



Agency Information Guide

2021-2022

Government Information (Public Access Act) 2009

“Open Government involves a tangible and consistent commitment by government to increase access to information, engage with citizens and be accountable. Agency Information Guides serve this commitment by providing a public resource that informs citizens about the information that the agency holds, the agency’s engagement channels, and its decision-making processes”

NSW Information Commissioner

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1. Structure and Functions of South Eastern Sydney Local Health District

1.1 About South Eastern Sydney Local Health District

At South Eastern Sydney Local Health District (SESLHD) our vision is '*Working Together to Improve the Health and Wellbeing of our Community*' which is patient focused and respects the diverse and developing health needs of our communities. Our staff strive to provide excellence in healthcare and uphold a high standard of care for all patients, families, carers and visitors to our facilities.

At the CORE of our organisation is a set of values - Collaboration, Openness, Respect and Empowerment.

SESLHD is one of the largest local health districts in Sydney, covering a geographical area of 468 square kilometres from Sydney's central business district to the Royal National Park. We proudly deliver health care to around 930,000 residents across the local government areas of Woollahra, Waverley, Randwick, Bayside, Kogarah, Hurstville and Sutherland Shire. We also provide a key role in helping residents of Lord Howe and Norfolk islands.

SESLHD manages nine hospitals including:

- [Calvary Healthcare](#) (third schedule with Catholic Care)
- [Prince of Wales Hospital](#)
- [Royal Hospital for Women](#)
- [St George Hospital](#)
- [The Sutherland Hospital](#)
- [Sydney / Sydney Eye Hospital](#)
- [War Memorial Hospital](#) (third schedule with Uniting Care)
- [Gower Wilson Memorial](#)
- [Garrawarra Centre](#)

Additionally, SESLHD operates Child and Family Health Centres, Community Health Centres and Oral Health Clinics; providing prevention, early intervention and community-based treatment, palliative care and rehabilitation services. Drug and Alcohol, Mental Health, Breastscreening, HIV/AIDS, Public Health, Women's Health, Youth Health, Sexual Health, Imaging and Pathology services are provided at a number of facilities across SESLHD.

SESLHD also provides a key role in assisting residents of Lord Howe Island and Norfolk Island with access to hospitals and facilities of SESLHD, as well as state-wide health services.



Location / Postal Address

Telephone: (02) 9540 7756
Facsimile: (02) 9540 8757
Email: SESLHD-Mail@health.nsw.gov.au

Street Address:

District Executive Unit
 Level 4
 The Sutherland Hospital
 Cnr The Kingsway and Kareena Road
 CARINGBAH NSW 2229

Postal Address:

District Executive Unit
 Locked Mail Bag 21
 TAREN POINT NSW 2229



We have begun to pave the way for our future strategic direction – focusing on strong, healthy communities and keeping people out of hospital as much as possible. Our starting point is not hospitals, doctors and institutions, but patients, people and communities.

Annual Report

1.2 Organisational Structure and Resources

SESLHD commenced operations on 1 January 2011. SESLHD is a part of NSW Health. In addition to our Local Health District, NSW Health comprises the NSW Ministry of Health and 17 other Local Health Districts, statutory health corporations and affiliated health organisations.

SESLHD has been set-up in accordance with the National Health and Hospital Agreement. Local decision-making is at the forefront of how the organisation will function, led by a professional Health District Board and LHD Chief Executive. A guide to key legal obligations of agencies forming part of NSW Health can be found at: <https://www.health.nsw.gov.au/legislation/Pages/legal-compendium.aspx>.



Mr Tobi Wilson is the SESLHD Chief Executive. The Chief Executive has overall responsibility for the leadership, management and oversight of SESLHD.

1.2.1 South Eastern Sydney Local Health District Board

The SESLHD Board has been established as per the New South Wales *Health Services Act 1997*. The SESLHD Board consists of 12 members appointed by the New South Wales Minister for Health.

The SESLHD Board is chaired by Mr Michael Still MBA and 12 Board Members:

- Ms Patricia Azarias
- Ms Elli Baker
- Mr Jonathan Doy
- Associate Prof Robert Farnsworth OAM
- Associate Professor Peter Gonski
- Dr Debra Graves
- Mr Liam Harte
- Dr Gregory Levenston
- Ms Janet McDonald AO
- Mr Neville Mitchell
- Ms Helene Orr
- Professor Allan Spigelman

The Board Meeting Schedule and Board Minutes including the Joint Board and facility/service Clinical Council meeting minutes are published on the District's website at <https://www.seslhd.health.nsw.gov.au/about-us/seslhd-board/seslhd-board-meeting-minutes>.



