

Freedom of Information Act 1982 (Vic)

Part II Statement – The Royal Women’s Hospital

In complying with Part II of the *Freedom of Information Act 1982 (Vic)* (**The Act**), the Royal Women’s Hospital (RWH) is obligated to publish a series of statements details the organisation’s functions, procedures, and the categories of documents it holds that are either publicly accessible or available for access under the Act.

1. Statement One: Organisation and function
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Statement One: Organisation and Functions

The Royal Women’s Hospital (RWH) is a leading specialist healthcare provider dedicated to Women’s and Newborn health. While we serve the local community, we also care for women with complex health needs across Victoria and Australia.

Our mission is to improve health care outcomes for women and newborns through world-class translational research, strong partnerships, and impactful advocacy and policy influence.

We offer specialised services in maternity, neonatal care, gynaecology, oncology and reproductive health, with a core commitment to delivering safe, effective, and patient centred high quality care for all patients and consumers at RWH

1.1 The Royal Women’s Hospital (RWH)

RWH delivers public health services in accordance with the principles set out under Section 17AA of the *Health Services Act 1988*, in which guide the provision of public hospital services in Victoria.

Following nine years as part of the Women’s and Children’s Health Network, the Victorian Parliament enacted legislation to establish RWH as an independent health service with its own Board of Directors, effective from 1 July 2004

1.2 Services offered at RWH

RWH’s clinical services are organised into five main streams of care:

- **Maternity** – covering pregnancy, birth, postnatal care, and specialised services for high-risk pregnancies
- **Cancer and Pre-Cancer** – including breast, cervical dysplasia, and gynaecological oncology services, delivered in partnership with the Victorian Comprehensive Cancer Centre (VCCC)
- **Gynaecology** – offering specialist care in gynaecology, reproductive health, contraception, and abortion
- **Neonatal** – providing intensive and special care for newborns
- **Social Model of Health** – delivering integrated clinical, psychosocial, and supportive services, including Aboriginal health, sexual assault and family violence support, alcohol and drug dependency services, and care for women from diverse and disadvantaged backgrounds

These care streams are supported by Perioperative Services, the Pauline Gandel Women's Imaging Centre, Allied Health, and Women's Emergency Care.

For more information about the services provided by RWH, please visit:

<https://www.thewomens.org.au/patients-visitors>

1.3 RWH Board Committee Structure

The RWH Board has established a number of committees which include:

- Patient & Consumer Experience Community Advisory committee
- Board Quality & Safety committee
- People, Culture & Engagement Committee
- Management Quality & Safety
- Management Quality & Safety Adverse Events Review
- Disability Action Plan
- Aboriginal Advisory Committee

The Board also collaborates with 72 consumer committees/groups across 39 diverse initiatives that extend beyond formal committees. This includes participation in health information reviews, focus groups, working groups, staff benefits and more. This wide-range range of engagement ensures that the services offered at RWH are shaped by a broad spectrum of patient and consumer perspectives.

Statement Two: Categories of documents

RWH has created a wide range of documents to support our administrative and operational activities. In accordance with Section 7 of the FOI Act, RWH is required to outline the types of documents we maintain, these some of which include:

- Medical Records
- Health Information
- Policies, framework, procedures and guidelines
- Human Resource Records
- Financial Records
- Contacts, procurement, supply chain, facilities and utilities support
- Clinical Operations - training, research, and education materials
- Briefings and reports
- Business and strategic planning
- Official Correspondence
- Media Releases

Statement Three: Freedom of Information arrangements

The *Freedom of Information Act 1982 (Vic)* (**The Act**) gives individuals the right to request access to documents held by government agencies. All Freedom of Information (FOI) applications made to RWH are processed in accordance with the Act's provisions. This includes requests from patients for their own medical records, as well as requests made on their behalf; for example by next of kin, legal representatives or insurance companies.

Applications must be submitted in writing either in the form of a letter or a completed application form and must include enough detail to identify the relevant documents. Applications must also include supporting documentation relevant to the request, for example a valid form of identification. Please note that applications are not considered valid until the required application fee has been

paid (or waived if the applicant can provide a current concession card). Charges for FOI requests are applied in accordance with the *Freedom of Information (Access Charges) Regulations 2014*.

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

Freedom of Information
The Royal Women's Hospital
Locked Bag 300
Parkville VIC 3052
Email: foi@thewomens.org.au

For FOI Application forms, along with further information about how to apply and access charges, please visit:

<https://www.thewomens.org.au/patients-visitors/patient-record-requests>

3.1 Record Amendments

If an individual believes that information in a document obtained from the RWH is inaccurate, incomplete, out of date, or misleading, they may request an amendment under section 39 of the Act.

Amendment requests must be made in writing and include detailed reasons explaining why the information is considered inaccurate, incomplete, outdated, or misleading. The applicant must also supply sufficient evidence to support their claim, in accordance with Section 40 of the Act.

If RWH agrees to the amendment, the Act allows the document to be altered or for a notation to be added under section 41. However, the original content cannot be deleted or removed unless approved by the Keeper of Public Records, as required by section 40.

If RWH refuses the amendment request, the applicant has the right to seek a review by the [Office of the Victorian Information Commissioner](#) (section 49A of the FOI Act) or appeal to the [Victorian Civil and Administrative Tribunal](#) (section 50)

There are no fees incurred when making an amendment request unless the individual also requests a copy of the record. In that case, the standard FOI application fee will apply.

Statement Four: Publications and Report Literature

RWH has a wide range of publications available via the website, some of which include:

- [Annual Reports](#)
- [Research Reports](#)
- [Strategies and Plans](#)
- [Quality Accounts](#)
- [Reconciliation Action Plan](#)
- [Disability Action Plan](#)

The Annual Report provides detailed information about the operations of the organisation. Additional documents are available across the RWH website.

If you are unable to locate a specific publication or document, please contact the [Freedom of Information Department](#) to request a copy.

Statement Five: Rules, Policies and Procedures

RWH has a comprehensive range of policies, procedures, and clinical guidelines in place to support effective governance and ensure a consistent, systematic approach to its operational and administrative functions, in alignment with organisational goals.

If you are unable to locate a specific policy, procedure and/or clinical guideline, please contact the [Freedom of Information Department](#) to request a copy.

Additionally, RWH has also developed key resources relevant to our community, patients, and visitors include available on our website:

- [Rights and responsibilities](#)
- [Your Privacy](#)
- [Feedback](#)
- [Making a complaint](#)
- [Freedom of Information](#)
- [Patient fees & billing](#)

For more information please visit:

<https://www.thewomens.org.au/patients-visitors>

