

Information Statement

South Metropolitan Health Service



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Introduction

This Information Statement (Statement) contains an overview of the business functions of South Metropolitan Health Service (SMHS), including a summary of how these functions affect members of the public and patients. It also describes the types of records SMHS holds and the methods available for the public to obtain information held by SMHS. It is provided in accordance with the requirements of sections 96 and 97 of the *Freedom of Information Act 1992 (WA)*.

The Statement outlines the various methods or legal instruments that are available to patients, the public or other agencies to obtain patient, corporate or other information from SMHS.

Under the *Health Services Act 2016*, the State of Western Australia is the statutory owner of all information assets within the WA Health system. The Director General of the Department of Health is granted authority to collect, use and disclose information on behalf of the State.

SMHS vision and values

The SMHS vision is **excellent health care, every time**. In delivering on this vision SMHS will be a health service that

- values a culture of safety and quality, and sustainability
- engages with all staff
- demonstrates high performance across all areas.

SMHS is unified across its hospitals and services by the values and behaviours that provide a strong expectation and conduct for all SMHS staff no matter where they work

Care

We provide compassionate care to the patient, their carer and family. Caring for patients starts with caring for our staff.

Integrity

We are accountable for our actions and always act with professionalism.

Respect

We welcome diversity and treat each other with dignity.

Excellence

We embrace opportunities to learn and continuously improve.

Teamwork

We recognise the importance of teams and together work collaboratively and in partnership.

For more information see [South Metropolitan Health Service - Vision and values](#)

SMHS structure and function

Operational structure

The organisational structure of SMHS can be viewed at [SMHS Organisational Structure](#).

Legislation

SMHS was established as a board governed health service provider in the *Health Services (Health Services Provider) Order 2016* made by the Minister for Health under Section 32 of the *Health Services Act 2016*.

Responsible Minister

SMHS is responsible to the Minister for Health the Honourable Amber-Jade Sanderson MLA.

Board of the authority

SMHS Board is the governing authority. See [South Metropolitan Health Service - Health Service Board](#) for profiles of the board.

For more information regarding governance see [South Metropolitan Health Service - Governance](#)

SMHS Service Delivery

SMHS delivers hospital and community-based services to nearly a quarter of the State's population within nine local government areas. In addition, SMHS provides services to WA Country Health Service (WACHS) patients from Great Southern, South West, Goldfields, Southern Wheatbelt and Goldfields as well as providing several state-wide services. SMHS comprises:

- Fiona Stanley Hospital (including Rottnest Island Nursing Post, Cockburn Health)
- Rockingham General Hospital
- Fremantle Hospital
- Murray District Hospital
- Peel Health Campus

Fiona Stanley Fremantle Hospitals Group

Fiona Stanley Hospital is the major tertiary hospital in the south metropolitan area and provides comprehensive healthcare services to adults, youth and children.

Fremantle Hospital supports the tertiary services at FSH and delivers specialist hospital services including mental health, aged care and elective surgical services.

Cockburn Health provides specialist mental health services.

Rottnest Island Nursing Post provides accident and emergency care to Rottnest Island residents and visitors.

Fremantle Community Mental Health Services provides multidisciplinary, recovery-focused care in the community to adult consumers aged 18 and over who have a mental illness and live in the FH catchment area.

Ventilator Dependent Quadriplegic Community Care is a statewide service that assists and supports eligible people requiring mechanical ventilation stay in the community.

Rockingham Peel Group

Rockingham General Hospital is a general hospital that provides multiple services and support ranging from palliative care, inpatient aged care rehabilitation, oncology and medical services, nursing and allied health outpatient services, emergency, acute and general medicine, surgical, psychiatry, paediatrics, neonatal and obstetrics.

Murray District Hospital (MDH) provides aged care services, particularly to people awaiting rehabilitation and end-of-life care under the Governance of a Geriatrician. They also provide care for patients who are waiting for permanent residential care.

Mandurah and Kwinana community health centres both provide community health programs and clinics focused on health promotion and disease prevention management for adults and children (children's services are provided by the Child and Adolescent Health Service).

Community Mental Health Services (Rockingham and Peel) provide a comprehensive range of services and programs for individuals, families and groups including assessments, care planning, support and education, and rehabilitation programs.

Peel Health Campus

Peel Health Campus provides a suite of general hospital services including emergency, medical, surgical, maternity, aged care, rehabilitation, and oncology.

The SMHS hospital network provides tertiary, secondary and specialist healthcare services. This includes emergency and critical care, elective and emergency surgery, general medical, mental health, inpatient and outpatient services, aged care, palliative care and women's, children's and neonates' services. SMHS also delivers the following statewide specialist services:

- adult burns
- hyperbaric
- rehabilitation
- heart, lung and renal transplants
- bone marrow transplants
- haemophilia and haemostasis.

SMHS hospitals collaborate with SMHS community-based services to ensure patients receive positive outcomes. Community-based services are an important part of the SMHS network as they aim to keep people from returning to hospital care.

SMHS is also responsible for delivery of the following services.