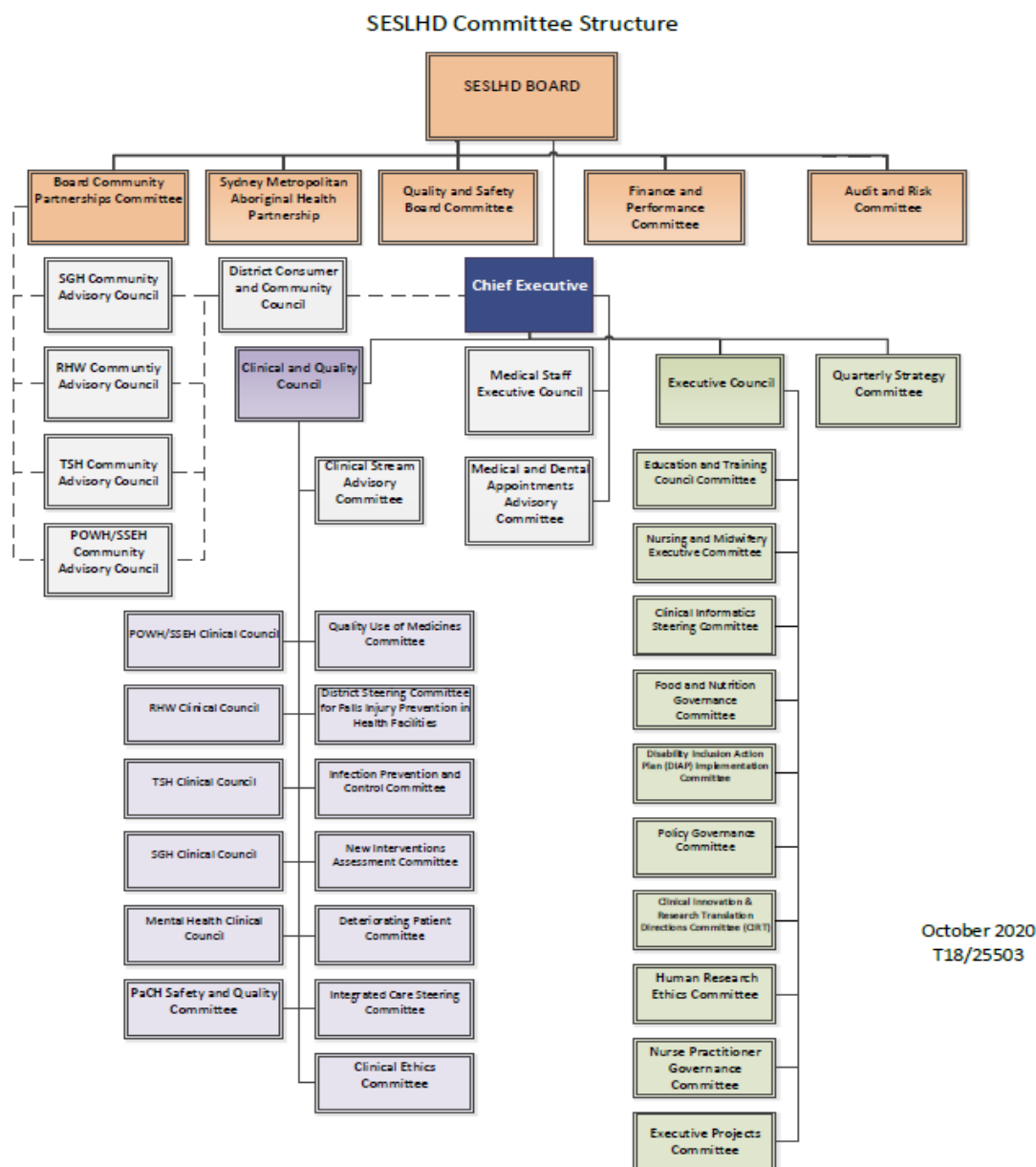
1.2.2 Senior Executive

SESLHD's Senior Executive consists of the following positions:

- Chief Executive
- Executive Director, Operations
- Director, Strategy, Innovation and Improvement
- Director, Nursing and Midwifery Services
- Director, Clinical Governance and Medical Services
- Director, Population and Community Health
- Director, Allied Health
- Director, Information Management Services
- Director, People and Culture
- Director, Finance
- Director, Internal Audit
- Director, Corporate and Legal Services
- Director, Research
- General Manager, Mental Health Service
- General Manager, Prince of Wales Hospital and Sydney/Sydney Eye Hospital
- General Manager, St George Hospital
- General Manager, The Sutherland Hospital and Garrawarra Centre
- General Manager, Royal Hospital for Women
- Manager, Media and Communications



