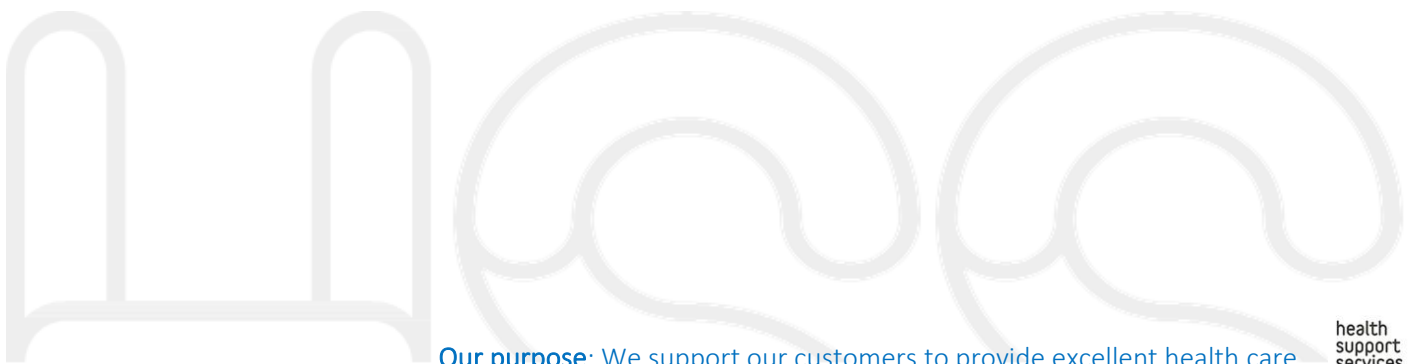


# HSS FOI Information Statement

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

Office of the Chief Executive

Last Updated: June 2026



**Document control and approval**

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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").

The Information Statement is provided in accordance with sections 96 and 97 of the FOI Act. The purpose of the Information Statement is to inform the public of the structure and functions of HSS, and the types of documents held by HSS.

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.

You may 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about you ("the applicant") if the information contained in a departmental record is inaccurate, incomplete, out of date or misleading.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 1 July 2020, HSS was established as a Board governed Health Service Provider under clause 15 of the *Health Services Act 2016* (WA), as 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 health system.

HSS provides a suite of financial, ICT, procurement and supply and workforce services to more than 70,000 employees across WA's public health services and hospitals.

HSS's Business Units include:

- Transformation and Strategy
- Workforce and Organisational Development
- People, Capability & Culture
- Information and Communications Technology
- Finance and Operations
- Procurement and Supply
- Office of the Chief Executive

More information on our Business Units can be found on the HSS website:

[Health Support Services - HSS Careers – Our Business Units](#)

More information on our services can be found on the HSS website:

[Health Support Services - HSS Services](#)

## 2.1 Contact

Governance Risk and Compliance Team  
Office of the Chief Executive  
Health Support Services

Postal:  
GPO Box 8545  
Perth Business Centre WA 6849

Email: [HSS.GRC@health.wa.gov.au](mailto:HSS.GRC@health.wa.gov.au)

More information on our FOI services can be found on the HSS website:  
[Health Support Services - Freedom of Information](#)

## 3. Documents held by HSS

Documents held by HSS relate to the services and functions that HSS provides to the WA health system. These include:

- Payroll records
- Employment records (e.g. employment contracts, recruitment and onboarding documents)
- Personnel files
- Project records for WA health major ICT projects
- Procurement and Contract Management records.

### Personnel files

Our Workforce and Organisational Development Business Unit is the custodian for personnel files. Documents in these files include:

- Employment contracts and contract variations
- Employee commencement paperwork
- Criminal History Checking
- Cessation forms

### Advertised Vacancy and Breach of Standard files

HSS manages advertised vacancy (recruitment) files on behalf of the WA health system. Documents on these files will include:

- Approval to recruit and advertise for the position
- Selection report
- Breach of Recruitment Standard Complaints and outcome

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## Personnel Case Management files for HSS employees only

HSS holds case management files relating to HSS employees. These records may include

- Breach of discipline
- Workers compensation
- Medical and fitness for work
- Performance Management

### Public access to documents

There are several HSS publications available online through our website:

[www.HSS.health.wa.gov.au](http://www.HSS.health.wa.gov.au).

## 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) provide a form of identification to allow us to verify your identity,
- (c) give enough information so that the documents requested can be identified,
- (d) give an Australian address to which notices can be sent,
- (e) give any other information or details required under the regulations; and
- (f) 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. If you are applying for access to personal information about yourself, you must provide valid identification. Applications will be acknowledged in writing.

A completed FOI application for access to documents and enquiries should be addressed to the FOI Coordinator and sent via email or mail:

### 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](mailto:HSS.GRC@health.wa.gov.au)

## Payment of application fee

If you are required to pay an application fee, we will arrange with our Accounts Payable team to send you an invoice and the instructions for payment.

For further information on making a Freedom of Information application, please refer to the instructions on the HSS FOI page: [Health Support Services - Freedom of Information](#)

## 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
Non-personal information (application fee) .....	\$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

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

## 6. Processing your request – time-frame

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 designation of the decision-maker,
- Reasons for the type of access provided (full, edited or refused),
- Appeal process and your rights to seek a review of the decision.

## 7.1 What types of documents are exempt

In some cases, documents may be exempt from release because 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 the Government.

Some examples of exemptions listed in the FOI Act are 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.

## 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 Commissioner 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 about Freedom of Information can be accessed from the Information Commissioner's website at: [www.oic.wa.gov.au](http://www.oic.wa.gov.au).

For information about how HSS handles personal information, including privacy complaints and responsible information sharing under the *Privacy and Responsible Information Sharing Act 2024 (WA)*, refer to the [HSS Privacy page](#).

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

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