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## RCHM Policy and Procedure Framework

The Royal Children's Hospital Melbourne (RCHM) has 24 policies that establish a framework for the operation of the hospital. The policies relevant to this case study are:

- Vulnerable Children
- Quality Improvement and Risk Management
- Consumer Focussed Care
- Culturally Responsive Care
- Code of Conduct
- Human Resources
- Privacy
- Information Technology
- Communications and Marketing
- Facilities Management

Each policy is supported by a number of hospital-wide procedures that guide the day-to-day implementation of the policy objectives.

The implementation of the policy framework is also supported by various committees established to ensure continuous improvement. Each committee is guided by terms of reference and most are chaired by a member of the Executive.

At an operational level, departments also develop their own local work practices, protocols and templates to guide their daily activities and ensure the delivery of high quality health services. The departments relevant to this case study are Gatehouse Centre, Victorian Paediatric Forensic Medical Service, Family Services, and Banksia Ward (mental health ward).

The attached schedules list the policies, procedures, and local documents relevant to each of the following areas examined by the Royal Commission:

- recruitment, screening, health and mental wellbeing checks and working with children checks in relation to volunteers (schedule 1);
- use of badges, access passes or volunteer registries in relation to volunteers (schedule 2);
- supervision and management of volunteers while on hospital premises (schedule 3); and
- complaints of child sexual abuse (schedule 4) includes a number of other documents including committee terms of reference and the clinical practice guideline for suspected child sexual abuse.