1.2.3 Committee Structure



1.3 Key Facilities

South Eastern Sydney Local Health District administers the following nine acute and sub-acute facilities:

- **Two A1 Principal Referral Hospitals:** Prince of Wales Hospital and Community Health Service (Randwick) and St George Hospital and Community Health Service (Kogarah).
- **Two A3 Specialised Referral Hospitals:** The Royal Hospital for Women (Randwick) and Sydney/Sydney Eye Hospital (Sydney City).
- **One BM Major Metropolitan Hospital:** The Sutherland Hospital and Community Health Service (Caringbah).
- **One F4 Sub-Acute Third Schedule Hospital:** Calvary Health Care Sydney (Kogarah).
- **One F6 Third Schedule Rehabilitation Facility:** War Memorial Hospital (Waverley).
- **One F2 Nursing Home:** Garrawarra Centre (Waterfall).
- **One F3 Multi-Purpose Centre:** Gower Wilson Memorial Hospital (Lord Howe Island).

1.4 Key Services

- Aboriginal and Torres Strait Islander Services
- Allied Health
- Clinical Services
- Corporate Services
- District Medical Services
- Health Professionals
- Mental Health
- Nursing and Midwifery Services
- Planning, Population Health and Equity
- Primary Integrated and Community Health
- Strategy, Innovation and Improvement
- Statewide Services

Hospitals

- Prince of Wales Hospital
- Royal Hospital for Women
- St George Hospital
- The Sutherland Hospital
- Sydney Hospital and Sydney Eye Hospital



1.5 Strategy and Health Plans

[Journey to Excellence Strategy 2018-2021](#)

The South Eastern Sydney Local Health District *Journey to Excellence Strategy 2018-2021* outlines the district’s vision and strategic priorities. This Strategy has been developed in partnership with staff, community and other service providers to guide SESLHD towards transformational change over the next three years and beyond.

[South Eastern Sydney Local Health District Community Partnership Strategy](#)

The *SESLHD Community Partnership Strategy* outlines our commitment to genuine and inclusive engagement, involvement and partnerships with our consumers, carers, volunteers and broader community. By working together and shifting to a co-producing approach to health service design and delivery, we aim to improve the consumer and carer experience and improve population outcomes for the community who we serve.

[Greater Randwick Integrated Health Services Plan](#)

The *Greater Randwick Integrated Health Services Plan* has been produced in response to a funding announcement by the NSW Minister for Health to redevelop the Randwick Hospitals' Campus. The Campus forms part of a specialised health and academic health sciences precinct which includes the University of New South Wales Kensington Campus, and the immediate surrounding areas.

[St George Integrated Health Services Plan 2018](#)

The St George Integrated Health Services Plan outlines our aspirations for the delivery of health care to the residents of the St George area and beyond.

[South Eastern Sydney Local Health District Equity Strategy](#)

The *Equity Strategy* outlines our vision and framework for promoting fairness in health and wellbeing for our local communities. The framework recognises that by leveraging community assets, frontline service providers can develop solutions better tailored to service user need, increasing their impact. Service users and communities experience improved service outcomes and become partners in the delivery of their own care, building their capacity and resilience for the future.

[South Eastern Sydney Local Health District Research Strategy 2017-2021](#)

The *SESLHD Research Strategy 2017-2021* recognises the fundamental importance of research, and is guided by two major objectives: building research capacity in SESLHD and fostering research and translation within SESLHD. It encompasses all SESLHD clinical and preventive services, whether they be in the community or in a hospital, all disciplines and professions – such as medicine, nursing, allied health, population health and quality improvement - along with clinical research, clinical trials, health services research, population health, improvement science, implementation research and more.

[South Eastern Sydney Local Health District Aged Care Clinical Services Plan 2019 - 2021](#)

The Aged Care Clinical Services Plan 2019-2021 outlines the key priorities and actions for Aged Care Services over the next three years. The Plan is aligned with the strategic priorities of the SESLHD Journey to Excellence Strategy 2018-2021 and relevant state and national policies, and follows on from the achievements of the Aged Care Clinical Services Plan 2015-2018.

[The Royal for Women 2014-2020 Strategic Plan](#)

The *Royal for Women 2014-2020 Strategic Plan* lays out a path that builds on their proud record while preparing for the next challenges – population growth and changes in fertility rates; advances in neonatal care and clinical practice in general; changes in the inpatient mix accompanying a shift to same day and ambulatory care and, critically, changing expectations from women as consumers of health services.

