



## What is Freedom of Information?

The Freedom of Information Act 1982 (Vic) gives you the right to request access to your medical records held by the Royal Victorian Eye and Ear Hospital.

## How do I apply to access my record?

Applications must be received in writing using the Freedom of Information application form, available on the Eye and Ear website. A copy of valid photo ID and payment of the application fee must accompany the completed application form.

If the application is on behalf of someone else, please ensure written consent is submitted at the time of the application. If the request relates to a minor, written consent from both parents/legal guardians must be obtained.

## How much does it cost? (As of 1 July 2018)

Application fee – <i>the application fee is a fixed cost which is non-refundable. The only exception is for people suffering financial hardship who may ask the Hospital to waive the application fee. All other charges are payable.</i>	\$28.90
Search and retrieval fee	\$5.00
Photocopying/printing (black & white)	20¢ per page
Photocopying/printing (colour)	\$1.00 per page
Photographs	\$5.00 per photo

If you are requesting the application fee to be waived due to hardship, please submit a copy of your pension or health care card along with your application.



## Where to send your valid application:

Post: Freedom of Information Officer  
Health Information Services  
The Royal Victorian Eye and Ear Hospital  
Locked Bag 8  
East Melbourne VIC 8002

Fax: Freedom of Information Officer  
Health Information Services  
(03) 9929 8228

## How long will it take?

In accordance with the Freedom of Information Act, the Eye and Ear has 30 days from receipt of your valid application to make a decision about your request. The Eye and Ear may be required to consult third parties to determine whether to release all or part of a record. This consultation may require an extension of time to make a decision and if so, you will be notified in writing. Documents will be released once all applicable charges have been paid.

## Do I have the right to access information?

You may be able to access another person's records only if you have their written authority to do so. You may also be able to obtain another person's records if you can provide evidence of the following circumstances:

- You have been appointed as their legal guardian
- You have been appointed Enduring Power of Attorney (Medical)
- You are the senior available next of kin if the person is deceased

## Need more information?

Freedom of Information Officer - Health Information Services  
The Royal Victorian Eye & Ear Hospital  
Locked Bag 8  
East Melbourne VIC 8002  
Telephone: (03) 9929 8230  
Facsimile: (03) 9929 8228  
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