Preferred access type (select)

Note: Your preferred access type may not be available

Email (*please note below*)     Photocopy of documents     CD

Email address: .....

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

## How to Apply

**In person:** Individuals and agents may lodge "over the counter" at the facility where treatment was provided.

**By email:** [WM\\_ROI@health.qld.gov.au](mailto:WM_ROI@health.qld.gov.au)

**Note:**

- You will need to provide proof of identity to access health records (See page 2)
- Documents will normally be available within 25 working days

More information on West Moreton HHS website <https://www.westmoreton.health.qld.gov.au/about-us/accessing-information/>

## Proof of identity

**Category A:** One (1) form of identification such as:

- Current Australian photo driver's licence, front and back
- Adult Proof of Age card (formerly the 18+ card)
- Current Australian passport (copy identifying page)
- Current overseas passport
- Current Defence Force or Police Service photo ID card
- Current Australian Firearms licence
- Prisoner identity card certified by a corrective services officer

*If unable to provide identification from the category A, two from category B, one with a signature*

**Category B:** Options include two (2) forms of identification (at least one containing a signature) such as:

- A copy of a certificate or extract from a register of births
- Current Medicare card
- Current financial institution debit or credit card with your signature
- Current entitlement / pension card issued by the Commonwealth or State Government
- Public Service employee ID card
- Educational institution student identity document (must include photo and/or signature)
- School or other educational report, less than 12 months old
- Australian Marriage Certificate
- If unable to provide two forms of identification from the category B, one from category BB and one from Category C

**Category C:** Options include forms of identification such as:

- Recent utility account (e.g. gas, electricity, home phone) with current residential address
- Recent financial Institution statement with current residential address
- Rent/Lease agreement with current residential address
- Rates notice in your name with current residential address
- Recent official correspondence from Government Service Providers (not from this agency) with current residential address
- PAYG payment summary, less than 2 years old, with tax file number

## Agents – authority and proof of identity

If you are an agent acting on the person's behalf please provide:

- Proof of your authorisation to act on the person's behalf and access the person's medical record
- Proof of your identity
- Certified copy of the persons/patient's identity

***WMHHS staff can sight proof of identity if the application is lodged in person at a facility.***

If you **post** the application, copies of documents submitted in support of an application must be certified as a true and correct copy by a qualified witness.

### Certified documents

A certified copy is considered valid if it is witnessed by a lawyer or a notary public or commissioner for declarations of a justice of the peace.

## Office use Only

<b>Date received:</b>		<b>Date released:</b>	
<b>Method of release (tick one)</b>	<input type="checkbox"/> In person (over the counter) → <input type="checkbox"/> Express post / registered mail <input type="checkbox"/> Email	<input type="checkbox"/> ID Sighted (sign-off below)	
<input type="checkbox"/> Referred for processing under Right to Information / Information Privacy Act			
<b>Scan and email to:</b>	<a href="mailto:WM_ROI@health.qld.gov.au">WM_ROI@health.qld.gov.au</a>	<b>Fax:</b> 07 3810 1751	<b>Phone:</b> 07 3497 3580
<b>Officers' name:</b>			
<b>Signature:</b>		<b>Date:</b>	



# Right to Information and Information Privacy Access Application

Right to Information Act 2009 (Section 24)

Information Privacy Act 2009 (Section 43)

This form is effective from 29 January 2020

Please read the following information carefully before proceeding with your application.

It is recommended that you contact the **RTI officer** in the relevant agency for assistance and advice **before** completing and submitting this application form.

The information you are seeking may be already available online, for purchase or by request:

**Online** – a search of the relevant agency websites may locate the information you are seeking;

**For purchase** – agencies may offer documents for purchase (for example: birth certificates, transcripts of proceedings, spatial statistics);

**By request** – agencies may administratively release a range of information upon request.

If you wish to make a formal application to access documents under the *Right to Information (RTI) Act 2009* or the *Information Privacy (IP) Act 2009* the application must be submitted on this approved form.

This form is available at [www.rti.qld.gov.au](http://www.rti.qld.gov.au) and on some agency websites.

## RTI Act or IP Act?

You may apply under the *IP Act* if

- all of the documents you are applying for contain your personal information

OR

- you are acting on behalf of another person, and all of the documents contain that person's personal information.

You should apply under the *RTI Act* in all other cases. If in doubt, contact the RTI officer of the agency to which you are applying.

## Fees and charges

There is an application fee under the *RTI Act*, and you may also have to pay processing and access charges.

There is no application fee and there are no processing charges under the *IP Act*, although you may have to pay access charges. For further information about fees and charges, see [www.rti.qld.gov.au](http://www.rti.qld.gov.au) or contact the agency you're applying to.

**Note:** ▲ denotes **Mandatory** field.

## Contact Details

You are required to supply your name and an address for correspondence. Additional contact details will help us to deal with your application, and to correspond with you in the manner you prefer. If you are applying on behalf of another person, please complete this section with your contact details.

**Title** (e.g. Mr, Mrs, Ms, Miss) **Given name/s**

**Family name**

▲ ..... ▲ ..... ▲ .....

