



METRO NORTH HEALTH
CABOOLTURE & KILCOY HOSPITALS
WOODFORD CORRECTIONS HEALTH

Enquiries: Information Access Unit
Telephone: (07) 5316 3943
Facsimile: (07) 5433 8706
Our Ref: JIAU25/13749

Mr Anthony Smith
1A Roma Street
SCARBOROUGH QLD 4020
Email: als1969@icloud.com

Dear Mr Smith

SUBJECT: Decision Notice for access application under the *Right to Information Act 2009* (Qld) – Our Ref: JIAU25/13749

I refer to your request for your health records held by Metro North Hospital and Health Service (**MNHHS**), which was emailed to Right to Information (RTI) and Privacy at Queensland Health, and also to RTI at MNHHS, on 23 October 2025.

Queensland Health is a separate agency to Metro North Health, and on 24 October 2025, Queensland Health advised Royal Brisbane and Women's Hospital (**RBWH**) (which is in Metro North Health) of your request, as they considered the request was sent to Queensland Health in error.

On 24 October 2025, RBWH referred your application for us to process in relation to relevant information held by Caboolture Hospital, also within Metro North Health.

After legislation changes which came into effect on 1 July 2025, your application has been processed under the *Right to Information Act 2009* (Qld) (**RTI Act**). You requested access to:

I request access to all documents held by the MNHHS, specifically by the Mango Hill/Redcliffe/Caboolture Mental Health Acute Care Team (also referred to as the Metro North Mental Health Acute Care Team), relating to a mental health referral and subsequent welfare check concerning me on or around Thursday, 26 June 2025

On this date, I was contacted by phone by a representative from this team. The representative informed me that their contact was a direct result of a referral they had received from NSW Police (specifically, Kings Cross Police).

This referral falsely alleged that I had made threats to harm myself and/or had made "000 calls expressing suicidal thoughts"

Office:
Information Access Unit
Caboolture Hospital
McKean Street
CABOOLTURE QLD 4510

Postal:
Information Access Unit
Caboolture Hospital
LMB 3
CABOOLTURE QLD 4510

Contact:
Phone: (07) 5316 3943
Fax: (07) 5433 8706
Email: [Cab-HIS-IAU@health.qld.gov.au](mailto: Cab-HIS-IAU@health.qld.gov.au)

The specific documents I seek include, but are not limited to:

- 1. The complete incoming referral, report, or communication (e.g., email, system message, fax, or phone log) received from the NSW Police Force (Kings Cross) that initiated this action.*
- 2. All internal MNHHS or Queensland Health records, patient notes, case logs, and reports created in response to receiving this referral.*
- 3. All records, notes, and logs related to the phone call(s) made by the Mental Health Acute Care Team staff to me on or around June 26, 2025.*

For the purpose of this search, the date range is June 25, 2025, to June 27, 2025.

These documents are required to verify the origin and content of the malicious false report made against me 13131313. Caboolture Hospital

DOCUMENT SEARCHES

We have identified that the Caboolture Hospital within Metro North Health holds **16** pages of information within the scope of this application.

DECISION

I, Shanti Padme, Decision Maker, am delegated under section 30 of the RTI Act to make decisions and deal with applications under that Act.

On 25 November 2025, in relation to the **16** pages I've assessed, I've made the decision to:

- provide access in full to **9** pages, and
- provide access in part to **7** pages.

STATEMENT OF REASONS

Refusal of access to documents under section 47(3)(b) of the RTI Act

Access to some of the information within the documents has been refused under section 47(3)(b) of the RTI Act, because it comprises information the disclosure of which would, on balance, be contrary to the public interest under section 49 of the RTI Act.

Before I'm able to make the decision to refuse access to information under section 47(3)(b) of the RTI Act, section 49 of the RTI Act requires that I must conduct what's referred to as the public interest balancing test.

It is my responsibility to ensure I take into account all the relevant factors before making my decision about access to the information – I consider whether, on balance, it is contrary to the public interest to disclose that information.

