

Request for Release of Client Records

Details of the person the information relates to

Surname:

Given Name(s):

Date of birth:

Phone:

Address:

Are you requesting on behalf of another person? Yes No

Are you their legal guardian / custodial parent? Yes No

If Yes for either question, please provide documented evidence:

- Legally appointed guardian attorney, or
- Written consent from client or parent/guardian (if client is under 18 years age)

Details of the person making the request (if different from above)

Surname:

Given Name(s):

Requesting organisation (if applicable):

Address:

Phone:

Date of Request:

Information requested (please tick one)

All records Records relating to this period of time:

Records relating to these services (please list):

I would like (please tick one)

A copy of the client record (please note that charges may apply – see over page)

As a paper copy (I will collect)

As a paper copy (sent by registered mail)

Access to view my record

*Via Email:

* I understand the privacy risks in emailing information

I want a copy of client record sent to the organisation named below (please include email or address):

Signature of person making request

Name of parent/guardian (if under 18)

and Signature

Document Owner:	Privacy Officer	Version Number:	2.0
Obligation ID No:	N/A	Review Date:	30 June 2026
Created / Last Updated:	31 May 2023	Approved by:	Chief People & Capability Officer

Item	Fee cap (maximum fee)	
Time for supervising inspection of the requested records	\$18.30 per half hour (can be charged in 15min increments)	
Time for assessing and collating records	\$38.20	
Access to a client record	No charge	
Copying and/or printing of health information	20 cents per page for A4 black and white. Reasonable costs otherwise, including electronic copies.	
Postage	Actual postage costs	
Transporting records held offsite	\$18.30	
Providing a summary of information to an individual or another organisation	The usual consultation fee (if a health service provider), or \$44.30 (2.9 fee units) per quarter hour up to \$143.70, which ever is more.	

Fee's are current as per 2022-23 Fee to Access Health Information Schedule, Health Records Regulations.

Sunbury and Cobaw Community Health will respond to all Requests for Access to Client Records within 30 days. A fee may be incurred depending on the administrative time required to collate and review the requested information. These fees are regulated by the Health Records Regulations (2002).

Office Use Only	
Information released All records Records relating to time period Records relating to service Checked by Privacy Officer Checked by clinician/worker Sent by: Mail Email Fax In person Email password protected: Yes No Released by: Date: / /	Confirmation of ID Type of identification sighted (e.g. Driver's Licence): Email address same as on file Confirmed client's ID with clinician Contact number same as on file Contacted client by phone to confirm consent.

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