

REQUEST FOR ACCESS TO PERSONAL INFORMATION OF DECEASED RESIDENT



Requests for Resident Information

Please familiarise yourself with the requirements below in order to assist you in completing your application.

Making the Request

It is important to complete all information requested on the form, including the residents' full name, your authority to make the request and the relevant facility.

It will assist us if you are as specific as possible in the information you request. Your request should, if possible, set out the specific documents you seek or specify the incident, date range or issue that you would like documentation for.

For example, it will assist us if your form set out that you are seeking the 'cognition report' for the resident instead of 'all medical assessments'.

Why does Regis ask that requests are specific?

Specific requests help us to ensure that we are as responsive as possible. There is a large volume of documentation accumulated for each resident in our care, so narrowing the field of what information you are seeking will help us to locate and provide any relevant documentation more quickly.

Specific requests may also mean that no fee is incurred for access, as Regis is able to process these requests more efficiently.

What happens when I make a request?

- 1. Regis will assess the request in order to determine if you have legal authority to have access to that information.**

This assessment is made in line with the applicable legislation in each state and/or territory and is required to meet our legal obligation to provide personal resident information only to those with proper authority.

- 2. Regis will locate the relevant documentation, and determine whether any costs will be incurred in providing you access to it.**

For example, if information is located in our archives or there is a large volume of documentation that will require copying or printing, you may incur a cost for access.

- 3. Provide information**

As per Regis' policy, if we are satisfied that the applicant has authority to have access to the information requested, we will endeavour to provide the information requested to the applicant within 30 days from the date of receiving a satisfactory application.

Regis will only provide the personal information of a deceased resident or aged care recipient in the following circumstances:

To the Legal Representative of the deceased person:

Executor/s of the person's Will (this can be verified by providing a copy of the Will or Grant of Probate); or
Administrator of the estate (this can be verified by providing a copy of Letters of Administration)

By an order of a Court or Tribunal or upon receipt of a subpoena to produce documents to a Court or Tribunal

**REQUEST FOR ACCESS TO PERSONAL INFORMATION OF
DECEASED RESIDENT**



	Non-Resident
i. Your Name	
ii. Your Address	
iii. Your phone number:	
iv. Full Name of the person whose Personal Information you require	
v. Date of Death	
vi. Name of Regis Residence	
vii. Details of your relationship with the deceased person.	
viii. Details of your authority to obtain the Personal Information*	

*** Please attach a copy of the authority which supports your request.**

C What Personal Information are you seeking access to? *(Please be as specific as possible about the information you are requesting? For example, specific medication history for the last 2 years)*

Signature of person requesting personal information:	
Date:	