Schedule 4(4)(6) of the RTI Act – Personal Information of another Person

We routinely release the name and contact details of officers who work for Metro North Health (our agency), however there are **7** pages of information that contains the personal information of a person who is not an officer of Metro North Health. This is considered to be the personal information of another person.

In making my decision in relation to whether to disclose the information in issue, in accordance with section 49(3)(a) to (d) of the RTI Act, I considered the following:

- there are no irrelevant factors from Schedule 4(1) for me to disregard in making my decision
- there are no factors favouring disclosure, and
- the factors favouring nondisclosure are:
 - Schedule 4(3)(3) – the disclosure of the information could reasonably be expected to prejudice the protection of an individual’s right to privacy, and
 - Schedule 4(4)(6) – the disclosure of the information could reasonably be expected to cause a public interest harm if disclosure would disclose personal information of another person, whether living or dead.

In accordance with section 49(e) to (g) of the RTI Act, I have conducted the public interest balancing test. I have considered that the object of the RTI Act is to give a right of access to information which is either in the government’s possession or under its control, and that the public interest would be served by promoting that interest.

As there is no benefit to in disclosing the information to you, as I have no reason to believe the individual NSW Police Officer involved is relevant, and you have been provided with access to the details of the relevant NSW Police Station, I give the most weight to the factor favouring nondisclosure of another person’s personal information.

Therefore, I have made the decision to refuse access to parts of 7 page of information under section 47(3)(b) of the RTI Act, in accordance with section 49 and Schedule 4(4)(6) of that Act.

Deletion of Information

The information which is contrary to the public interest to disclose in accordance with Schedule 4 of the RTI Act has been deleted in accordance with section 75 of that Act. This deletion has been done by way of redacting (blocking out) the information.

Access to Information

As the documents are being provided to you electronically through Kiteworks, which we use for secure file transfers, there are no access charges being applied to this application

Human Rights Act 2019 (Qld) (HR Act)

I have considered the HR Act during the decision-making process, and believe my decision is respectful and compatible with the HR Act, particularly the right to seek and receive information.

I encourage you to contact me if you would like to discuss the reasons for my decision to redact the personal information of other people.

REVIEW RIGHTS

If you do not agree that you have been provided with full access to all relevant documents, you may apply to have the decision reviewed. The RTI Act provides two separate levels of review of access decisions.

- **Internal Review***: Conducted by another, not less senior, officer of this agency.
- **External Review**: Conducted by the independent Office of the Information Commissioner.

* Please note that Internal Review is an optional step. You may elect to apply for Internal Review or alternatively, you may apply directly to the Office of the Information Commissioner for External Review. You cannot however apply for both levels of review at the same time.

To apply for Internal Review

If you disagree with my decision on access, you may request an Internal Review by another, not less senior officer of this agency. Your Internal Review application must be lodged in writing (such as an email) to office **within 20 business days** from the date of this decision notice.

Please address your Internal Review application to:

Internal Review Officer
Information Access Unit
Health Information Service
Caboolture Hospital
LMB 3
CABOOLTURE QLD 4510

Or email: Cab-HIS-IAU@health.qld.gov.au

Or fax: (07) 5433 8706

To apply for External Review

Alternatively, you may wish to seek an External Review of this decision by the Information Commissioner (**OIC**).

Your External Review application must be lodged with the OIC **within 20 business days** from the date of this decision letter OR if an Internal Review has been conducted, **within 20 business days** from the date of the Internal Review decision notice.

Please address your External Review application to:

In person: By appointment only at Level 11, 53 Albert Street, Brisbane

Post: Office of the Information Commissioner
PO Box 10143
Adelaide Street, Brisbane, Qld 4000

Or email: administration@oic.qld.gov.au

Or online: <http://www.oic.qld.gov.au>

I would be pleased to help you with any further enquiries. Please do not hesitate to contact this office by emailing Cab-HIS-IAU@health.qld.gov.au or calling (07) 5433 8660.

Yours sincerely

Shanti P

Shanti Padme
RTI/IP Decision Maker

Information Access Unit
Health Information Service
Caboolture Hospital
Metro North Health

25/11/2025