Subacute services

Under the SMHS Community Services program, these services facilitate early discharge from hospital by supporting individuals to remain independent in the community:

- Rehabilitation in the Home provides short to medium-term, in-home multidisciplinary assessment and rehabilitation post-discharge and from the community to prevent admission.
- Complex Needs Coordination Team provides an assessment and care coordination service to patients in the community with complex health needs.
- Community Physiotherapy Service provides evidence-based, subacute group-based physiotherapy assessment and rehabilitation at local community facilities.

Western Australia Voluntary Assisted Dying Statewide Care Navigator Service

A result of the *Voluntary Assisted Dying Act 2019*, this new statewide outreach service supports anyone involved with voluntary assisted dying in WA including patients, the family and carers of patients, community members, health professionals and service providers. The service:

- provides general information about voluntary assisted dying
- provides specific information about voluntary assisted dying in WA
- helps locate doctors or nurse practitioners willing and eligible to participate in voluntary assisted dying
- assists people to access regional support packages
- links people to other helpful resources.

Western Australian Limb Service for Amputees

The statewide Western Australian Limb Service for Amputees (WALSA) service provides funding for the purchase of essential prostheses to eligible WA residents.

Documents held by SMHS

Clinical

Keeping accurate health records is an important part of providing quality patient care. SMHS collects, uses and records various type of data and information about patients in both paper-based and electronic forms.

A patient's healthcare record is an electronic record that details the medical history and medical care over the course of their treatment/visit. Doctors, nurses and other health professionals type notes in the healthcare record on everything from illnesses, symptoms and the results of medical tests to the types of medication that have been prescribed to a patient:

- inpatient/outpatient notes
- test results
- photographs
- radiological images
- discharge summaries
- medication charts
- correspondence
- diagnostic reports.

SMHS also holds information about patients that is not directly related to patient care, such as:

- CCTV footage
- Clinical Incident Management System (CIMS) incident report and findings
- accounts for hospital or outpatient-related care.

Additionally, SMHS has a vast suite of applications and systems for collecting and storing patient data/information securely. Information in these applications is protected by security features and governed by a steward and custodian. Data can also be extracted and provided on a suitable platform for review or release.

Freeze on destruction of child-related records

On 12 November 2012, the Prime Minister, the Hon Julia Gillard MP, announced the Australian Government's intention to establish a Royal Commission into Institutional Responses to Child Sexual Abuse in Australia (the Royal Commission). One of the key recommendations of the Royal Commission was to impose a freeze on the disposal of records relating to young people.

In line with the recommendations of the Final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse, the State Records Office of Western Australia (SROWA) has issued a disposal freeze on records documenting, or that may be relevant to, actual or alleged incidents of child sexual abuse. The disposal freeze overrides any pre-existing disposal authorisations given within retention and disposal schedules.

Corporate

SMHS also holds corporate records. Under the *State Records Act 2000*, a state record is defined as any record of information (in any form) created, received or maintained by a government organisation or parliamentary department in the course of conducting its business activities. These records demonstrate SMHS is functioning in accordance with its legal responsibilities and accountabilities as an HSP. These include records that have administrative, fiscal, legal, evidential or historical value, such as:

- occupation, health and safety reports, audits or investigation
- financial records – including invoices and payments
- human resources records for SMHS staff
- procurement and contracts
- governance committee meeting papers/minutes.

Information Disclosure

Request for information (ROI)

This type of access release relates to the disclosure of information in accordance with legislation that permits or requires SMHS to exchange information or produce documents without the consent of the person to whom the information relates. Examples of such legislation are:

- *Health Services Act 2016*
- *Public Health Act 2016*
- *Mental Health Act 2014*
- *Children and Community Services Act 2004*
- *Criminal Investigation Act 2006*
- *District Court Rules 2005*
- *Family Court Act 1997*
- *Guardianship and Administration Act 1990*
- *Mental Health Act 2014*
- *Parliamentary Commissioner Act 1971*
- *Rules of the Supreme Court 1971*
- *Work Health and Safety Act 2020*

The provision of patient consent is dependent on the type of request received. Common requests received include:

- police, courts and tribunal requests – orders and notices to produce, subpoenas and summons
- Department of Communities – child protection and family support
- Australian Health Practitioner Regulation Agency (AHPRA)
- requests from other treating clinicians
- coronial investigations.

Members of the public are encouraged to contact SMHS regarding any document held by the agency. SMHS will endeavour to release documentation outside of the Freedom of Information process where possible. Where the documentation is unavailable outside of the FOI process, SMHS will assist the public with the process for obtaining the document under Freedom of Information.

Freedom of Information (FOI)

The *Freedom of Information Act 1992* gives the public a general right of access to documents/records held in state and local government agencies. The public (applicant) may make a request to:

- access personal records
- access other information held by SMHS and/or SMHS hospitals
- change personal information if proven to be inaccurate or misleading
- request a review of a Freedom of Information decision regarding access or amendment of personal information, if not satisfied with the initial decision.

All applications must:

- be in writing
- provide an Australian postal address
- have enough information to enable the document(s) to be identified
- be accompanied by an application fee if requesting access to non-personal information.

