

Access to Information and Communication with Residents and Representatives

Information for Applicants

Residents have the right to access timely, clear and accurate information about their care, health status and services. Amaroo Care Services is committed to providing this information proactively and upon request, in a manner that supports informed decision-making.

Amaroo Care Services is committed to protecting the personal and health information of residents and to upholding older people's rights of access to their own information. This document explains how to request formal access to, or correction of, personal information held about a resident, and sets out the process, timeframes, identification requirements and fees that apply.

Day-to-day questions about a resident's care, wellbeing or condition can simply be raised with the resident's care team at any time – no form is required. This document covers formal requests for a copy of a resident's records, such as full record copies, archived documentation, or legal and insurance matters.

This form applies to requests for access to a resident's personal information and health records. It does not apply to Freedom of Information requests, employee records, or requests made by government agencies exercising statutory powers, which are handled separately.

1. Your Rights Under Law

Access to, and correction of, personal information (including health information) is governed by:

- the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs) – in particular APP 12 (access to personal information) and APP 13 (correction of personal information);
- the Aged Care Act 2024 (Cth) and the Aged Care Rules 2025, which set out residents' Statement of Rights, including the right to have personal information protected and to access records and information about their care; and
- the Strengthened Aged Care Quality Standards, which require Amaroo Care Services to obtain informed consent to collect, use, store and disclose an older person's information, and to help residents and their registered supporters access that information.

Where relevant, requests may also be affected by State or Territory health records legislation, the My Health Records Act 2012 (Cth), and (for a deceased resident's records) succession and probate law.

2. Who Can Make a Request

1. The resident themselves.
2. A registered supporter of the resident, appointed and recorded within My Aged Care, acting within the scope of that role.

3. A person with legal authority to act for the resident — for example, a guardian, an attorney under an enduring power of attorney (medical or financial), or another appointed decision-maker recognised under Commonwealth, State or Territory law.
4. For a deceased resident, the executor of the estate (where probate has been granted) or the administrator of the estate.

Every person requesting access must establish their own identity, and — where they are not the resident — their authority to request the resident's information, using the evidence set out in Sections 4 and 5 below.

3. How to Make a Request

Complete the request form (Sections 1–9 at the end of this document) and attach copies of the identification and authority documents specified below. Requests can be lodged:

- in person at any Amaroo Care Services site;
- by post to the relevant site; or
- by email to reception@amaroovillage.com.au

There is no charge for lodging a request. You do not need to send payment with your request — see Section 7 (Fees) below.

4. Urgent Requests — Living Resident

If a Requestor needs urgent access to a resident's records for the resident's care — for example, to support treatment by the resident's General Practitioner (GP) or a treating specialist — Amaroo Care Services may release specific clinical notes directly to that treating clinician.

Requests of this kind should be made by the treating clinician on their letterhead, by email or fax to the relevant site, together with the resident's signed consent (or the consent of their registered supporter or authorised decision-maker, where the resident lacks capacity to consent).

Amaroo Care Services will not release a resident's entire medical record in these circumstances — only the specific clinical documents reasonably required for the resident's immediate care. All other requests should follow the standard process in Section 3.

5. Proof of Identification Required

Under APP 12, Amaroo Care Services must verify the identity of the Requestor and, where the request is for another person's information, the Requestor's authority to make that request. A completed request must include copies of the following:

5.1 Where the resident is requesting their own record

- A photocopy of the Requestor's current Australian driver licence or Australian passport, OR two other forms of identification (at least one being photographic).

5.2 Where the request is for another living resident's record

- A photocopy of the applicant's current Australian driver licence or Australian passport, OR two other forms of identification (at least one being photographic); AND

- Evidence of the applicant's authority to act for the resident — for example, confirmation of registered supporter status, a Guardianship Order, an Enduring Power of Attorney (Medical or Financial), or an Appointment of Medical Treatment Decision-Maker/Support Person.

5.3 Where the request is for a deceased resident's record

- A photocopy of the applicant's current Australian driver licence or Australian passport, OR two other forms of identification (at least one being photographic); AND
- Evidence that the applicant is the legal representative of the deceased — for example, Letters of Probate confirming appointment as executor, or Letters of Administration confirming appointment as administrator of the estate.

6. Timeframes

Requests for a copy of a resident's own care records are actioned as promptly as possible, and — consistent with the Strengthened Aged Care Quality Standards — within 5 business days of a complete request being received, wherever practicable.

Where a request is more complex (for example, it involves a large volume of records, third-party information that must first be considered, or records held across multiple systems), a longer period may be required. In all cases, access will be provided, or a written explanation for any delay or refusal given, within a reasonable period and no later than 30 calendar days, consistent with Office of the Australian Information Commissioner (OAIC) guidance on APP 12.

7. Fees

You do not need to send payment with your request.

