

Freedom of Information Act 1982 (VIC)

PART II STATEMENT – Melbourne Health

As an organisation, we endeavour to make our documents and information easily accessible by members of the public. Pursuant to Part II of the *Freedom of Information Act* 1982 (VIC) (**the FOI Act**), Melbourne Health, operating as the Royal Melbourne Hospital (**the RMH**) must outline the functions, policies, and procedures as well as the types of information the organisation possesses that are either publicly available or available for access under the FOI Act.

1. Organisation and Function

The RMH is a leading public health service in Victoria with a history of providing the best possible care to our patients, consumers, and families. We provide a range of specialist services and are committed to applying evidence-based research to deliver sound and quality outcomes for all patients and consumers across the RMH.

1.1 The RMH

Melbourne Health, operating as the RMH, is a metropolitan health service established as of 1 July 2000 under Section 181 of the *Health Services Act* 1988 by Order of the Governor in Council dated 28 June 2000.

1.2 Services at the RMH

The RMH provides a comprehensive range of acute, sub-acute and community public health services within Melbourne's west and north, as well as to regional and rural Victorians and interstate patients and consumers.

The main services found across the RMH include:

- Acute care
- Subacute care (Rehabilitation, palliative, geriatric, maintenance care)
- Medical (Genetics, chronic kidney disease, clinical haematology, colorectal, dermatology, dialysis, cardiology, neurology, immunology & allergy, and infection prevention & surveillance etc.)
- Surgical (General, kidney, neurosurgery, orthopaedics, trauma, vascular etc.)
- Mental Health (Inpatient care, psychiatry, behavioural assessment, eating disorder programs etc.)
- Aged care
- Community care

For more information about the services that the RMH provides, please refer to:
<https://www.thermh.org.au/your-care>

1.3 Board Committee Structure

The RMH Board has established several committees, which include:

- Audit Committee
- Community Advisory Committee
- Finance Committee
- People, Culture and Remuneration Committee

- Quality and Population Health Committee
- The RMH Foundation Committee

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

2. Categories of Documents

While running our organisation and carrying out our functions, we create a range of documents to support our operational and administrative processes. In accordance with section 7 of the FOI Act, The RMH must outline the types of documents maintained by the organisation, which include:

- Medical records
- Contracts
- Policies and procedures
- Briefings and reports
- Human resource records
- Official correspondence
- 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

3. Freedom of Information Arrangements

The FOI Act provides individuals with a right to request access to documents held by government agencies. All applications made to the RMH under the FOI Act are processed in accordance with its provisions. This is inclusive of requests by patients for their own medical records; or requests to access a patient's record made on their behalf by, for example, next of kin, lawyers acting on behalf of patients; or insurance companies.

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, including fees and charges are available via the RMH website: <https://www.thermh.org.au/your-care/hospital-care/your-hospital-stay/your-medical-records/freedom-of-information>

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

Applications and requests for information can be made to the Freedom of Information department or lodged via post to:

Freedom of Information Officer
Medico-Legal Services
PO Box 2155
The Royal Melbourne Hospital Victoria 3050
Email: FOIrequest@mh.org.au

4. Publications and Report Literature

Key publications of the RMH can be accessed online, including:

- [Annual Reports](#)
- [Quality Accounts](#)
- [RMH Foundation News](#) and [Philanthropy Reports](#)
- [Aboriginal and/or Torres Strait Islander Employment Plan](#)
- [Environmental Sustainability](#)

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

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

5. Rules, Policies and Procedures

At the RMH, we have policies which guide our decisions and how we operate. We implement our policies through procedures and protocols.

Some of the key resources that relate to our community, patients and visitors include.

- [Your Rights & Responsibilities](#)
- [Complaints About Serious Misconduct or Corruption](#)
- [Freedom of Information](#)
- [Privacy & Disclaimer](#)
- [Visitors & 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 the RMH. These include:

- Public Interest Disclosure Procedure
- Conflict of Interest & Managing Gifts, Benefits & Hospitality Obligations Policy
- Occupational Health and Safety Issue Resolution
- Consumer Feedback Management Procedure
- Social Media Procedure
- Appropriate Use of Email and Internet Procedure
- 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](#).