[The Mental Health Clinical Services Plan 2013-2018](#)

The *Mental Health Clinical Services Plan 2013-2018* presents an outline of current services and strategic priorities for the Mental Health Service. The Plan identifies the scope and breadth of the community and those who currently, or in the future, need to access mental health services. An overview of the Mental Health Service is provided and reflects the diversity and complexity of clinical need.

[Advancing Surgical Services - SESLHD Surgical, Anaesthetic and Perioperative Services Clinical Services Plan 2018-2021](#)

The *Advancing Surgical Services - SESLHD Surgical, Anaesthetic, Perioperative Services Clinical Services Plan, 2018- 2021* provides strategic directions for the surgical, perioperative and anaesthetic services delivered by the South Eastern Sydney Local Health District.

[South Eastern Sydney Local Health District Cancer Clinical Services Plan 2019 – 2022](#)

The *Cancer Clinical Services Plan 2019 – 2022* outlines our aspirations, priorities and proposed actions to address this important health priority over the next four years. It reflects the strategic context of the *SESLHD Journey to Excellence Strategy 2018-2021* and the *NSW Cancer Plan*. It was informed by our knowledge of

the impact of cancer experienced by our patients, their families and carers and by our clinicians' contemporary thinking on models of cancer care.

[Drug and Alcohol Clinical Services Plan 2017](#)

The *Drug and Alcohol Clinical Services Plan 2017* details the approach SESLHD will take to over the next 5 to 10 years to enhance our responses to substance use, and how it affects clients, their communities and our services.

[SESLHD ICT Strategy](#)

The *SESLHD ICT Strategy* sets the direction for our ICT focus areas over the next five years. It details the key areas of investment to provide our staff with contemporary tools and technology that will keep us at the forefront of eHealth implementation and leaders in the provision of healthcare in NSW.

[South Eastern Sydney Local Health District HIV and Sexual Health Strategy 2019-2024](#)

The *SESLHD HIV and Sexual Health Strategy 2019-2024* has been developed to provide an overarching framework and model of care for HIV and sexual health service provision; and development over the next five years.

[South Eastern Sydney Local Health District Carers Strategy 2019-2022](#)

The *South Eastern Sydney Local Health District Carers Strategy 2019-2022* is our Local Health District's response to the *NSW Health Recognition and Support for Carers*.

[SESLHD Environmental Sustainability Plan 2019-2021](#)

The *SESLHD Environmental Sustainability Plan* represents one step towards developing more environmentally sustainable health care and considers the breadth of opportunity for SESLHD to promote a sustainable health care system which supports healthy lives and delivers exceptional care.

[South Eastern Sydney Local Health District Research Strategy 2017-2021](#)

The *SESLHD Research Strategy 2017-2021* recognises the fundamental importance of research, and is guided by two major objectives: building research capacity in SESLHD and fostering research and translation within SESLHD.

[War Memorial Hospital Waverley Clinical Strategic Plan 2018](#)

The *War Memorial Hospital Waverley Clinical Strategic Plan 2018* seeks to transform and develop initiatives that keep patients healthy, active and, where possible, out of hospital.

2. Community Participation

SESLHD has a strong commitment to involving community members (consumers, carers, volunteers, the broader community and agencies) in the planning, co-design, delivery and evaluation of our services and programs. SESLHD is keen for community members to have more control over the decisions being made concerning their own health and wellbeing. The [SESLHD Community Partnerships Strategy](#) outlines how SESLHD will work with the community to improve the health and wellbeing of all within our District.

The [SESLHD Board Community Partnership Committee](#) is a committee of the SESLHD Board. It provides advice and makes recommendations to the Board, Chief Executive, Executive Team and other staff. The purpose of this Committee is to ensure our organisation has a coordinated and comprehensive approach to partnering and engaging with individuals, local communities and with external agencies.

SESLHD Website

Our website is used to provide the public with resources and information about our regulatory functions and activities, health alerts, submissions, policies, news and developments. Members of the public can use the [Contact Information](#) page of the website to get in touch with us and provide feedback on our services and functions. The website can be accessed at <https://www.seslhd.health.nsw.gov.au/>.

2.1 Community Advisory Committees

Our hospitals and community health services also have local Community Advisory Committees. Key responsibilities of the Community Advisory Committees include:

- Facilitating communication between consumers, carers and community groups and the Health Service
- Considering all issues raised by all members of the committee
- Ensuring information and education materials are available and are easy to understand
- Participating in the health service planning processes
- Developing an annual strategic plan for consumer and community participation, including carer issues
- Working constructively with other Community Advisory Committees' throughout SESLHD, SESLHD's Health Advisory Council and with SESLHD's management and staff.

