

**INFORMATION SHEET**  
**REQUEST FOR PSYCHOLOGY RECORD**

From 29 November 2013, all mental health documentation raised for you from this date will be filed on your medical record. Documentation related to recruitment and occupation suitability assessment activities and any mental health documentation completed prior to 29 November 2013 will be retained on your psychology record. **If the information you are seeking is not on your psychology record, it is advised that you obtain a copy of your medical record (including psychiatric reports).** Further information on how to obtain your medical record can be found via <http://www.defence.gov.au/Records/>.

**The Directorate of Mental Health & Rehabilitation Programs and Evaluation only manages the release of psychology records. If you require medical or psychiatric records, you need to request the members medical record and send your request to Defence Archives at [adf.records@defence.gov.au](mailto:adf.records@defence.gov.au).**

**What is the request for psychology record form for?**

This form is to be used by Defence members or their next of kin, advocate or other third party to request information held on their **psychology record** which is held in the custody of the Director Mental Health & Rehabilitation Programs and Evaluation.

**Please note:** No information will be provided to anyone other than the Defence member unless written authorisation has been provided by that person. If the member is deceased, proof of death and proof of relationship must be provided including identity documents. You can request an interim death certificate from the Coroner.

**Proof of identification of the requester**

Identification of the requester must be provided. Acceptable forms of identification include a copy of one of the following: an official identity document which includes a signature or signature and photo, eg passport, driver's licence, pension card, tertiary institution ID card. Do not provide credit card information as a form of identification.

**Proof of relationship**

For anyone other than the Defence member, proof of relationship must be established through documents such as: marriage certificate, birth certificate, death certificate, power of attorney or statutory declaration.

If the Defence member is incapacitated and unable to sign the requested paperwork, the authorised representative is to sign, provide proof of their identity and documentation of their authority to act on behalf of the Defence member (eg certified copies of the power of attorney, Will, death certificate or interim death certificate).

**Proof of name change**

Where necessary, proof of name change is required to establish proof of identification and/or proof of relationship, eg marriage certificate, deed poll, etc.

**Requesting your psychology record**

You can request:

- A complete copy of your psychology record.
- Other - specific parts of the record (e.g. range of dates or specific assessment/report).

To aid us in responding to your request we require the following details:

- a. Member's full name (including any name changes or alias)
- b. Date of birth
- c. Current address and contact telephone number
- d. Complete service details (including PMKeyS or service number, date of enlistment and date of discharge) (if applicable).

It is important that you provide accurate information to enable the psychology record, or particular document sought, to be positively identified.

Your telephone number is required to assist in gaining clarification of your request, or further information if necessary.

The request is to be made in writing, or using the request for psychology record form, and must be signed by you (the Defence member or authorised representative).

**We cannot provide your psychology record if your correspondence is not signed (either hand or electronic) or proof of identity (eg drivers licence) is not provided. These may be sent by post or electronically attached to an email.**

#### **Timeframes for completion**

Release of records to you can sometimes take more than 30 days to finalise. If there is a reason that the records are required urgently, please provide the reason for urgency, including the latest date that the documents are required. We will attempt to respond by the requested date but cannot guarantee a response within your timeframe.

#### **How your psychology record will be provided**

The Directorate Mental Health & Rehabilitation Programs and Evaluation provides photocopies of the psychology record on paper to the nominated postal address. We will not inform the Defence member that the record has been sent to the third party.

#### **Submission of request for psychology record form**

The preferred method for the Directorate Mental Health & Rehabilitation Programs and Evaluation to receive your request plus identity documents is via e-mail to: [dpsych@defence.gov.au](mailto:dpsych@defence.gov.au).

Alternatively, this completed form and identity documents can be sent via mail to:

Director Mental Health & Rehabilitation Programs and Evaluation  
CP3- 7-094  
PO Box 7912  
CANBERRA BC ACT 2610

Telephone: 02 6266 3285