

Public Guidelines for Access to Information

Access to Records under 'Release of Information'

The following is a general guide only for requesting access to information under the Barossa Hills Fleurieu Local Health Network's (BHFLHN's) 'Release of Information' administrative scheme.

The types of documents and information that may be available through this process are:

- Discharge summaries;
- Referral letters;
- Operation reports and product labels;
- Date / time of birth;
- Vaccination and other treatment dates;
- Copies of attendance dates;
- Medication chart(s), pathology reports, test results; and,
- Any other documents with which you have previously been provided copies.

All 'basic' or 'non-contentious' record requests may be considered under this administrative scheme on a case by case basis. Although not essential, to ensure the agency has all the information it requires to assess your request, it is recommended that you use the BHFLHN 'Release of Information – Public Request Form'.

In some circumstances, you may be required to make further application under the *Freedom of Information Act 1991*. If this is required, staff will provide advice accordingly.

Employment Records

If you are seeking records relating to your current or past employment within the BHFLHN, contact your line manager or seek the advice of the Barossa Hills Fleurieu People and Culture team.

Clinical Requests

If you are seeking greater access to your own personal health / mental health care records to provide to *another* healthcare provider in support of your ongoing treatment or care, it is highly recommended that your healthcare provider contacts the relevant site or service in writing to request directly.

Subpoenas / Summons for Documents

Subpoenas for information held by the Barossa Hills Fleurieu Local Health Network, Rural and Remote Mental Health Service or the Rural Support Service should be addressed to:

Ms Rebecca Graham
Chief Executive Officer
Barossa Hills Fleurieu Local Health Network
Mt Barker District Soldiers Memorial Hospital
87 Wellington Road
PO Box 42
MOUNT BARKER SA 5251

Advance copies may be sent to: Health.BHFLHNFOI@sa.gov.au.

Records Not Readily Available for Access – Freedom of Information

If you are seeking:

- Large volumes of records (such as whole attendance or file requests);
- Mental Health records;
- Records that may be considered complex or ‘contentious’ (such as those relating to or arising from potential misconduct or arising from a matter currently under or previously subject to investigation); or,
- Personal records that are either not your own, or concerning a dependant or someone under your guardianship; and,
- In all cases those of a person who is now deceased;

It is recommended that you make an application under the *Freedom of Information Act 1991*. Forms are available from any health service or site upon request. They may also be downloaded from the Barossa Hills Fleurieu Local Health Network’s Freedom of Information page.

For Advice Regarding Records Access

If you are unsure about which method of application applies to you, please contact or visit the relevant site or service for direct advice, or for general enquiries phone 1300 391 315 during business hours, Monday to Friday 8:30 am to 5:00 pm, or email Health.BHFLHNFOI@sa.gov.au.

Forms requesting access may be submitted to any health site or service within the Barossa Hills Fleurieu Local Health Network, or emailed to the above email address, for forwarding to the relevant location.

For more information

Barossa Hills Fleurieu Local Health Network
Freedom of Information Team

Mt Barker District Soldiers’ Memorial Hospital
87 Wellington Road
PO Box 42
Mt Barker SA 5251

Telephone: 1300 391 315 (general enquiries)

Email: Health.BHFLHNFOI@sa.gov.au

www.sahealth.sa.gov.au/barossahillsfleurieulhn

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