A range of other community/stakeholder advisory committees are in place across the district to provide local communities with a voice. These include, but are not limited to, people living with mental illness, hepatitis C, HIV, the Sydney Metropolitan Local Aboriginal Health Partnership and the Multicultural Health Stakeholder Advisory Committee.

For further information about the Community Partnerships Program is available from the **Community Partnerships Unit**:

Telephone: (02) 9332 9725
Email: SESLHD-YourVoice@health.nsw.gov.au

2.2 Be Part of the Conversation

The SESLHD's Community Hub (<https://yourvoice.seslhd.health.nsw.gov.au/>) is a place where people can connect, share ideas, resources and patient experience stories. The public is encouraged to help shape the SESLHD services by participating in 'What matters to you?' and 'Share your story'.

Together we can ensure that every person who experiences our care feels welcome, valued, and safe. Patient feedback is welcomed <https://www.patientopinion.org.au/>.

2.3 Become a Consumer Representative

A consumer representative is someone who has chosen to become involved and provide advice, based on their own experiences and knowledge, with the ultimate aim of improving the local health services.

Consumer representatives are often involved with a committee, project or event and are able to provide a unique point of view, while also connecting with communities to find out their perspectives and experiences.

Being a consumer representative invites the public to have a real say in the way health services are provided - <https://www.seslhd.health.nsw.gov.au/become-a-consumer-representative-south-eastern-sydney-local-health-district>.



To contact a Community Advisory Committee or to discuss consumer participation in SESLHD view the Community Partnership Contact List at <https://www.seslhd.health.nsw.gov.au/services-clinics/directory/community-partnerships/community-partnerships-contact-list>.

South East Sydney Local Health District is accredited by the Australian Commission on Safety and Quality in Health Care. Every four years reviewers visit our services to make sure we meet the [National Safety and Quality Health Service \(NSQHS\) Standards](#). Standard 2 - Partnering with Consumers requires that:

Health service organisations communicate with consumers in a way that supports effective partnerships.

3. How to access South Eastern Sydney Local Health District's Information

SESLHD is committed to the principle of open and transparent government. Under the provisions of the *Government Information (Public Access) Act 2009* ("GIPA" Act) there is a right of access to certain information held by SESLHD unless there is an overriding public interest against its disclosure.

SESLHD holds information in various formats in respect of the wide range of functions it undertakes and information which is pertinent to issues relating to health in general.

Information may be made available either by informal release or via an access application in accordance with Section 7-9 of the GIPA Act.

There are four main ways in which SESLHD provides access to information under the GIPA Act:

- 1 Mandatory Release
- 2 Proactive Release
- 3 Informal Release and
- 4 Formal Access Application.

Any applications made under the GIPA Act will be processed in accordance with the requirements of the Act.

3.1 Mandatory Release – Open Access Information

The GIPA Act provides a proactive, open approach to gaining access to government information in New South Wales. The objects of the GIPA Act are to maintain and advance a system of responsible and representative democratic Government that is open, accountable, fair and effective.

SESLHD is required to publish specific open access information on our [website](#), free of charge. The following documents are defined as "Open Access Information" under section 18 of the GIPA Act and will be released without the need for a Formal Access Application under this Act:

- SESLHD's Agency Information Guide (available on SESLHD's website);
- Information about SESLHD contained in any document tabled in Parliament by or on behalf of SESLHD, other than any document tabled by order of either House of Parliament;
- SESLHD's policy documents (available on SESLHD's website);
- SESLHD's Disclosure Log of Formal Access Applications (available on SESLHD's website);
- SESLHD's Register of Government Contracts (available on NSW eTendering website);
- SESLHD's record of the open access information (if any) that it does not make publicly available on the basis of an overriding public interest against disclosure; and
- Such other government information as may be prescribed by the GIPA Regulations as open access information.

Freely available information is also provided through the following publications:

- Annual Reports
- Strategic Plans
- Health Plans
- Minutes of Board Meetings
- Privacy Management Plan
- Complaints Procedure.

3.1.1 Policies and Publications

SESLHD is bound by all the policies of the NSW Ministry of Health.

Policies and procedures play an important role by defining an organisation's principles, they provide our staff with instructions and form our governance structure. They encompass our CORE values of Collaboration, Openness, Respect and Empowerment.

Governance documents may be known as Policies, Procedures, Business Rules, Information Bulletins, Protocols, Frameworks or Guidelines.

All SESLHD policies, procedures and guidelines can be found on the SESLHD internet site under [Policies and Publications](#).

