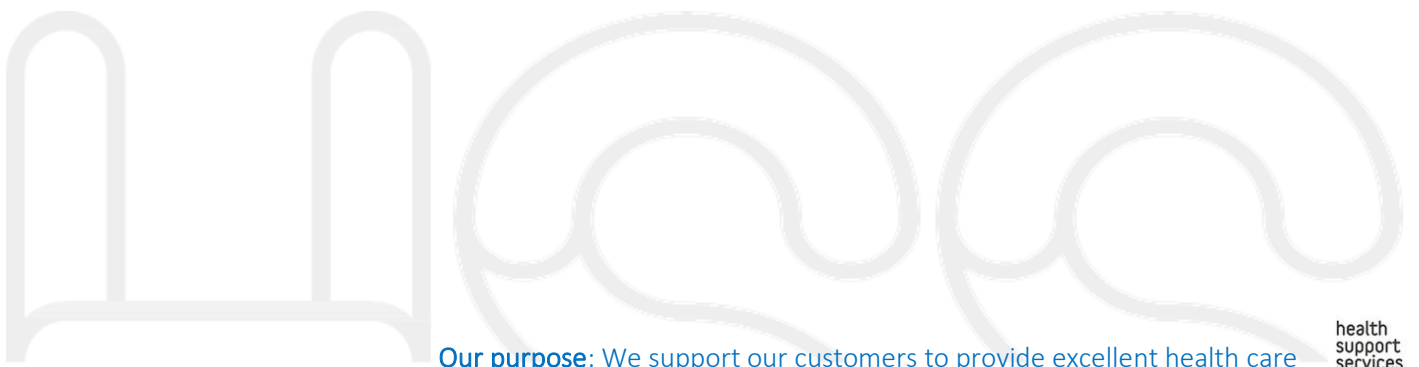


HSS FOI Information Statement

(Part 5 s.94 of the FOI Act 1992)

Office of the Chief Executive
Last Updated: June 2024



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1. Overview

The *Freedom of Information Act 1992* (WA) ('the FOI Act') gives the public the right to apply for access to documents held by State Public Sector agencies, including those held by Health Support Services ("HSS").

As an agency, HSS is required to assist an applicant to obtain access to documents sought at the lowest reasonable cost, and to ensure that their personal information held by HSS is accurate, complete, up to date and not misleading.

When making an FOI application, you do not have to give reasons for applying for the documents, nor does HSS' view about your reasons for applying affect your right to apply for access.

The kinds of documents which you may request can be stored in diverse formats ranging from paper files to electronically stored information.

You may also apply for access to personal information about yourself that is contained in documents held by HSS. You have the right to apply for the amendment of personal information about you ("the applicant") if the information contained in a departmental record is inaccurate, incomplete, out of date or misleading.

2. About Health Support Services

On July 1st, 2020 HSS was established as a Board governed Health Service Provider under clause 15 of the *Health Services Act 2016* (WA) made by the Minister for Health under section 32 of the *Health Services Act 2016* (WA). The HSS Board is responsible to the Minister for Health and the Director General of the Department of Health (System Manager) for the efficient and effective management of the organisation.

HSS is the shared service centre for the WA public health system.

HSS provides a suite of financial, ICT, procurement and supply, and workforce services to more than 50,000 employees across WA's public health services and hospitals.

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. Our purpose is to support our customers to provide excellent health care.

Our focus is on providing simple, reliable, responsive and sustainable services to our customers.

To achieve this, we're guided by five values that underpin everything we do at HSS:

- We put our customers at the heart of what we do
- We value and care for each other
- We will find a way
- We promise, we own, we do
- We make a difference together

HSS Business Units are:

- Customer Experience
- Transformation and Strategy

- Workforce & Organisational Development
- Information and Communications Technology
- Finance and Operations
- Procurement and Supply
- Office of the Chief Executive

2.1 Office locations and contact

Level 2 (Public Reception)
140 William Street
PERTH WA 6000

13 44 77 (7:30am to 5:00pm, Monday to Friday)

Postal:
GPO Box 8545
Perth Business Centre WA 6849

Email: HSS.GRC@health.wa.gov.au

3. Documents that are usually held by HSS

If you wish to seek access to these documents, please contact the FOI Coordinator. Wherever appropriate, documents can be provided at no cost outside of Freedom of Information. However, particular documents may contain exempt material and will only be available with those exempt portions removed.

3.1 Public access to documents

There are several HSS publications available online through our website: www.HSS.health.wa.gov.au.

Copies of publications may also be obtained by contacting HSS on 13 44 77.

3.2 Documents not publicly available

Members of the public may apply to access these documents under the general right of access to government documents created by the FOI Act which came into effect on 1 November 1993.

