

PART II STATEMENT – Melbourne Health

We aim to make our information and documents easily accessible by members of the public. The statements listed in this part outline the functions of Melbourne Health and provide a non-exhaustive list of the types of information and documents that are either publicly available or available for access under the *Freedom of Information Act 1982* (Vic).

Organisation and function

Melbourne Health is a leading public health service in Victoria with a history of providing the best possible care to our patients and consumers. We are committed to applying evidence-based research to drive improvements in clinical outcomes and patient and consumer experience. Melbourne Health provides a comprehensive range of acute, sub-acute and community public health services to our local community within Melbourne's west and north, as well as regional and rural Victorians and interstate patients and consumers.

Melbourne Health provides care through three key services:

- The Royal Melbourne Hospital - Acute and sub-acute services
- NorthWestern Mental Health - Mental health services
- The Doherty Institute for Infection and Immunity - Infection and immunity service

For more information on the services that Melbourne Health provides, the governance and structure, and the committees and advisory groups please refer to:
<https://www.thermh.org.au/about/governance-structure>

Categories of documents

In the course of running our organisation and carrying out our functions, we create a range of documents, including:

- medical records
- contracts
- policies and procedures
- briefings and reports
- human resource records
- official correspondence
- meeting records
- financial records
- clinical training, research and education materials
- media releases

Our documents can be organised under the following broad categories:

- clinical operations – treatment records
- non-clinical operations – research and clinical training
- non-clinical support – procurement and supply chain, facilities and utilities support
- business and strategic planning
- financial management
- human resources (People & Culture)

- legal and corporate secretarial
- policy

Freedom of Information arrangements

The *Freedom of Information Act 1982* (Act) provides you a right to request access to documents held by government agencies. All applications made to Melbourne Health under that Act are processed in accordance with its provisions.

Applications must be made in writing and include sufficient detail to identify the correct documents covered by the request. Application forms and further details on how to access documents from Melbourne Health are available via the Royal Melbourne Hospital website:

<https://www.thermh.org.au/patients-visitors/coming-hospital/medical-records>

Please note that applications are not valid until the required application fee is paid (or waived) and we have sufficient detail to identify the correct documents.

Applications and requests for information can be made to:

Postal Applications:

Freedom of Information Officer
Health Information Services
PO Box 2155
The Royal Melbourne Hospital Victoria 3050

Email: FOIrequest@mh.org.au

Publications and Report literature

Key publications for the hospital include:

- [Annual reports](#)
- [Quality accounts](#)
- [RMH Foundation news and philanthropy reports](#)
- [Aboriginal Employment Plan](#)
- [Environmental Sustainability](#)

The Annual Report lists information on the operation of our organisation. Other documents can be found throughout this website. Alternatively, you may [contact Melbourne Health](#) to request a publication.

Melbourne Health reports annually to the Parliament of Victoria on its operations. Those reports are published in the [Parliament of Victoria's Tabled Documents Database](#).

Rules, Policies and Procedures

Policies guide our decisions and how we operate. We implement our policies through procedures and protocols.

Some of the key policies that relate to our community, patients and visitors include:

- [Australian Charter of Healthcare Rights](#)
- [Complaints about serious misconduct or corruption](#)
- [Freedom of Information](#)
- [Privacy policy](#)
- [Rights & Responsibilities](#)
- [Visiting hours](#)
- [Who pays for our services?](#)

We also have a range of policies and procedures to govern our daily operations and support the administrative functions of Melbourne Health. These include:

- Protected Disclosure policy
- Conflict of Interest (incorporating gifts, benefits and hospitality) policy
- Occupational Health and Safety Issue Resolution
- Consumer Feedback Management procedure
- Social Media (previously Social Networking) policy
- Appropriate use of email and internet policy
- Documentation and Records Management policy

Our clinical and non-clinical committees regularly review all our policies and procedures. To request to inspect and / or purchase a hard copy of any of the documents referred to above, please send your request to our [Freedom of Information Service](#).

Charges for Freedom of Information requests, in line with those set out in the Freedom of Information (Access Charges) Regulations 2014 apply.