

## Freedom of Information

### Statement II Publication of Information

In accordance with Part II of the *Freedom of Information Act 1982 (FOI)*, Bass Coast Health is required to publish certain statements relating to its functions, processes and documents held by this organisation.

#### Statement 1: Organisation and functions

Bass Coast Health (BCH) is the major public healthcare provider within the Bass Coast Shire in South Gippsland. It is an integrated health service providing a range of emergency, acute, sub-acute, ancillary medical, specialist, aged and ambulatory care services. The Health Service is fully accredited under the National Safety and Quality Health Service (NSQHS) Standards set by the Australian Commission on Safety and Quality in Healthcare.

Aged Care residential services are provided in the 30 bed Kirrak House residential care facility in Wonthaggi and Griffiths Point Lodge Hostel is a 29-bed residential care facility situated at San Remo, overlooking Cape Woolamai. All residential aged care services are accredited through the Aged Care Quality and Safety Commission against the Aged Care Quality Standards (ACQS).

BCH offers a wide range of community and welfare services that are provided at Wonthaggi, San Remo, Inverloch, Grantville, Corinella and Cowes. BCH's community services provide a wide range of Allied Health and Clinical Nurse Consulting services that include assessment and treatment to clients within the Gippsland South Coast. These services are delivered in a variety of settings including inpatients, outpatients, residential aged care facilities and in clients' homes and embraces the Active Service Model as its underlying philosophy. Community services are accredited against various standards including NSQHS, NDIS, ACQS and Social Service Standards.

The service is committed to working collaboratively and in partnership with other health services, local government and state government. BCH is an active member of the Gippsland Health Alliance and Sub-Regional Partnerships.

Interpreter services may be organised in advance to facilitate care requirements such as elective admission, and procedural consent.

#### Statement 2: Categories of documents

BCH creates and maintains a large number of documents and records in the course of its work.

The types of documents that BCH maintains include:

- policy, procedures and standards
- reports
- medical records
- registers
- correspondence
- meeting records
- financial records
- audio visual material
- staff records
- archival records

The definition of the word "document" is given broad scope in the FOI Act. Examples of documents are books, maps, plans, drawings, audio-visual media, photographs and documents that could be produced in discrete form by the use of a computer or other equipment (e.g. material stored in a database, USB stick or hard drive). It does not include library material maintained for reference purposes.

The categories of documents in possession of BCH and accessible under FOI are:

- Accident compensation rehabilitation records
- Accommodation records
- Administrative correspondence including:
  - Corporate notifications
  - General correspondence
  - Medico-legal correspondence
  - Alerts
- Minutes of meetings including those of the following:
  - Aged Care Quality Meeting
  - Aged Care Advisory Committee
  - Acute Medical Local Operational and Quality Team Meetings
  - Anti Microbial Stewardship (AMS) (Sub Committee)
  - AS4187 (Sub committee)
  - Asset Management
  - Assets, Infrastructure and Capital (Sub Committee)
  - BCH and Imaging Associates Liaison Performance Meeting
  - Better@home Local Operational and Quality Team Meetings
  - Blood Management Committee
  - Board of Directors
  - Communicating for Safety Committee
  - Community Advisory Committee
  - Comprehensive Care Committee
  - Corporate Governance Committee
  - Digital Health Committee (Sub Committee)
  - Emergency Department Local Operational and Quality Team Meetings
  - Emergency Department/UCC Morbidity and Mortality Meetings
  - Emergency Management / OH&S / Security Working Group
  - Emergency Services & BCH Liaison Meeting
  - Finance & Procurement (Sub Committee)
  - Finance, Audit & Risk Committee
  - First Peoples Advisory Committee
  - GP/LIASON Meeting
  - Haemodialysis Local Operational and Quality Team Meetings
  - Infection, Prevention & Control Committee
  - ITCU Local Operational and Quality Team Meetings
  - JMS Supervisors Meeting (JMS)
  - Junior Medical Staff Advisory Group (JMSAC)
  - Maternity Services Local Operational and Quality Team Meetings
  - Medical and Subacute Morbidity and Mortality Meetings
  - Medical Workforce Bureau
  - Medication Safety Committee

