

Freedom of Information

Information Sheet

Dear Applicant,

Thank you for your enquiry regarding accessing information through Freedom of Information.

Please complete the enclosed application form and post it with a certified copy of personal identification such as drivers licence, passport to:

Director of Clinical Services & Quality Systems, Clinical Services
Calvary Health Care Bethlehem
476 Kooyong Road
CAULFIELD SOUTH VIC 3162

Application Fee for FOI Access:

- **Standard application fee \$31.80**

This fee must be paid at the time of lodging application by cheque or money order made payable to 'Calvary Health Care Bethlehem', (applications will not be processed until the standard application fee is paid).

The application fee **only** can be waived if the applicant holds a Commonwealth Health Care Card or Pension Card (please provide a photocopy of your card with your application).

Further charges:

Further charges may or may not apply depending on the nature of your request. Applicants will be advised of this decision in writing and sent an invoice with the charges involved in meeting your request according to the charges below.

These charges include:

Photocopies \$ 0.20 cents per page

Postage fee (via Registered Post) from \$9.70 depending on weight

Histories from off-site storage: \$20.00

Administrative Fee (only required for large volume records) \$50.00

Time Frame and Process for Releasing Information:

Once your application has been received, a search is conducted for the information you want.

The Act specifies that we must notify applicants of the decision to release information within 45 working days.

Once you have paid the invoice, the information you have requested will be made available to you.
Calvary Health Care Bethlehem seeks to release information under FOI within a 45 day timeframe.

An appointment can be made to view the original medical record or to discuss the case with our Director of Clinical Services & Quality Systems, Clinical Services.

Freedom of Information also allows you to amend incorrect information in your records and to request an explanation or a summary of the information.

Please contact our Director of Clinical Services & Quality Systems, Clinical Services if you have any questions or concerns about your application or the process.

Phone: 9834 9000