3.1.2 Register of Government Contracts

SESLHD is required to publish the details of any contract we have entered into with private sector entities, with a value of \$150,000.00 or more, or is likely to have a value of \$150,000.00 or more. Details concerning all NSW Health contracts are available at the [NSW eTendering](#) website.

3.1.3 Public Health Alerts

From time to time, public health issues arise which may have an acute impact on the community. Public health alerts generated by our Public Health Unit most commonly involve communicable or other infectious diseases.

These alerts are written to assist clinicians, GPs and other healthcare workers. Members of the community are advised to contact a medical practitioner for advice regarding any illness.

Information about Public Health Alerts and any other Public Health issues are found on the Public Health internet site <https://www.seslhd.health.nsw.gov.au/services-clinics/directory/public-health/public-health-hot-topics-and-alerts>.

3.1.4 Documents Tabled in Parliament

SESLHD is required to provide access to information about SESLHD contained in a document tabled in Parliament by or on behalf of SESLHD. As such the following links are provided:

- Tabled papers in Legislative Assembly (<https://www.parliament.nsw.gov.au/la/papers/pages/house-papers.aspx?state=housepapers&s=1>); and
- Tabled Papers in Legislative Council (<https://www.parliament.nsw.gov.au/lc/taledpapers/pages/house-papers.aspx?state=housepapers>).



3.1.5 Disclosure Log

We maintain a disclosure log under section 25 of the GIPA Act which documents the information we release in response to access applications, and that may be of interest to members of the public.

Our disclosure log provides a mechanism to further proactively release information to the public and is located at: <https://www.seslhd.health.nsw.gov.au/services-clinics/directory/right-to-information/disclosure-log>.

3.2 Proactive Release

Section 7 of the GIPA Act authorises and encourages agencies to make any government information held by an agency publicly available unless there is an overriding public interest against disclosure. This may include any government information or datasets that are compiled, recorded or stored in printed or electronic form. We routinely identify information for proactive release.

SESLHD must review its proactive release program at intervals of not more than 12 months. Currently, proactively released information and available on the SESLHD's website includes:

- NSW Health Annual Report
- SESLHD GIPA Annual Report
- SESLHD Journey to Excellence Strategy 2018-2020
- St George Integrated Health Services Plan 2018
- Greater Randwick Integrated Health Services Plan
- SESLHD Equity Strategy
- SESLHD Community Partnership Strategy
- SESLHD HIV and Sexual Health Strategy 2019-2024
- SESLHD Carers Strategy 2019-2022
- SESLHD Environmental Sustainability Plan 2019-2021
- SESLHD Research Strategy 2017-2021
- War Memorial Hospital Waverley Clinical Strategic Plan 2018
- The Royal for Women 2014-2020 Strategic Plan
- SESLHD Aged Care Clinical Services Plan 2019-2021
- Advancing Surgical Services - SESLHD Surgical, Anaesthetic and Perioperative Services Clinical Services Plan 2018-2021
- The Mental Health Clinical Services Plan
- SESLHD Cancer Clinical Services Plan 2019-2022
- SESLHD ICT Strategy
- Drug and Alcohol Clinical Services Plan
- SESLHD Workforce Diversity Annual Report
- SESLHD - Our Year In Review
- Service Agreement between Secretary, NSW Health and SESLHD for the period 2020 - 2021
- Budget Notifications
 - Prince of Wales Hospital
 - Royal Hospital for Women
 - St George Hospital
 - The Sutherland Hospital
 - Population and Community Health
 - Garrawarra Centre
 - Sydney/ Sydney Eye Hospital
 - Calvary Health Care
 - War Memorial Hospital
 - Mental Health

3.2.1 Media and Communications

The SESLHD's [Media and Communications Unit](#) (Unit) is responsible for all media requests and inquiries for SESLHD and is the primary point of contact for news organisations and can arrange media interviews with staff, on site media filming and advice on major public health issues, disease outbreaks, upcoming events, research projects and capital works.

The Unit is also the primary contact for media requests:

Contact

- 24-hour media on-call number: 0409 973 612
- NSW DonateLife and the NSW Organ and Tissue Donation Service: (02) 8566 1700
- Prince of Wales Hospital and Sydney/Sydney Eye Hospital: (02) 9382 8398
- Royal Hospital for Women: (02) 9382 4583
- St George Hospital: (02) 9113 2601
- The Sutherland Hospital: (02) 9113 2601
- Email: SESLHD-Communications@health.nsw.gov.au

3.2.2 Media Releases

Media and Communications releases media documents to inform the public of improvements, health information and alerts. Our website provides all media releases from 1 January 2011 until the present day. These are located at: <https://www.seslhd.health.nsw.gov.au/services-clinics/directory/media-and-communications-home>.

