



Government of **Western Australia**  
**South Metropolitan Health Service**

# Freedom of Information Statement

South Metropolitan Health Service

May 2020



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# 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.

# SMHS structure and function

## Operational 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*.

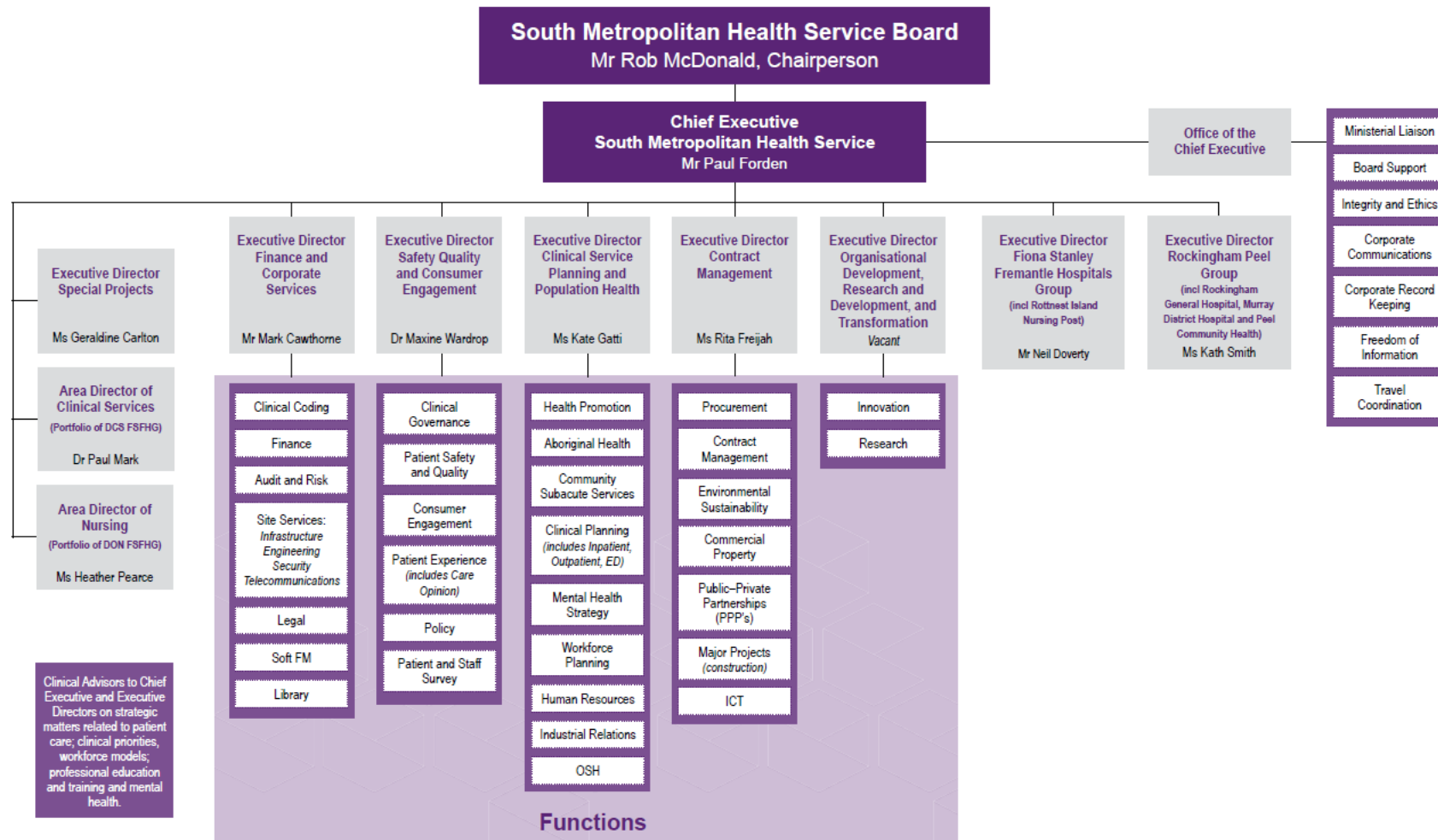
### Responsible Minister

SMHS is responsible to the Deputy Premier, Minister for Health and Mental Health, the Honourable Roger Cook MLA.

### Board of the authority

SMHS Board is the governing authority.

