

Info Sheet: Application for Access to Information

What information can I apply for?

You can apply to access your personal and health information held by CatholicCare Diocese of Broken Bay under the Australian privacy laws, under the NSW Privacy & Personal Information Protection Act 1998 or the NSW Health Records and Information Privacy Act 2002 or Privacy Act 1988 (Cth) and NSW Information Protection Principles and Health Privacy Principles as well as the Australian Privacy Principle 12. This includes personal or health information about you or your children. However, CatholicCare is not required to recreate records that have been destroyed.

How do I apply?

You don't have to use a form but it will usually help with processing if you complete an [Application for Access to Information Form](#). The form can be accessed by the following methods:

CatholicCare website: www.catholiccaredbb.org.au
Email: info@catholiccaredbb.org.au
Phone: 9481 2600

Ask at any of our CatholicCare services.

Your application must:

- Be in writing.
- Include your name and address (a telephone contact number and email address will also help)
- Describe the information you want with enough detail to identify it.

You should include proof of identity with your application (i.e., copy of photo ID). CatholicCare will contact you if more information is needed.

What do I ask for?

CatholicCare hold a lot of information. So it may not be very useful if you ask for "everything you have about my family violence". It will be much more helpful if you describe the information you want in detail.

For example:

"I want all records and case notes relating to (*insert name and DOB of your child or your own details*). I saw Mary McDonald who was my family support worker or counsellor".

Often, contacting CatholicCare's Privacy Officer before you complete the Application form can help you to work out the best way to ask for the information you want.

How long will it take?

CatholicCare has thirty days from receiving a valid application to locate the information and decide if access will be granted. More time might be needed if for example, your application is transferred to another organisation, if it relates to large amounts of information, if extensive searches are required, or if consultation with a third party is required. CatholicCare will inform you if more time is needed.

What if I am refused access?

CatholicCare may decide that you are not entitled to access some or all of the information you asked for. There must be a good reason to refuse you access to information. For example, the information may be exempt under the:

- *Privacy Act 1988 (Cth)*
- *NSW Privacy and Personal Information Protection Act 1998*
- *NSW Health Records and Information Privacy Act 2002*
- *Disclosure would be contrary to the public interest*
- *Information may no longer exist.*

CatholicCare will inform you in writing of the reasons if it refuses access. You may ask CatholicCare to review a decision to refuse access.

If you are still not satisfied after the internal review, you may complain to the **Office of the Australian Information Commissioner** on:

Telephone: 1300 363 992
Outside Australia: + 61 2 9284 9749
Email: enquiries@oaic.gov.au

You may also complain to **Information and Privacy Commissioner NSW** where your personal or health information are held by a CatholicCare service which is delivered under a NSW Departmental agency funding agreement:

Email: ipcinfo@ipc.nsw.gov.au
Phone: 1800 472 6794

How to contact us

If you have any questions about how to complete the application form, please ring the Privacy Officer who is the Executive Manager Quality Safeguarding Risk and Compliance on 9481 2600.

To lodge your application

Privacy Officer
Executive Manager Quality Safeguarding Risk and Compliance
CatholicCare Diocese of Broken Bay
PO Box 966 Pennant Hills NSW 1715
Email: info@catholiccaredbb.org.au