When requesting access to personal information, the additional information of date of birth and a telephone contact number will assist in the identification of the medical record and enable consultation with the applicant if required.

On receipt of an application, an acknowledgment letter is sent to the applicant, which states the date for the Hospital and Health Service to make a decision regarding access, which is within 45 days of the application being received.

The applicant is also requested to advise the preferred method of provision of documents etc. unless already indicated.

Application forms are available from the Freedom of Information Office if required.

Applications can be lodged in person, by post or email with the relevant SMHS hospital or SMHS corporate division.

Fiona Stanley Fremantle Hospital Group

Freedom of Information Office
Fiona Stanley Hospital
Level 2 Administration Building
14 Barry Marshall Parade
MURDOCH WA 6150

Freedom of Information Coordinator
Fiona Stanley Hospital
Locked Bay 100
PALMYRA DC WA 6961
FSFHG.FOI@health.wa.gov.au

Rockingham Peel Group

Freedom of Information Office
Rockingham Peel Group
PO Box 2033
ROCKINGHAM WA 6967
Rgh.foi@health.wa.gov.au

Peel Health Campus

Freedom of Information Office
110 Lakes Road
MANDURAH WA 6210
PO Box 2013
MANDURAH DC WA 6210
PHC.FOI@health.wa.gov.au

South Metropolitan Health Service

Manager, Chief Executive Office
Fiona Stanley Hospital
Level 2 Administration Building
14 Barry Marshall Parade
MURDOCH WA 6150

Further information can be obtained by telephoning the Freedom of Information Office for specific information

- Fiona Stanley Hospital: (08) 6152 1057
- Peel Health Campus: (08) 9531 8000
- Rockingham General Hospital: (08) 9599 4968, (08) 9599 4632 or (08) 9599 4323
- South Metropolitan Health Service: (08) 6152 1057

Access will be given to the applicant in the form requested, unless this proves to be impractical. Access to Visual Display Units may be restricted if third party personal information cannot be excluded. Except for films, tapes and microfiche, all documents are inspected by appointment only, in the Freedom of Information Office, which is open between the hours of 8.00 am to 4.00 pm Monday to Friday.

Amendment of personal information

If an applicant believes personal information held about them is inaccurate, misleading, incorrect or out of date, he/she has the right to request an amendment be made. The application must be in writing, including supporting evidence for the requested amendment, and the type of amendment wanted; i.e. altering, or striking out the information; inserting new information; or, adding a note in relation to the information.

The agency has 30 days in which to make a decision on the amendment application. If the agency decides not to amend the information, the applicant has the right to request (in writing) to have an attachment added to the document(s).

The agency can refuse to do this if the attachment is deemed to be defamatory or unnecessarily voluminous. The applicant will be sent a Notice of Decision, which explains all decisions made on their amendment of document(s) application, or attachment of a notation.

Rights of review

Internal review

If the applicant is not satisfied with the initial decision in relation to their application for access to information or their application for amendment of personal information, he/she has the right to request an internal review. An application for internal review must be lodged with the relevant agency within 30 days of receiving their written Notice of Decision, and must:

- be in writing
- provide particulars of the decision to be reviewed
- provide an address in Australia.

The outcome for an application for internal review may result in a confirmation, variation or reversal of the original decision under review. The applicant will be advised of the outcome within 15 days.

External review

If the applicant is not satisfied with the internal review decision, they may lodge a complaint with the Information Commissioner seeking external review of that decision. They are required to lodge their complaint with the Information Commissioner's Office within 60 days of receiving the Notice of Decision on the internal review. A complaint to the Information Commissioner must:

- be in writing
- have attached to it a copy of the decision on internal review
- provide an address in Australia.

There is no lodgement fee for an application for internal review and no charges for dealing with an internal review request. There is also no charge for lodging a complaint with the Information Commissioner's Office.

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000
Telephone: (08) 6551 7888
Facsimile: (08) 6551 7889

Costs

Requests for the applicant's personal information, or those authorised for someone else, are free of charge.

Applications for other documents (which are non-personal in nature) require a \$30 application fee to be paid when the application is lodged. There may also be other charges as follows:

- \$30 per hour of staff time (or pro rata for part of an hour) for dealing with an application (agencies cannot charge for locating the documents within the scope of your request);
- \$30 per hour (or pro rata for part of an hour) for supervision by staff when access is given to view documents, or the time taken by staff to prepare a transcript from a tape or make photocopies;
- 20 cents per photocopy; and
- actual costs incurred by the agency for preparing a copy of a tape, film or computerised information, or arranging delivery, packaging and postage of documents.

Internal and external reviews do not attract costs.

An estimate of charges will be provided to the applicant if the time spent dealing with an application for non-personal information is likely to exceed an hour; i.e. in excess of \$25.00

General provisions relating to charges

For an applicant who is:

- impecunious, in the opinion of the agency to whom the application is made or
- the holder of a currently valid pensioner concession card issued on behalf of the Commonwealth to that person, or any other card which may be prescribed as being a pensioner concession card under the Rates and Charges (Rebates and Deferments) Act 1992

the charge payable is reduced by 25 per cent.