Where a fee applies, Amaroo Care Services will notify you of the amount before it is charged. In accordance with APP 12.8, any fee charged for access:

- must not be charged for the making of the request itself;
- must not be excessive; and
- may reasonably reflect the cost to Amaroo Care Services of giving access (for example, staff time to locate, collate and supervise access to records, photocopying and postage).
- Fees, as of July 2026 are below:

Assessment and Collation Fee	\$37.00
Archived record	\$17.80
Photocopy A4 page	\$0.20 per page
Postage fee	\$10.00
Provide an accurate summary of records to the requestor	\$42.90 per quarter hour, up to \$139.20, or determined on a case by case basis by Amaroo Care Services

8. How Access Is Provided

Depending on what you select on the form, access may be provided by:

- collection of a photocopy at site reception;
- registered post;
- secure electronic delivery (not available for very large records);
- supervised personal inspection of the record at the site; or
- an accurate written summary of the record, where this is a reasonable alternative to full access.

Amaroo Care Services will not necessarily release a resident's entire record to a third party such as a GP or specialist — see Section 4. Where records contain information about another individual, that third-party information will be withheld or de-identified in accordance with APP 12.

9. Correcting Personal Information

Under APP 13, a resident (or a person authorised to act for them, as described in Section 2) may ask that personal or health information held about the resident be corrected where it is inaccurate, out of date, incomplete, irrelevant or misleading. Use Section 8 of the attached form to request a correction. Amaroo Care Services will take reasonable steps to correct the information or, if it disagrees that correction is required, will add a statement to the record noting the resident's view and the reasons a correction was not made.

10. If Access Is Refused

Amaroo Care Services may refuse access to information in limited circumstances permitted under APP 12.3 — for example, where giving access would pose a serious threat to the life, health or safety of any person, would unreasonably impact the privacy of others, or where the request is frivolous or vexatious. If access is refused, in whole or in part, you will receive a written explanation of the reasons for refusal and the mechanisms available to complain about that decision.

11. Complaints and Further Support

If you are not satisfied with a decision about access to, or correction of, information, you can:

- raise the matter with Amaroo Care Services' General Manager, Residential Aged Care, in the first instance;
- complain to the Office of the Australian Information Commissioner (OAIC) — www.oaic.gov.au, or 1300 363 992 — about how a privacy request has been handled;
- complain to the Aged Care Quality and Safety Commission — www.agedcarequality.gov.au, or 1800 951 822 — about access to aged care records or information more broadly; and/or
- contact the Older Persons Advocacy Network (OPAN) — www.opan.org.au, or 1800 700 600 — for free, independent advocacy support with this process.

A resident, their registered supporter, or their authorised representative may use any of these avenues without fear of any adverse effect on the resident's care.

12. Privacy of This Form

The information you provide on this form (including identification documents) will only be used to verify your identity and authority and to process this request. It will be handled in accordance with Amaroo Care Services' Privacy Policy and will not be used or disclosed for any other purpose.

13. How to Return This Form

Complete Sections 1–9 of the attached form and return it, together with the required identification and authority documents, to the relevant site or to reception@amaroovillage.com.au.

For questions, contact the Residential Care Manager at McMahon Caring Centre or Buckley Caring Centre; or Manager Support at Home.

Formal Request for Access to Records

Request Form — please complete all applicable sections in BLOCK LETTERS

1. Resident's Details		
Previous surname (if any)		
Surname		
Given name(s)		
Date of birth		
Site / facility		
2. Applicant Details (complete only if you are not the resident)		
Surname		
Given name(s)		
3. Basis for Making This Request (select one and attach evidence — see Section 5 of the Information for Applicants)		
☐ I am the resident	☐ I am the resident's registered supporter	
☐ I hold Guardianship / Enduring Power of Attorney / Medical Treatment Decision-Maker authority	☐ I am the executor/administrator of a deceased resident's estate	
☐ Other — please specify below		
If other, details		
4. Applicant Identification (attach a copy of one category below)		
☐ Current Australian driver licence	☐ Current Australian passport	☐ Two other forms of ID (one photographic)
Other, please specify		

5. Applicant Contact Details			
Address			
Suburb		State / Postcode	
Phone		Mobile	
Email address			
6. Information / Documents Requested			
☐ Full record		☐ Partial access (select below and specify dates/details)	
Care / service plan – dates			
Incident report – dates			
Pathology results – dates			
Radiology results – dates			
Other – please specify			
7. Preferred Method of Access			
☐ Collection at site reception	☐ Registered post	☐ Secure email (not available for large records)	
☐ Supervised personal inspection of records	☐ A written summary of the record	☐ Explanation of the record with staff support	
8. Correction of Personal Information (optional – see Section 9 of the Information for Applicants)			
☐ I am also requesting correction of information in this record			
Information to be corrected and reason			

9. Declaration	
I confirm that the information given in this form is true and correct, and that I am entitled to make this request as described in Section 3. I understand that a fee may apply to this request (see Section 7 of the Information for Applicants), that I will be notified of any fee before it is charged, and that I agree to pay it. I understand that identification and authority documents I provide will be used only to process this request and will be handled in accordance with the organisation's Privacy Policy.	
Applicant signature	
Full name (please print)	
Date	

For office use only

Date received		Received by	
Identity/authority verified (Y/N)		Date actioned	
Outcome (granted / partial / refused)		Date resident/applicant notified	

Document control: [Policy/Form reference no.] | Version [x] | Approved by [role] | Last reviewed [date] | Next review [date – recommended annually or on legislative change]