



Mercy Health

Care first

ABN 74 762 230 429

INTERNAL REVIEW

Your Appeal Rights

If you have lodged a Freedom of Information (FOI) request within Mercy Health and you are not satisfied with the decision, you may request an internal review.

What is an Internal Review?

An Internal Review is a process where the Chief Executive Officer (CEO) or his/her delegated officer, who is not the original FOI decision maker, independently reviews your request. This officer makes a fresh decision on your request and will provide comment on the way the original decision was reached.

An Internal Review is usually the first step to take if you were not satisfied with the outcome of your request.

An Internal Review may be sought if you thought the Mercy Health Freedom of Information decision maker:

- Applied the FOI exemptions incorrectly
- Refused or deferred access or correction to all or part of the requested information
- Charged above the stated fees to enable you to access the requested information

What is the Timeframe for Requesting an Internal Review?

The delegated Internal Review Officer for Mercy Health is the Manager, Health Information Services, Mercy Hospital for Women.

The Manager, Health Information Services must receive an Internal Review application within the following timelines:

- No later than **28 days** after you receive the decision letter in all instances for exemptions withheld under S31 (1), S33 (1), S35 (1) of the FOI Act.
- No later than **70 days** after you receive the decision letter only when there is an exemption under S33 (4) of the FOI Act.

Who should I address my request for an Internal Review to?

Applications for review must be made in writing and addressed to:

Manager, Health Information Services
Mercy Hospital for Women
163 Studley Road
HEIDELBERG VIC 3084

An internal review must be completed by the delegated Internal Review Officer within 14 days of receiving the internal review request.

What are my rights if I'm not satisfied with the outcome of the Internal Review?

If you are not satisfied with the outcome of the internal review, you may appeal to the Victorian Civil and Administrative Appeals Tribunal (VCAT). You may also contact the Ombudsman with a request to investigate the basis of Mercy Health's decision.