- Administration files
- Internal reports
- Personnel files
- Departmental official correspondence
- Electronic correspondence (emails)
- Financial documents
- Contract files
- Tender applications
- Planning documents
- Project management files

4. How to make an FOI application

It is the aim of HSS to make information available promptly and at the least possible cost, and whenever possible documents will be provided outside of the FOI process.

If information is not routinely available, the FOI Act provides the right to apply for documents held by the agency and to enable the public to ensure that personal information in documents is accurate, complete, up to date and not misleading.

Access applications must:

- (a) be in writing;
- (b) give enough information so that the documents requested can be identified;
- (c) give an Australian address to which notices can be sent; and
- (d) give any other information or details required under the regulations; and
- (e) be lodged at the agency with any application fee payable (\$30.00 per application for non-personal information).

If you are acting on behalf of another party, you must provide legal proof of authority to act for them and if you are applying for access to personal information about yourself, you must provide valid identification. Applications will be acknowledged in writing.

An application for access to documents and enquiries should be addressed to the FOI Coordinator and lodged at the following:

In person

Accounts Payable Team
Health Support Services
Level 2 (Public Reception)
140 William Street
PERTH WA 6000

By mail

FOI Coordinator
Office of the Chief Executive
Health Support Services
GPO Box 8545
Perth Business Centre
WA 6849

By email

FOI Coordinator
HSS.GRC@health.wa.gov.au

5. FOI fees and charges

A scale of fees and charges are set under the [Freedom of Information Regulations 1993](#). Apart from the application fee for access to non-personal information all charges are discretionary and can be waived. The charges are as follows:

Personal information about the applicant.....	No fee
Application fee (for non-personal information)	\$30.00
Charge for time dealing with the application (per hour, or pro rata)	\$30.00
Access time supervised by staff (per hour or pro rata)	\$30.00
Photocopying staff time (per hour or pro rata)	\$30.00
Per photocopy.....	0.20
Transcribing from tape, film or computer (per hour, pro rata)	\$30.00
Duplicating a tape, film or computer information	Actual cost
Delivery, packaging and postage	Actual cost

Deposits

Advance deposit may be required of the estimated charges 25%

Further advance deposit may be required to meet the charges for dealing with the application..... 75%

For financially disadvantaged applicants or those issued with prescribed pensioner concession cards, the charge payable is reduced by 25%.

6. Processing your request

Upon receipt of a valid FOI application, HSS will endeavour to make a decision whether to grant or refuse access within the 45 calendar day period stipulated under the FOI Act. However, where necessary, an extension of time may be sought.

HSS may contact you to clarify the scope of your request.

7. FOI Notice of Decision

As soon as possible within the 45 calendar days you will be provided with a Notice of Decision which will include details such as:

- the date on which the decision was made;
- the name and the designation of the officer who made the decision;
- if the document is an exempt document the reasons for classifying the matter exempt; of the fact that access is given to an edited document; and
- information on the rights to seek a review and the procedures to be followed to exercise those rights.

7.1 What types of documents are exempt

In some cases, documents may be exempt from release because the relevant information is genuinely sensitive and real harm will be caused by its disclosure. The exemptions are designed to strike a balance between the rights of applicants to disclosure of Government held documents and the need to protect the legitimate interests of Government and third parties who deal with Government.

The exemptions listed in the FOI Act are based on the premise that disclosure of the particular information would:

- reveal personal information about an individual (whether living or dead);
- cause damage to business interest/intergovernmental relations or law enforcement; or
- adversely affect the operations of agencies or their decision-making processes.

7.2 Access arrangements

Access to documents can be granted by way of inspection, by providing a copy of a document, a copy of an audio or video tape, a computer disk, a transcript of a recorded, shorthand or encoded document from which words can be reproduced.

8. Rights of review

8.1 Internal review

Applicants who are dissatisfied with a decision of the agency are entitled to ask for an internal review by the agency. The application for an internal review should be made in writing within 30 days of receiving the Notice of Decision. There are no charges for the conduct of reviews. The internal review will be conducted by an independent officer, who is not subordinate to the original decision maker.

You will be notified of the outcome of the review within 15 days.

8.2 External review

If you disagree with the result you can then apply to the Information Commission for an external review. Application for external review should be made within 60 days of receiving the Notice of Internal Review Decision. The Information Commissioner will investigate the decision made by HSS.

9. Amending personal information under the FOI Act

Applications for amendment of personal information can be lodged with the FOI Coordinator to the aforementioned address. The application must be in writing and include among other things details and/or reasons for amendment.

More information in relation to Freedom of Information can be accessed from the Information Commissioner's website at: www.oic.wa.gov.au.

**This document can be made available in alternative formats
on request for a person with disability.**

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