- Monash Pathology & BCH Liaison Meeting
  - Partnerships and Engagement Committee
  - People and Culture Committee (Sub Committee)
  - Perinatal and Maternal Morbidity and Mortality Meetings
  - Primary & Community Care Quality Meeting
  - Quality & Clinical Governance Committee
  - Quality and Clinical Risk Committee
  - Recognising and Responding to Acute Deterioration Committee
  - Remuneration Committee
  - Research Governance
  - Senior Appointment Credentialling Committee (SACC)
  - Senior Medical Staff (SMS)
  - Serious Adverse Events (SAE) Committee
  - South Gippsland Coast Partnership Meetings
  - Sub-acute Local Operational and Quality Team Meetings
  - Surgical Services Local Operational and Quality Team Meetings
  - Surgical Services/Anaesthetics Morbidity and Mortality Meetings
  - Urgent Care Centre Local Operational and Quality Team Meetings
  - Volunteer Steering Committee
- Annual and Financial reports
  - Audit records
  - Building and Planning permits and associated documents, including plans
  - Business Plans
  - Complaints and compliments
  - Dangerous Drug Records
  - Dietary records for patients and residents
  - Disclosures of conflicts of interest
  - Donations
  - Fundraising
  - Grants
  - Incidents
  - Infection Prevention & Control
  - Legal documents, including contracts, leases, agreements, licences, instruments of delegation, instruments of appointment and authorisation, legal advices, and court documents
  - Mailing lists
  - Media releases and general advertising
  - Medical records including:
    - Allied health
    - Community Services
    - District nursing
    - Hospital
    - Residential care
  - Occupational Health safety inspections
  - Personnel records, organisational and staffing records and resource management records
  - Photographs
  - Policies, guidelines, strategies and plans, including their development and implementation
  - Publications, including written health information and newsletters

- Quality program, reports and records of activities
- Requests for information under the Freedom of Information Act 1982 and files and papers relevant to the consideration of those requests
- Reports prepared by external consultants
- Risk Management assessments
- Staff accident and injury records
- Staff education
- Standard Operating Procedures
- Stock ordering and supply
- Surveys, statistics, and data
- Tender evaluations
- Training material

## Statement 3: FOI Arrangements

The FOI Act provides individuals with a right to request access to documents held by BCH.

All FOI requests for access to documents must:

- Be in writing, in either the form of a letter, email or a completed FOI application form;
- Clearly describe the documents being requested;
- Include a \$32.70 application fee (from 1 July 2024) or evidence that the applicant qualifies for a waiver of the application fee;
- Include photo identification.

BCH has an FOI Application form which is available at the hospital's reception desk or on-line from the [Bass Coast Health](#) website.

When completed, the form should include all of the information and details necessary for the request to be processed.

All requests should be submitted to:

The Freedom of Information Officer  
Bass Coast Health  
P.O. Box 120  
Wonthaggi Vic. 3995  
Email: [BCH.ROI@basscoasthealth.org.au](mailto:BCH.ROI@basscoasthealth.org.au)

In addition to the application fee, charges may apply for access to documents in accordance with the provision of the *Freedom of Information (Access Charges) Regulations 2004*.

Charges associated with Freedom of Information Requests are as follows:

- Application Fee \$32.70\*
- Search and Retrieval \$20.00 per hour (minimum)
- Photocopying @ \$00.20c per black and white A4 page
- Inspection of documents\*\* \$5 per quarter hour

\* BCH will waive the application fee for those in possession of a Healthcare card if they provide a copy (front and back) of their card along with their application. Fees can also be waived if payment of the fee will cause financial hardship.

\*\* Where access is granted to inspect, obtain or peruse material, arrangements will be made during normal office hours, Monday – Friday, 8am to 4pm.

## 3.1 Request to Amend Records

Where an individual believes the information in a document retrieved from BCH is inaccurate, incomplete, out-of-date or gives a misleading impression, they may request an amendment be made to that part of the document under section 39 of the FOI Act. Section 40 of the FOI Act requires the request be in writing, specify the applicant's address for BCH's notice of decision to be sent and specify details as to why the information is incomplete, incorrect, out-of-date or gives a misleading impression. The individual must provide sufficient evidence in their application to demonstrate their belief. Where BCH agrees to the amendment, the FOI Act permits an alteration or a notation under section 41 to be made to the document. However, section 40 of the FOI Act prohibits the original information from being deleted or expunged except with the concurrence of the Keeper of Public Records. Where BCH rejects the application to amend the record, the FOI Act permits the individual to apply for review to the Office of the Victorian Information Commissioner under section 49A of the FOI Act or to the Victorian Civil Administrative Tribunal under section 50 of the FOI Act. No fees are applied to this type of application unless the individual is seeking a copy of the record. In that instance, the required application fee will apply.

## Statement 4: Publications

BCH produces a wide range of written health information throughout the organisation. Written health information is any information, including brochures, instruction sheets, poster, advertising fliers and/or information available to consumers via electronic or print media. Written health information is distributed by the staff providing treatment, care and/or services.

The BCH website has links to a wide range of publications available including the following:

- BCH Strategic Plan
- BCH Organisational Structure
- BCH Annual Report
- Cancer Council Victoria
- Freedom of Information statement and information
- Gifts Register
- Media releases
- Primary Health Services —Patient/Client Fees Schedule
- Statutory Declarations

## Statement 5: Rules, policies and procedures

BCH maintains a range of policy and procedural documents. There are processes in place to regularly review policies and procedures. A list is available upon request.

The office of the Chief Executive Officer should be contacted for further information regarding the BCH rules, policies and procedures.

## Statement 6: Report literature

Under section 11 of the Freedom of Information Act, BCH must make a wide range of final reports and records of decisions relating to policy and the administration of policy available for inspection or purchase. The literature listed below is considered of interest to the public:

- Annual Report
- Victorian Healthcare Experience Survey