



Department of Communities
ACCESS TO INFORMATION (CASE FILES / RECORDS)
For additional information refer to the related resources [Frequently Asked Questions - Information about my time in care](#) and [Frequently Asked Questions - Freedom of Information](#)

FREEDOM OF INFORMATION ACT 1992 - 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 FOI Act you are able to apply to have personal information about yourself amended.

I WANT INFORMATION ABOUT MYSELF
(Still in care)

CONTACT YOUR LOCAL DISTRICT OFFICE
(metropolitan or country)

Still in care
Speak with your caseworker or another officer in the local district office about the type of information you want. This can include information about yourself or information about someone else (third party).

You can find out about your family, about why you are/were in care, about your brothers/sisters or why they are/were put in different foster care homes.

I WANT INFORMATION ABOUT MYSELF
(No longer in care)

I am under 25 years

I am 25 years and over

CONTACT ANY LOCAL DISTRICT OFFICE
(metropolitan or country) to assist with your queries. You can also make a request for your Child History Folder if you did not receive one when you left care or if you lost or misplaced original documents from the folder.
OR
YOU CAN CONTACT THE FOI UNIT.

I WANT INFORMATION ABOUT SOMEONE ELSE (third party information)
(Still in care / no longer in care)

CONTACT THE FREEDOM OF INFORMATION (FOI) UNIT
for access to the Department's case files and records. Refer to the website for more information on FOI or to download FOI application form at www.dcp.wa.gov.au
Contact details:
Tel: 08 9222 2555 Email: foi@cpfs.wa.gov.au

LODGE FOI APPLICATION
Must be in writing via letter, email or by completing *Form 034 Application for Access to Information*

In 3 working days, your application will be acknowledged by letter/email

NOTICE OF DECISION
Within 45 calendar days, the FOI unit will send you a letter called *Notice of Decision* which will include reasons about the decision to access information and the right to review

STILL NOTHING AFTER 45 CALENDAR DAYS
If you do not receive a Notice of Decision within 45 calendar days, contact the FOI unit.

ACCESS TO INFORMATION
You will either be provided with access / some access / or no access to information that you want

APPEAL PROCESS INTERNAL REVIEW
If you are not satisfied with our 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. Refer to website www.oic.wa.gov.au

YOU ARE CONCERNED ABOUT THE INFORMATION ON FILE (it is incomplete / incorrect / out of date / 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.

USEFUL INFORMATION

YOUR RIGHTS
You have the right to contact the Freedom of Information Unit (FOI Unit) directly whether you are in care or have left care. However, it is easier if you ask your caseworker to get the information for you.

INFORMATION ABOUT SOMEONE ELSE
There are rules about accessing information about someone else. Refer to the FAQ or FOI Unit for information.

A fee is charged to get information about someone else. Information about yourself is free of charge. Contact the FOI Unit who can advise about fee charges and information you might be able to access.

CHILD HISTORY FOLDER
Every child / young person exiting the CEO's care is entitled to their Child History Folder (the Folder). The Department will keep 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 only.

Contact the Department to connect to the local district office of your choice:
Telephone: (08) 9222 2555
Country free call: 1800 622 258

Flowchart developed with **CREATE** in Western Australia and young people with a care experience