

Pursuant to section 9 of the [Freedom of Information Act 1991](#) (the Act), the following statement is made by the Commission on Excellence and Innovation in Health (CEIH).

Subject to certain restrictions to protect legitimate government, public and private interests, the Act gives you a legal right to:

- request access to documents held by a State Government agency
- request the amendment of documents about you which are incomplete, incorrect, out-of-date or misleading
- seek a review of a determination made by a State Government agency

An overview of how freedom of information (FOI) operates in South Australia is available from [State Records SA](#).

Agency functions and structure

The CEIH is an attached office of the Department of Health and Wellbeing (DHW), providing leadership and advice across SA Health and the State Government on clinical excellence and innovation, to improve the health of all South Australians. The CEIH is made up of the following directorates:

- Office of the Commissioner
- Consumer and Clinical Partnerships
- Clinical Informatics
- Human Centred Design, Improvement and Innovation

The CEIH is also guided by the Clinical Advisory Council and Statewide Clinical Network Steering Committees which provide advice, insight and support on our programs of work, aligned with statewide health priorities.

We want –

- excellent health experiences and outcomes for everyone
- consumers, carers and clinicians engaged in design, delivery and evaluation of health services
- increased confidence and pride in the health system
- a culture of innovation and striving for excellence in the health system
- South Australia recognised as a leader in healthcare innovation

We're working towards this by –

- encouraging innovation and creating opportunities for people to learn new skills
- bringing clinicians, consumers and the community together to solve problems through collaborating and learning from each other
- thinking big and looking for creative solutions to place South Australia as a global leader in health

More information on the CEIH's roles and functions is contained on our [website](#) and in our [Strategic Plan 2020-23](#).

Public participation

The CEIH looks for new perspectives and solutions to challenges by partnering with clinicians, consumers and other collaborators to turn innovative ideas into better healthcare. We do this through community consultation events, workshops and other activities conducted by our consumer advisory group and statewide clinical networks.

More information on how you can get involved is available on our [website](#).

Agency documents

The following types of documents are held by CEIH –

- various publications – discussion papers, reports, reviews, books, pamphlets, surveys, guidelines and proposals
- terms of reference for CEIH advisory bodies
- the CEIH Strategic Plan, annual reports and media releases
- corporate files, accounting and financial records regarding all aspects of the agency's operations and administration
- CEIH employee personnel files
- CEIH contracts and tenders

Please note – while most of the above documents are freely available from our [website](#), some records may be exempt from disclosure (subject to Schedule 1 of the Act).

Details of CEIH contracts and tenders are published [online](#) by the Department of Treasury and Finance.

Policies

As an attached office, the CEIH operates under SA Health policies, which are available free of charge by calling the Freedom of Information Officer within DHW on (08) 8226 0705.

FOI Applications

Enquiries regarding FOI applications can be directed to a DHW FOI officer:

(08) 8226 6145 – during office hours, Monday to Friday

Applying for access to documents

FOI applications for access to CEIH documents must –

- be made in writing by one of the following methods:
 - completing a State Records SA [Request for Access to Documents](#)
 - completing an online [Freedom of Information Request](#)
 - sending a letter or email to:

Freedom of Information Officer
Commission on Excellence and Innovation in Health
PO Box 287, Rundle Mall
ADELAIDE SA 5000

CEIHFOI@sa.gov.au

- specify that the application is made under the Act
- be accompanied by the prescribed application fee – currently \$38.25*
- clearly identify the documents being sought
- specify an Australian postal address where information can be sent
- specify how you would like to access the documents – either electronically or hardcopy, or viewed in person

*Additional processing charges may be incurred, however a reduction of fees and charges may apply in certain circumstances.

Review and appeal

If access to all or part of a requested document is denied, you will be informed of the reasons why and advised of your rights to seek a review or appeal.

Internal Review

Applications for an internal review of an FOI determination must be made within 30 days of the date of receipt of the determination. Applications are available from the [State Records SA website](#).

External Review

If you are dissatisfied with the internal review, you can lodge a request to the [Ombudsman SA](#) for an external review of determinations:

Ombudsman SA
PO Box 3651
RUNDLE MALL SA 5000

ombudsman@ombudsman.sa.gov.au

(08) 8226 8699
1800 182 150 (toll free outside metro SA only)

Appeal of FOI determination

If you are still dissatisfied with the CEIH determination after an internal review or after an external review by the Ombudsman SA, you can make an appeal to the South Australian Civil and Administrative Tribunal (SACAT) using their online [application form](#). Alternatively, you can contact SACAT directly for further information:

South Australian Civil and Administrative Tribunal
GPO Box 2361
ADELAIDE SA 5001

sacat@sacat.sa.gov.au

1800 723 767 – 9am to 4.30pm, Monday to Friday