- [2016 Media Releases](#)
- [2017 Media Releases](#)
- [2018 Media Releases](#)
- [2019 Media Releases](#)
- [2020 Media Releases](#)
- [2021 Media Release](#)

3.3 Informal Release

Members of the public can request information from us that is not available through our website. We will endeavour to respond to these requests informally, and only require a formal access application in limited circumstances.

If the information is in the public interest to disclose, we will make the information available free of charge and through our website.

An informal request for access to information can be made by contacting the GIPA Right to Information Officer – see contact details at section 3.4.

3.3.1 How can I access my medical records?

Medical records can be accessed under the GIPA Act but are generally accessed under the *Health Records and Information Privacy Act 2002* (HRIPA) (<https://www.legislation.nsw.gov.au/#/view/act/2002/71>). The Medical Records Department in the relevant hospital can help you apply for your medical record under HRIPA.

Please telephone the relevant Hospital directly when applying for your personal medical records. Contact details for each hospital are listed on the SESLHD website on the right to information page at <https://www.seslhd.health.nsw.gov.au/services-clinics/directory/right-to-information/where-can-i-access-my-medical-records>.

Contact details for each hospital are listed below:

Hospital	Contact	Contact Number
Calvary Health Care Sydney	Medico Legal Department	(02) 9533 3088
Prince of Wales Hospital	Medico-Legal Section	(02) 9382 3771
Royal Hospital for Women	Medico-Legal Section	(02) 9382 6812
The Sutherland Hospital	Medico-Legal Section	(02) 9540 7156
St. George Hospital	Medico-Legal Section	(02) 9113 2166
Sydney/Sydney Eye Hospital	Medico-Legal Unit	(02) 9382 7339
War Memorial Hospital	Medical Records Department	(02) 9369 0242

A fact sheet about accessing your medical or health records from public health facilities, such as NSW hospitals is available from the NSW information and Privacy Commission at: <https://www.ipc.nsw.gov.au/fact-sheet-access-health-information-health-care-consumers>

A fact sheet about accessing your medical records from private health practitioners, such as your dentist, GP specialists or private hospitals, is available from the NSW information and Privacy Commission at: <https://www.ipc.nsw.gov.au/fact-sheet-access-health-information-health-care-consumers>

3.4 Formal Release

If information:

- is not available via Proactive or Informal Release; or
- involves a large volume of information, requires extensive research and accordingly will involve an unreasonable amount of time and resources to produce; or
- contains personal or confidential information about a third party which may require consultation; or
- is of a sensitive nature that requires careful weighing of the consideration in favour of and against disclosure; **then**

SESLHD requires a formal access application to be submitted. To make a formal access application for information held by us, an access application must:

- be in writing (our GIPA Act Access Application Form can be found at: <http://www.seslhd.health.nsw.gov.au/services-clinics/directory/right-to-information>)
- sent via Australia Post to:
 GIPA Right to Information Officer
 South Eastern Sydney Local Health District
 GPO Box 1614
 SYDNEY NSW 2001; **or**

- sent by email to SESLHD-LegalServicesUnit@health.nsw.gov.au; **and**
- be accompanied by payment of the prescribed application fee; **and**
- clearly indicate that it is a formal access application made under the GIPA Act; **and**
- must state the name of the applicant and provide a postal or email address as contact for correspondence in connection with the application; **and**
- provide such information as is reasonably necessary to enable the government information applied for to be identified.

Please note, an application will be invalid if it seeks access to excluded information or does not meet the requirements for a Formal Access application.

Request for information from Calvary Health Care, War Memorial Hospital and Gower Wilson Memorial Hospital should be directed to the facility.

3.4.1 'Personal in Nature' Applications

Section 55(5) of the GIPA Act provides for SESLHD to require proof of an applicant's identity as a precondition to providing access to information.

A copy of one of the items listed below should be forwarded with an application considered 'personal' in nature:

- a current passport; **or**
- a copy of a certificate or extract from a register of births; **or**
- a current driver licence; **or**
- a statutory declaration from an individual who has known the person for at least one year; or if the person is a prisoner within the meaning of the *Corrective Services Act 2006*, a copy of the person's identity card from the department administering that Act, duly certified by a corrective services officer within the meaning of that Act.

3.4.2 Fees and Charges

The Government Information (Public Access) Regulation requires that Open Access information held by SESLHD, is to be made publicly available for inspection, free of charge. The public is entitled to inspect these documents on SESLHD's website (unless there is an unreasonable additional cost to SESLHD to publish these documents on the website) and at the offices of SESLHD during ordinary office hours or at any other place as determined by the SESLHD. Any current and previous documents of this type may be inspected by the public free of charge. Copies can be supplied for reasonable copying charges.

