# **Accessing your own child safety information**

## Types of information we hold

The Department of Communities, Chid Safety and Disability Services holds child safety information.

If you want information about youth justice, youth detention, police or health, you may be referred to the departments that hold that information. Find out more about the types of information we hold in our privacy guide at www.communities.qld.gov.au/privacy.

If you want to talk to a child safety officer about your experience with the department or seek more information as you transition out of care, contact your local child safety service centre.

## How to apply

The best way to get started in applying for your information is to call us on 1800 809 078.

We can help you locate application forms online and guide you through what we need from you to process your application. There is also an online application portal you can visit at www.rti.qld.gov.au.

## Why do you need my contact information?

A telephone contact and email address makes it easier for us to discuss your application with you, and minimises delays in getting information to you. Please ensure that your contact details are safe so that you can choose to keep our contact with you confidential if you want to.

## What type of information will I receive?

If you have made an application to get your own information, you will only receive documents that relate to you personally. Information about other people is confidential so you are unlikely to receive that information.

## Why do I need to provide proof of identity?

Once you make an application for documents containing your own information, you must provide proof of your identity so that we are sure we only give your information to you. If you don’t provide proof of identity, we cannot process your application. Please see the next page for more information about what we need to establish your identity.

## How long will it take to get the documents?

Once all the information has been received to make your application valid, a decision will usually be made within 25 business days. The time may be extended in certain circumstances, but you will be contacted if this is necessary.

## What if I need assistance with the application?

Child safety information is sensitive and personal so if you would like support during the application process or after you have been given the information, we have provided a list of organisations on page 4 that may be able to support you. If you would like to talk to someone from the department about the information you have received, contact us and we will put you in touch with the right person.

## Why would you ‘refuse to deal’ with my application?

Sometimes we will ‘refuse to deal’ with an application because there are too many documents to consider, or an applicant has asked for the same documents before.

We have provided more information on this on page 6 of the information pack (which you will receive by post when you make an application).

Before we decide to ‘refuse to deal’ we will contact you to discuss the application and find a way to continue. Usually this will mean asking you to consider agreeing to reduce the number of documents.

## Proof of identity, contacts and helpful links

If you make an application for your own personal information, you must provide proof of your identity before your application can be processed. You can provide one of the following:

* current passport
* original extract of your birth certificate
* copy of your birth certificate
* driver licence
* Medicare card with your name on it
* Health care card with your name on it
* 18+ card
* statutory declaration from an adult who has known you for over 12 months.

All proof of identity documents must be current and not expired. Other types of identification may also be accepted so please call us if you have any problems providing proof of identity documents.

Any copies of original documents must be certified by a solicitor, a notary public, a

Commissioner for Declarations (ComDec) or Justice of the Peace (JP). JPs and ComDecs are respected citizens who are entrusted by the community to take on special responsibilities, such as witnessing the signing of documents.

The certifier must see both the photocopy of your identity document and the original document. They will then certify on the copy that it is a true copy of the original.

Unfortunately we cannot accept copies of documents certified by others like pharmacists, bank managers or police officers.

## Options for providing proof of identity

1. Post us the original of the certified copy – that is, the one that has the stamp or signature of the person who certified your document on it.

We cannot accept a photocopy of the certified document or a copy emailed to us. We have provided a link in the next column to a list of JPs who may be able to assist you.

1. You can have your original identity documents sighted by a staff member at a child safety service centre. Please call us first so we can arrange an officer to assist you at the service centre.
2. You may personally present your original identity documents to the RTI Unit at

111 George Street, Brisbane. Go to the reception desk and they will arrange for us to meet you in the foyer.

## Contact us

Please contact us if you have any questions about any of the information on the help sheet.

Telephone: (07) 3224 2242 or free call 1800 809 078

Email: rti@communities.qld.gov.au

## Helpful links

* Find a Justice of the Peace or download a statutory declaration form.
* Counselling
* Kids Helpline is a 24 hour telephone service for children and young people aged 5–25 years. Call 1800 551 800.
* Lifeline is a 24 hour telephone service for young people and adults. Call 131 114.
* Headspace helps young people aged 12–25 who may be going through a tough time. Call 1800 650 890.
* Reach Out helps young people with issues impacting on their mental health and wellbeing.
* General assistance
* Next Step After Care helps young Queenslanders aged 15–21 who have been in care with advice/access to housing, training, finances, health, relationships with family and friends, legal advice, and more. Call 1800 639 878.
* Open Doors provides advocacy and support services for lesbian, gay, bisexual and/or transgender (LGBT) young people aged 12–24 and their families who live in South East Queensland. Call 3257 7660.
* Housing
* The Youth Housing and Reintegration Service helps young people who are homeless or at risk of homelessness.
* Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness in Queensland. Call 1800 474 753.