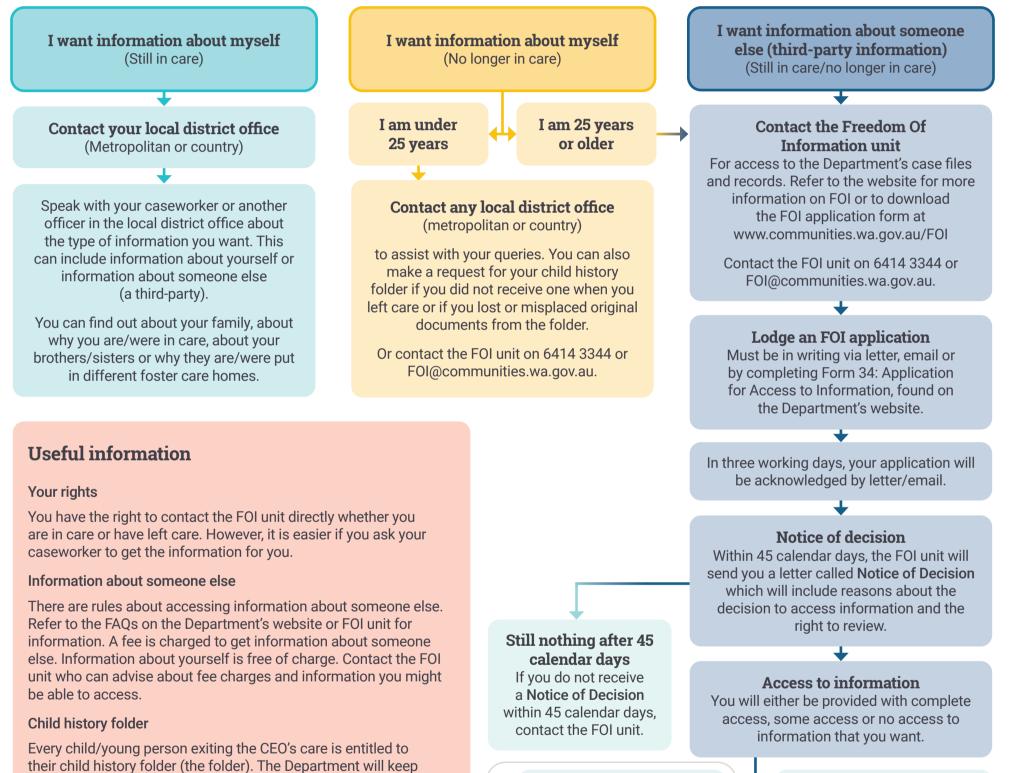


## Access to information (case files/records)

Any person is entitled to apply for access to information under the Freedom of Information Act 1992 (FOI Act).

**Types of information** – You can request personal or non-personal information. Personal information includes information about you, such as your placement and time in care. Non-personal information includes government policy documents, research and data materials and information about other persons (third-party information). Under the Freedom of Information (FOI) Act you are able to apply to have personal information about yourself amended.

This flowchart was developed in collaboration with Create Foundation WA and young people with an out-of-home care experience.



Process

photocopies of your original documents. The folder includes original documents and paperwork like your:

- birth certificate
- school reports
- medical reports
- personal photographs
- family tree.

If you leave care before you turn 18, your folder is usually given to your guardian or parent - they will go through the contents with you.

If you leave care at 18, you can ask the caseworker or someone else to go through the folder with you.

If you lose your folder or any original documents, contact your former district office to get copies of the originals.

Contact the Department to connect to the local district office of your choice on **1800 176 888**.

Internal review If you are not satisfied with the decision, you can request an internal review within 30 days of receiving the Notice of Decision.

The Department has 15 days to respond.

## **External review**

If you are not satisfied with the internal review, you have the right to seek an external review from the Office of the Information Commissioner. Visit www.oic.wa.gov.au. You are concerned about the information on file (it is incomplete, incorrect, out-of-date or misleading) If you are still in care, inform your caseworker.

If no longer in care and under 25 years old, contact your local district office.

If over 25 years old, contact the FOI unit.

## Still not satisfied

If you are not satisfied with the outcome, contact the FOI unit for advice.