As set out at section 41(1)(c) of the GIPA Act, Formal Access Applications require payment of \$30.00 application fee and \$30.00 (section 61(1) of the GIPA Act) hourly processing charges may apply.

An applicant must disclose on their access application whether they have applied to another agency, at any time, for substantially the same information, and if so, they must identify the agency. However, an application will not be invalid if an applicant fails to make this disclosure (section 41(1A) of the GIPA Act).

3.4.3 Copyright

Nothing in the regulations requires or permits SESLHD to make open access information available in any way that would constitute an infringement of copyright (section 6(6) of the GIPA Act).

Access to copyright documents will be granted by way of inspection only, unless the copyright owner's written consent is provided. Where authority is unable to be obtained or the copyright owner is not able to be contacted, copies of copyright material will not be provided.

Applications are available at: <http://www.seslhd.health.nsw.gov.au/services-clinics/directory/right-to-information>

Further information is available on the Right to Information page on the SESLHD website:
For further assistance, you can contact our **GIPA Right to Information Officer**:
<http://www.seslhd.health.nsw.gov.au/services-clinics/directory/right-to-information>

South Eastern Sydney Local Health District
GPO Box 1614
SYDNEY NSW 2001

Telephone: (02) 9382 7625

Email: SESLHD-LegalServicesUnit@health.nsw.gov.au

3.5 Open Data

Data NSW is an excellent source of government information. You can access the website at: <https://data.nsw.gov.au/data/dataset>.

Data NSW have discussion forums (<https://forum.data.nsw.gov.au/>) that you might like to get involved in and talk with the Data NSW team, the NSW Data Champions network and other data peers.

The **NSW Government portal** also provides government information and services at <https://www.nsw.gov.au/>.

NSW Ministry of Health, Health topics from A to Z provides Information on common health topics that may help you to understand the facts about various medical conditions. This site can be accessed at: <https://www.health.nsw.gov.au/pages/a2z.aspx>.

The Australian Government website **MyHospitals** provides access to Hospital Performance reports published by the National Health Performance Authority and enables the public to compare hospitals (<https://www.myhospitals.gov.au/>).

The **Bureau of Health Information** is a board-governed organisation that publishes independent reports about the performance of the NSW healthcare system (<http://www.bhi.nsw.gov.au/>).



4. Role of the Information Commissioner and NSW Civil and Administrative Tribunal

Anyone can complain to the Information Commissioner about the conduct (including action or inaction) of an agency in the exercise of functions under the GIPA Act, including conduct that is alleged by the person to constitute a contravention of the GIPA Act.

A complaint may be made in one of the following ways:

Post: GPO Box 7011, Sydney NSW 2001
Phone: 1800 472 679
Facsimile: (02) 6446 9518
Email: ipcinfo@ipc.nsw.gov.au
In person: Level 15, McKell Building, 2-24 Rawson Place Haymarket NSW 2000.

The Information Commissioner may decide to investigate, not to continue to investigate, or not investigate a complaint. More information regarding complaints about an agency's conduct is available on the IPC website (<https://www.ipc.nsw.gov.au/>).

New South Wales Civil and Administrative Tribunal (NCAT) deals with a broad and diverse range of matters, from tenancy issues and building works, to decisions on guardianship and administrative review of government decisions <https://ncat.nsw.gov.au/ncat/about-ncat.html>

The Administrative & Equal Opportunity Division reviews administrative decisions made by NSW Government agencies and resolves discrimination matters <https://ncat.nsw.gov.au/ncat/how-ncat-works/ncat-divisions-and-appeal-panel/administrative-and-equal-opportunity-division.html>

NCAT's Administrative and Equal Opportunity Division can review decisions made under the:

- *Government Information (Public Access) Act 2009*
- *Privacy and Personal Information Protection Act 1998*
- *Health Records and Information Privacy Act 2002.*

For further information on how NCAT deals with these types of matters see:

- **Steps in a government information access matter –** <https://ncat.nsw.gov.au/ncat/case-types/administrative-review-and-regulation/access-to-government-information.html>
- **Steps in a privacy matter –** <https://ncat.nsw.gov.au/ncat/case-types/administrative-review-and-regulation/privacy-of-personal-information.html>

Contact

If you require assistance with any of the information contained in this SESLHD's Agency Information Guide please contact the:

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South Eastern Sydney Local Health District

GPO Box 1614

SYDNEY NSW 2001

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