

Jack's STORY

Jack's* Mum was ill when he was young. Because of her mental health condition, Jack hadn't lived with his Mum since he was a little boy, and he never had the chance to talk to her about her health.

After his Mum passed away, Jack sought access to her medical records, but the hospital denied his request because it wanted to protect his Mum's privacy. So Jack sought an external review of the hospital's decision.

As part of the early resolution process, Jack was able to explain that he wanted to know if his Mum had a genetic mental health condition that might impact him too.

The hospital was able to give Jack the information he needed through another legislative scheme, without disclosing his Mum's full medical records.



This short story shows how, even when their full request can't be met, the RTI process can help Queenslanders get information they need.



Office of the Information Commissioner
Queensland



* not the applicant's real name

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