



Australian Government

Aged Care Quality and Safety Commission

Request for access to documents under the *Freedom of Information Act 1982*

APPLICANT'S DETAILS

Surname		
Given Names		
Company/Representative (if applicable)		
Postal Address		
Email Address		
Contact Phone Number(s)		
What is your preferred method of receiving correspondence from us?	Email	Post

REPRESENTATIVE'S DETAILS (If you are lodging a Freedom of Information (FOI) request on behalf of another person)

Surname	
Given Names	
Company/Representative (if applicable)	
Postal Address	
Email Address	
Contact Phone Number(s)	

ACCESS TO AGED CARE APPROVED PROVIDER CARE RECORDS

The most direct way to seek access to an approved provider's records is to contact them directly. Providers have a responsibility under the *Aged Care Act 1997* and other laws to give people access to their own health records. In aged care legislation, providing access to care records is a requirement of the Charter of Care Recipients' Rights and Responsibilities for both residential and home care.

If this is unsuccessful, you can raise a complaint with us and we can work with you and the provider to resolve the issue.

If you are seeking care records of someone you do not legally represent be aware that there are restriction in the Australian Privacy Principles and the *Aged Care Act 1997* about disclosing this information to you.

You must have consent from the person receiving care or their legal representative authorising you to access their care records.

AUTHORITY TO ACCESS PERSONAL INFORMATION, INCLUDING CARE RECORDS

I am authorised to access the records because:

I am the person receiving care

I am authorised to act on behalf of the person receiving care (please attach evidence e.g. power of attorney / executor of estate / court order)

CONSULTATION WITH OTHER PEOPLE

If the documents identified include information about other people or organisations (including aged care service providers) we may need to ask them if they agree to the potential release of documents under FOI.

Where consultation with another person or organisation is necessary:

Do you agree to us telling the other person or organisation your name and that you made the FOI request?

Yes

No

DOCUMENTS REQUESTED

Please clearly describe the documents you want access to.

LODGING AN FOI REQUEST

Lodge your FOI request by:

Email: FOI@agedcarequality.gov.au

Post: Freedom of Information Team
Aged Care Quality and Safety Commission
GPO Box 9819
CANBERRA ACT 2601

Disclaimer: Under the *Aged Care Quality and Safety Act 2018*, the Aged Care Quality and Safety Commission can use any information it receives to help perform its regulatory functions. The Aged Care Quality and Safety Commission has procedures in place to ensure that personal information is protected against misuse and is not unlawfully disclosed.