**Organisation / Company name** (complete if you are making this application on behalf of an organisation or company)

## Postal address

▲ ..... ▲ ..... ▲ ..... **Postcode:** .....

Preferred method of contact (Please indicate by numbering in order of preference, your preferred method of contact. If you choose email or post, please also provide a contact telephone number. The agency may need to telephone you to clarify aspects of your application. Please include country code and area code, where applicable).

**Phone**  **Fax**  **Mobile**  **Email**  **Post**

▲ ..... ▲ .....

Great state. Great opportunity.





**b. The type of documents** (e.g. internal memos, emails)

**c. The time period / date range you would like us to search within** (e.g. September 2011 - June 2012)

**d. Relevant document reference numbers** (if known)

**e. Where you think the documents may be located** (e.g. facility, business area, unit, person)

**f. Any other details you believe will assist us in dealing with your application** Note: Include additional information that the agency requires in the space provided or as an attachment to your application (e.g. date of birth will assist in locating relevant files to distinguish you from someone with the same name)

**7. Preferred access type (tick one):**

**Note:** Your preferred access type may not be available. If you choose to access documents by email, CD, DVD or inspection, there will be no charge for this access.

- Inspect document/s
- Photocopy of document/s (charges may apply)
- Document/s sent to me by email
- Copy of the document/s on DVD
- Copy of the document/s on CD

**Note:** Information that is released following an application under the RTI Act, and is not the applicant's personal information, may be published in an online disclosure log. See privacy notice.

**8. Evidence of identity**

If you are seeking access to documents that contain personal information either in relation to you or on behalf of another person, you must provide evidence of your identity with this application or within 10 business days of making this application in order for your application to be processed. If you are seeking documents on someone's behalf, both parties must provide evidence of their identities. (If you are not seeking any personal information, you are not required to provide evidence of your identity.)

**Applying:**

**by post** — attach a **certified copy** of your identification document to this application form.

**in person** — produce the original identification document for the RTI officer to sight.

**by email or fax** — post or present a **certified copy** of the identification document to the relevant agency to which you are applying for information. (A certified copy is considered valid if it is witnessed by a lawyer or notary public, a commissioner for declarations or a justice of the peace or in the case of a prisoner, a corrective services officer. 'refer note below')

**Note:** Documents that provide sufficient evidence of identity include:

- Current driver's licence
- Identifying page of current passport
- Birth certificate
- Copy of a prisoner's identity card certified by a corrective services officer
- Statutory declaration of an individual who has known the applicant for at least one year (A declaration template can be downloaded at [www.court.qld.gov.au/forms](http://www.court.qld.gov.au/forms)).

SPLES7813 V09 29 January 2020 / Form 1 RTI-IP

**9. Financial hardship**

**Concession card holders** - Application for financial hardship must be made in writing to the relevant agency. If you hold a valid concession card, and you are seeking a waiver of processing and access charges, you must show RTI officer your card (or attach a copy of the card to your application).

**Note:** Not all concession cards are accepted. Please contact the RTI officer to be sure your card qualifies.

**Non-Profit organisations** - If you have **financial hardship status**, you must provide the RTI officer with a copy of the notice from the Office of the Information Commissioner showing that financial hardship status has been granted.

**Note:** If you are a non-profit organisation and have sought financial hardship status under the RTI Act, do not submit this application until you have advice from the Office of the Information Commissioner about whether financial hardship status has been granted. If financial hardship status is granted, this status will remain current for one year from the date of the Information Commissioner's decision, unless there is a substantial improvement in your organisation's financial circumstances.

**10. Payment of application fee**

Please confirm with the agency you're applying to how you should pay your application fee.

**Declaration**

**Privacy Notice:** The information you provide on this form will be used by the agency you have applied to, to deal with your application as set out in the *Right to Information Act 2009* or the *Information Privacy Act 2009*.

If you have applied under the RTI Act to a department or Minister only: Once the department or Minister receives your valid application, the date you applied and what you are applying for will be published online in their disclosure log. If the department or Minister gives you access to a document, and if the document contains no personal information about you, the document will be published online in the department or Minister's disclosure log, along with your name and, if another person, company or body will use or benefit from the documents sought, the name of that person, entity or body. The department or Minister may remove some information from the document before it is published—for example, information that may be defamatory.

If you have applied to an agency other than a department or Minister, documents which do not include your personal information may be published on a disclosure log.

I declare that:

- The information provided in this form is complete and correct
- I have read the privacy notice
- Where applicable, I have attached documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf, evidence of financial hardship status)
- If I cannot attach any required copies of documents, I will provide them to the agency within **10 business days** of making this application
- I have included any relevant application fee/s (fees are based on the type of application, see section 1)

I understand that it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date

..... / ..... / .....

**Office Use Only**

Date received RTI Ref / IP Ref

\_\_\_\_ / \_\_\_\_ / \_\_\_\_ \_\_\_\_\_

Application Fee Received ..... No  Yes  Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Satisfied as to Identity of Applicant ..... No  Yes  Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Identity Document Sighted ..... No  Yes  Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Receiving Officer (print name)

Decision Maker Assigned to Application (print name)

\_\_\_\_\_