



Country &
Outback Health

Access to Client Information Factsheet

HOW TO ACCESS

Requests for access can be made for any client records that are held by Country & Outback Health under the Freedom of Information Act (1991) using our Access to Client Information Request Form.

To initiate the process, you will need to provide sufficient information to enable the correct identification of requested records or documents. If uncertain, we can assist in clarifying a request.

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 are required to gain their written consent to do so.

After processing your request, we are required to provide you with written notification in relation to your application, this is called an Access to client record acknowledgement letter. This notification will include the decision in relation to your request and if access has been refused in full or in part the reasons why this has occurred.

3rd PARTY ACCESS

A 3rd Party applicant may request access to a client's records, if:

- The client has authorised the 3rd party applicant to do so.
- The 3rd party applicant is the client's authorised representative (such as a parent, guardian or a person holding an enduring power of attorney)
- The 3rd party applicant is the legal representative of a deceased client who would have had a right of access when alive.

HOW CAN I REQUEST THE DOCUMENTS BE PROVIDED?

You can request access to documents in various ways:

- Inspection of the documents
- Requesting a copy of the documents

HOW LONG WILL IT TAKE?

A request for access will be dealt with as soon as practicable, or within 30 calendar days of the completed Country & Outback Health, Access to Client Information Request Form, having been received.

In certain circumstances, we may extend the time frame for dealing with your application, and you will be advised within 20 (calendar) days of receiving the request if an extension is necessary.

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REFUSAL TO ACCESS

In some situations, we may refuse to provide access. The reason for refusal can vary, however, some examples are where we reasonably believe letting a client see their records would pose a serious threat to the client's life, health or safety, or the life, health, or safety of someone else if they saw the information.

The threat can be related to physical or mental health or safety and does not need to be imminent - it can be a serious threat that could occur sometime after access is granted. Where access is refused, we will notify the applicant of this outcome.

REVIEWING A DECISION

If an applicant is not satisfied with a refusal to provide access or correction of health information, they can request we undertake a review. The request must be conducted in writing with supporting information to support the request for review.

Alternatively, the applicant can contact the Office of the Australian Information Commissioner.

FURTHER INFORMATION

For more detailed information you can download a free copy of the Freedom of Information Act 1991 from the South Australian legislation website www.legislation.sa.gov.au in accordance with the National Privacy Principles.

CONTACT US

To submit a request, an Access to Client Information Request Form should be completed.

New forms can be downloaded from our website or completed online at www.cobh.com.au/client-information

Downloaded forms can be emailed to: admin@cobh.org.au

Or posted to: **Country & Outback Health Inc**
127 Nicolson Avenue, Whyalla Norrie SA 5608
Attention: Access Officer

For further information please phone: 08 8644 4900

Country & Outback Health is a not-for-profit organisation that provides a range of mental health, general health and NDIS support services to South Australians living in rural and regional areas.



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www.cobh.com.au