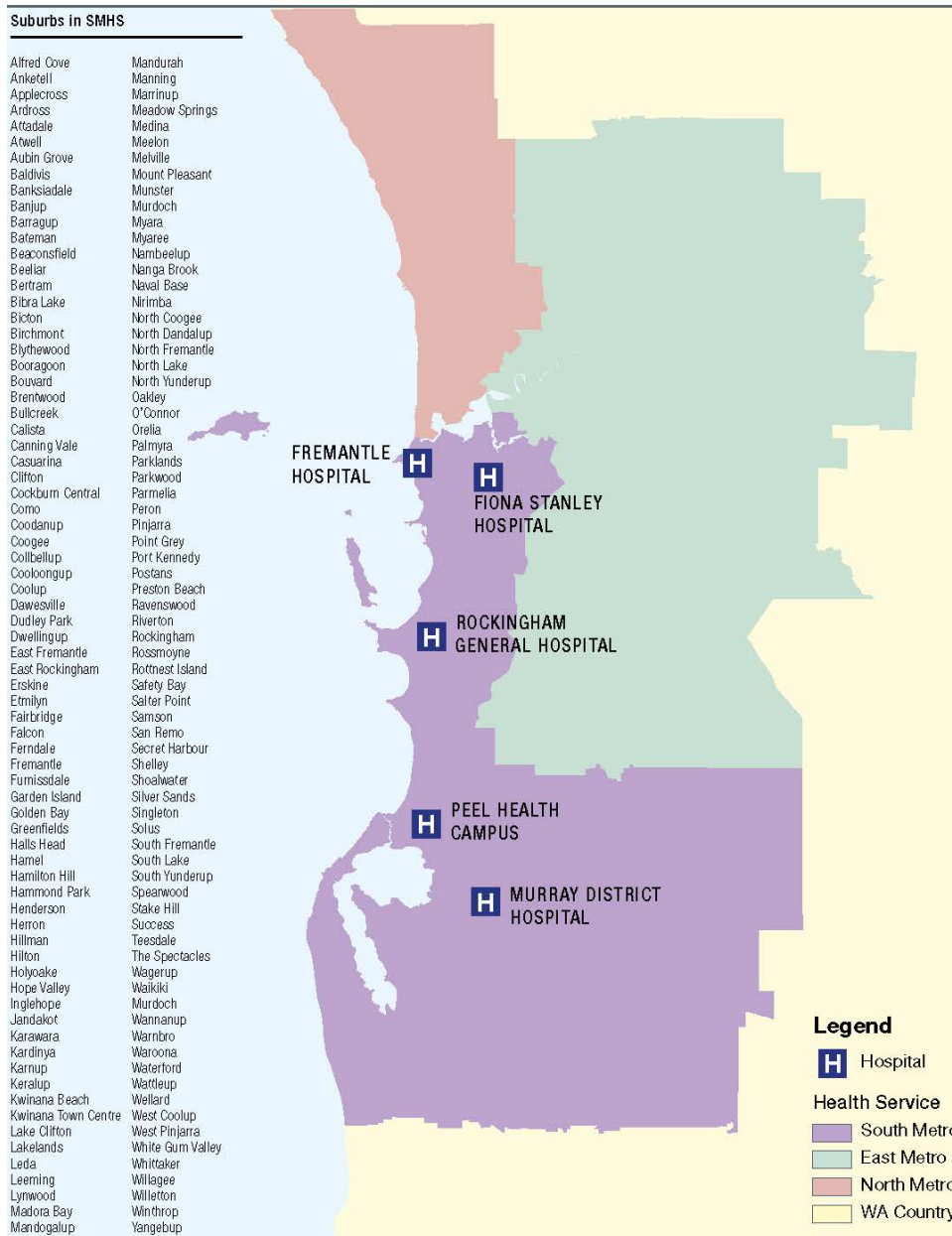
# Organisational structure



The Minister and Director General, Department of Health (System Manager) have oversight of SMHS. The SMHS Board is appointed by the Minister for Health and has the power to direct the Board. The System Manager is the employing authority of the SMHS Chief Executive.

# 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)
- Rockingham General Hospital
- Fremantle Hospital
- Murray District Hospital
- Peel Health Campus delivered as a public private partnership with Ramsay Health Care Limited.

A range of highly specialised multi-disciplinary services are offered to adults and children including:

- medical
- surgical
- emergency
- rehabilitation and aged care
- coronary care
- cancer care
- intensive and high dependency care
- mental health
- paediatric
- obstetric and neonatal
- palliative care.

In addition, the health service provides statewide services including:

- adult burns
- hyperbaric
- rehabilitation
- heart and lung transplant.

SMHS is also responsible for delivering local health promotion, community-based programs, and the Western Australian Limb Service for Amputees (WALSA):

- Health Promotion partners with community groups, workplaces, schools and local government within the SHMS catchment to reduce the prevalence of lifestyle-related chronic disease through public policy initiatives, advocacy and community-focused programs.
- Subacute service delivery programs help the facilitation of early discharge from hospital, support individuals in remaining independent, and prevent re-admissions. These services are provided metropolitan-wide by SMHS:
  - Rehabilitation in the Home (RITH) provides short to medium-term, in-home multi-disciplinary rehabilitation post-discharge, or to prevent admission.
  - CoNeCT (Complex Needs Coordination Team) provides an assessment and care coordination service to patients in the community with complex health needs.
  - Community Physiotherapy Service (CPS) provides evidence-based, sub-acute physiotherapy rehabilitation at local community facilities.
- WALSA provides funding for the purchase of essential prostheses for eligible amputees through an integrated client-focused service with three contracted community based private prosthetic service providers.
- As part of its public health responsibilities, SMHS works in partnership with the WA Health Communicable Disease Control Directorate and other service providers to prevent and control the spread of communicable diseases.

