

*Freedom of Information Act 1991*

**REQUEST FOR ACCESS TO YOUR MEDICAL RECORDS**

Please read the following information prior to completing the attached request for access application form.

**Requests for Access to Documents**

Requests for access can be made for any document or documents that are held by South Australian State Government Agencies, Local Government Councils or Universities. You need to apply directly to the agency that holds the document.

All requests will be dealt with by the agency's Accredited FOI Officer.

You will need to provide sufficient information to enable the correct document or documents to be identified. If you are uncertain, the agency can assist you in clarifying your request.

If you are seeking documents relating to your own personal affairs you may be requested to provide proof of your identity. Alternatively, if you are seeking access to documents on behalf of another person relating to their personal affairs, you may be asked to submit written consent signed by that person.

After processing your application the agency is required to provide you with a written determination in relation to your application. This is called a Notice of Determination. The Notice of Determination will include the agency's decision in relation to your request and, if access has been refused in full or in part, the reasons why this has occurred.

**How can I request the documents be provided?**

You can request access to documents in various forms depending on how the information is stored. The different ways you can access documents include:

- inspecting documents
- requesting a copy of documents
- hearing and viewing audio and video tapes
- requesting a transcript of a recorded document
- requesting a transcript of words recorded in shorthand or encoded form
- requesting a document be produced from computerised information.

**How long will it take?**

A request for access will be dealt with as soon as practicable, or within 30 (calendar) days of it being received.

In certain circumstances the agency may extend the timeframe for dealing with your application. The agency will advise you within 20 (calendar) days if an extension is necessary.

If the agency has not extended the timeframe for dealing with your application and you do not receive a determination within 30 (calendar) days, the legislation deems that the agency has refused your application. If this is the case you are entitled to lodge an application for review or appeal. For further information you should speak to the agency that you originally sent your FOI request to.

## How much will it cost?

The fees and charges for making and processing a Freedom of Information application are as follows. Application fee for access to documents is \$40.75

Charges for processing an application for access are:

- for documents concerning your personal affairs, the first two hours are free after which **\$14.70** is charged for each subsequent 15 minutes
- for all other documents, there is a charge of **\$14.70** for each 15 minutes spent.

In addition to these charges the following is payable in respect to:

- a photocopy of the document (**\$0.25 per page**)
- a written transcript of words recorded or contained in the document (**\$8.70 per page**)
- a photograph, x-ray, video tape, computer tape or computer disk (**the actual cost incurred in producing the copy**)
- any postal or delivering charges incurred.

The fee for making an application for a review of a determination is \$40.75

If you are dissatisfied with a fee or charge calculated by the agency, you are entitled to request the agency for a review. You are not required to pay a fee or any other charge for this review. If you are still dissatisfied with the outcome of that review, you can seek a further review from the Ombudsman.

## What if I have a concession card or can't afford to pay?

In some cases the fee for your application can be waived. If you are the holder of a current concession card, or if you can satisfy the agency that the payment of the fee would cause financial hardship, the agency must waive or remit (reduce or refund) the application fee.

If you are a concession cardholder you will need to provide the agency with evidence, eg. you should attach a copy of your concession card when you make the application. Alternatively you will need to give written reasons as to why the payment of a fee would cause you financial hardship.

## Access to documents by Members of Parliament

A Member of the South Australian Parliament who applies for access to a document held by a State Government Agency, Local Government Council or University is entitled to access the document without charge unless the work generated by the application involves fees and charges totalling more than \$1,000.

## Further Information

In the first instance it may be helpful for you to contact the State Government Agency, Local Government Council or University holding the document to which you require access, and ask for the Freedom of Information Officer.

Information about Freedom of Information is also available through public libraries, community centres and government agencies, or visit the State Records SA website [www.archives.sa.gov.au](http://www.archives.sa.gov.au).

You can download a copy of the *Freedom of Information Act 1991*, from the South Australian legislation website at [www.legislation.com.au](http://www.legislation.com.au).

Personal Application for Access to Documents
Under s13 of the Freedom of Information Act 1991

Lodgement of Application

Agency holding document(s): CALHN

Please circle the relevant CALHN Hospital/Health Service:

Royal Adelaide Hospital
Including Hampstead
Rehabilitation

The Queen Elizabeth Hospital
Including St Margaret's Rehabilitation

SA Prison Health Services

Other

Please specify

Details of Applicant

Last Name Dr/Mr/Mrs/Ms/Miss

Given Name Date of birth

Australian Postal Address

Post Code

Tel (hm) Tel (wk) Tel (mob)

Email (Optional)

Details of Request

(Describe the documents to which you seek access. If you are applying for access to personal information please provide sufficient information to assist with identification of documents, e.g. date of birth, previous names etc.)

Multiple lines of dotted lines for text entry.

Form of Access (place tick in appropriate box)

I require a copy of the documents ( ) Yes ( ) No

I require access in another form ( ) Yes ( ) No

Specify (i.e. paper copy or electronic copy)

Line of dotted lines for text entry.

**Fees and Charges**

An application fee of \$40.75 must be submitted with the completed application form, unless you are seeking to have the application fee waived. Please attach evidence, e.g. a copy of your concession card, pension card, healthcare card, student card etc. or other evidence as proof of financial hardship if this is the case.

In the following section please tick as appropriate:

- Do you qualify for fee waiver?                       Yes                       No
- Is proof attached?                                       Yes                       No
- Is the fee attached?                                     Yes                       No
- Fee is in the form of:                       Cheque                       Cash                       Money Order                       Credit Card

We accept payment by cheque, money order, EFT or credit card. If no fee is attached and you do not qualify for a fee waiver then this application will not be valid (and will not be processed) until the fee has been received.

If you wish to pay the application fee by credit card please contact the appropriate FOI office to give your details over the phone.

If you wish to pay by EFT, please see below details.

EFT Information

Bank:    Commonwealth Bank  
Account Name:    CALHN Oracle Operating  
BSB:    065-266  
Account:    10020240

If paying via EFT, please email the remittance advice to the appropriate FOI Office listed below and include "FOI and name" in the description of payment.

**PROOF OF IDENTITY MUST BE SUPPLIED WITH ALL REQUESTS FOR INFORMATION**

e.g. a photocopy of a drivers licence, passport, birth certificate etc.

**Send applications for:**

**Royal Adelaide Hospital or corporate requests to**

The Freedom of Information Office  
Level 10  
Roma Mitchell House  
136 North Terrace  
ADELAIDE SA 5000

PH: 7117 2385  
[Email: Health.RAHFOI@sa.gov.au](mailto:Health.RAHFOI@sa.gov.au)

**The Queen Elizabeth Hospital or SA Prison Health requests to**

The Freedom of Information Office  
Level 9A  
The Queen Elizabeth Hospital  
28 Woodville Road  
WOODVILLE SOUTH SA 5011

Ph: 8222 7275  
[Email: Health.TQEHFOI@sa.gov.au](mailto:Health.TQEHFOI@sa.gov.au)

**Applicant's Signature** ..... Date ..... / ..... / 20.....