

# Accessing your Health Records

Access to health records is provided in compliance with The Privacy Act 1988 (Commonwealth)

## Adult Health Records

To request a copy of your Health Record please provide the following:

- A signed written request to the Privacy Coordinator (address below)
- A copy of your **original certified verification of identity** of person requesting the information (the copy must be signed by a Justice of the Peace or Commissioner for Declarations as a true copy of the original) and must be **one** of the following:
  - Full Birth Certificate
  - Extract from Birth Certificate pre 1987
  - Current Driver's Licence
  - Passport
  - 18+ card
  - Current student ID
  - Other Photo ID.
- Phone contact and address where records can be sent.

## Child Health Records

To request a copy of a Child's Health Record please provide the following:

- A signed written request to the Privacy Coordinator (address below)

- A copy of **original certified verification of identity** of person requesting the information (as above), plus
  - A copy of original certified copy of the child's full Birth Certificate
  - A statement to the effect that you are the current guardian of the child
  - A statement advising your reasons for seeking the record (e.g. for ongoing treatment, legal action on behalf of the child, etc.)
  - A copy of any current Court Orders regarding guardianship or access rights of the child (if applicable)
  - Phone contact and address where records can be sent.

If you are not able to meet any of the identity requirements please contact the Privacy Coordinator for advice.

The processing timeframe for applications is 25 business days—you will be contacted if more time is required for processing. A processing and dispatching fee may apply to your request.

Please direct all enquiries to the Privacy Coordinator.

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### Information Privacy Office

Raymond Terrace, South Brisbane Qld 4101  
P 07 3163 2666 F 07 3163 8104  
E [privacy.office@mater.org.au](mailto:privacy.office@mater.org.au)

Mater acknowledges consumer consultation in the development of this patient information.  
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