## Fiona Stanley Fremantle Hospitals Group

The single streamlined governance structure of Fiona Stanley Fremantle Hospitals Group helps to ensure greater integration between the two hospitals with better access and flow for patients within and across specialty areas.

Fiona Stanley Hospital (FSH) is the major tertiary hospital in the south metropolitan area and offers comprehensive health care services to communities south of Perth and across the State. It has 783 beds and offers a comprehensive range of services including:

- general and specialist medical and surgical
- sub-acute services including rehabilitation and aged care
- comprehensive cancer services
- State Adult Burns Unit
- State Rehabilitation Service
- State heart and lung transplant service
- emergency and intensive care
- mental health
- maternity, paediatric and neonate.

As a 300-bed specialist hospital, Fremantle Hospital (FH) is important in supporting FSH as the tertiary centre and for the ongoing delivery of services to patients within the south metropolitan catchment. FH offers a range of services including mental health, aged care, and elective surgical services in the following specialties:

- general surgery
- orthopaedics
- plastic surgery – specifically hands
- ear, nose and throat
- gynaecological
- dental and maxillo-facial
- endoscopy
- ophthalmology.

## Rockingham Peel Group

Services at RkPG comprise of:

- Rockingham General Hospital (RGH)
- Murray District Hospital (MDH)
- Mandurah Community Health Centre
- Kwinana Community Health
- Rockingham Community Mental Health Service
- Peel Community Mental Health Service

RGH is a 204-bed general hospital with an Emergency Department (ED) and supports the following inpatient services:

- acute and general medicine
- geriatric medicine
- palliative care
- paediatrics
- obstetric and neonatal services
- surgical including ear, nose and throat, gastroenterology, general, gynaecology, orthopaedic, urology and paediatric (general)
- intensive care
- psychiatry (adult and older adult)

A range of day procedure and outpatient services are provided including chemotherapy.

MDH is a 15-bed rural site located in Pinjarra and provides mainly aged care beds. Medical care is provided by medical staff from RGH and local General Practitioners (GPs) credentialed with admitting rights. Support services delivered at the hospital include medical imaging and allied health.

## Peel Health Campus

Peel Health Campus (PHC) is a 193 bed public and private hospital of which 140 public beds are managed in partnership with private provider, Ramsay Health Care Australia Pty Ltd. PHC provides a full suite of general hospital services, including a 24 hour emergency department, medical and surgical services, maternity, aged care, rehabilitation, and oncology services.

## Public participation

The Fiona Stanley Hospital Consumer and Community Advisory Council (FSH CCAC) was established to enable local consumers and communities to contribute to the strategic planning and service development for the Health Service.

The Council's role is to:

- Promote consumer, carer and community participation, including the development and implementation of the FSH Consumer and Carer Engagement Framework
- Address issues requiring consumer and community participation
- Participate in relevant hospital committees/meetings/forums to provide a consumer perspective
- Review information provided to patients and consumers of the hospital services
- Participate in the broad strategic planning and service development process
- Assist in developing and monitoring key performance indicators for service quality and accessibility.

For information in relation to public participation for the Rockingham Peel Group, reference should be made to information obtainable on the Rockingham Peel Group [internet site](#).



# Documents held by SMHS

SMHS maintains many types of data and reports about a consumer / patient and these can be stored in different media (in either hard or soft copy). These records, generally defined as a 'Health Record' may comprise clinical records (e.g. medical history, treatment notes, observations, correspondence, investigations, test results, photographs, prescription records, medication charts), administrative records (e.g. contact and demographic information, legal and occupational health and safety reports) and financial records (e.g. invoices, payments and insurance information.)

SMHS also holds corporate records. These records demonstrate that SMHS is functioning in accordance with its legal responsibilities and accountabilities as a Health Service Provider, including records which may have administrative, fiscal, legal, evidential or historical value.

## Requesting access to documents

Members of the public are encouraged to contact SMHS with regard to 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.

## How to make a FOI application

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.

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

Application forms are available from:

- [Fiona Stanley Fremantle Hospital Group](#)
- [Rockingham Peel Group](#)

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 Coordinator

Fiona Stanley Hospital

Locked Bay 100

PALMYRA DC WA 6961

[FSFHG.foi@health.wa.gov.au](mailto:FSFHG.foi@health.wa.gov.au)

### **Rockingham General Hospital**

Freedom of Information Office

Rockingham Peel Group

PO Box 2033

ROCKINGHAM WA 6967

[RGH.foi@health.wa.gov.au](mailto:RGH.foi@health.wa.gov.au)

### **South Metropolitan Health Service**

Manager, Integrity & Ethics

Fiona Stanley Hospital

2<sup>nd</sup> Floor Administration Building

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
- Rockingham General Hospital: (08) 9599 4251
- South Metropolitan Health Service: (08) 6152 3047

# 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; and
- 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; and
- 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%.