

# Agency Information Guide 2023-2024

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*Government Information (Public Access Act) 2009, Part 3, Division 2*

*“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

South Eastern Sydney Local Health District (SESLHD) would like to acknowledge the traditional custodians on whose lands we stand, and whose lands our facilities are located on; the lands of the Dharawal, Gadigal, Wangal, Gweagal and Bidjigal peoples. We pay our respects to the Elders past, present, and those of the future.

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Spirits Healing is a District wide artwork that represents our Aboriginal patients, communities and staff.

The artist, Kubi-Kubi man Jason Douglas has this to say:

*“Spirits Healing represents the healing journey of Aboriginal and Torres Strait Islander staff, patients and communities across the traditional lands of the Dharawal, Gadigal, Wangal, Gweagal and Bidjigal people. The large community circles celebrate the diversity of all consumers and staff groups of South Eastern Sydney LHD. The colours represent the land and sea of the many nations across Australia. There is a prominent representation of children and babies in this artwork, signifying the sacredness of our children especially those who have been removed from Kin and Country. South Eastern Sydney LHD is committed to true reconciliation.”*

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

## 1.1 About South Eastern Sydney Local Health District

South Eastern Sydney Local Health District (SESLHD) is a leading integrated healthcare provider, trusted by people for the care and compassion we deliver. [Exceptional Care, Healthier Lives](#) is our strategy to deliver exceptional person-centred care closer to home. From Sydney's CBD to the Royal National Park, the diverse communities we serve inspire our ambition to provide high quality care accessible to everyone. This plan provides a roadmap for improved health and wellbeing outcomes and a solid foundation for the future of healthcare in South Eastern Sydney.

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 Island..

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](#)

Closing the Gap between health outcomes for Aboriginal and non-Aboriginal communities remains a matter of national and state priority. In South Eastern Sydney Local Health District, we are committed to improving the health and wellbeing of Aboriginal people, in partnership with local Aboriginal communities. More information can be found [here](#).

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, BreastScreen, HIV/AIDS, Public Health, Women's Health, Youth Health, Sexual Health, Multi-cultural Health, Imaging and Pathology services are provided at locations across SESLHD.

Statewide services administered by SESLHD include the NSW Organ and Tissue Donation Service and the Multicultural Health Communication Service.

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

## Location / Postal Address

Telephone: (02) 9540 7756

Email: [SESLHD-Mail@health.nsw.gov.au](mailto: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 will work in partnership to improve health and wellbeing outcomes and transform experiences. We will challenge service delivery to provide intervention earlier and care closer to home for the 1 million people of South Eastern Sydney.  
*Our Year in Review*



## 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.

### 1.2.1.1 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 11 members appointed by the New South Wales Minister for Health.

The SESLHD Board is chaired by Dr Debra Graves OAM and 10 Board Members:

- Ms Elli Baker
- Mr Arthur Diakos PSM
- Mr Jonathan Doy
- Dr Jan Dudley OAM
- Dr John Estell
- Ms Anna Guillan AM
- Mr Liam Harte
- Dr Gregory Levenston
- 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>.

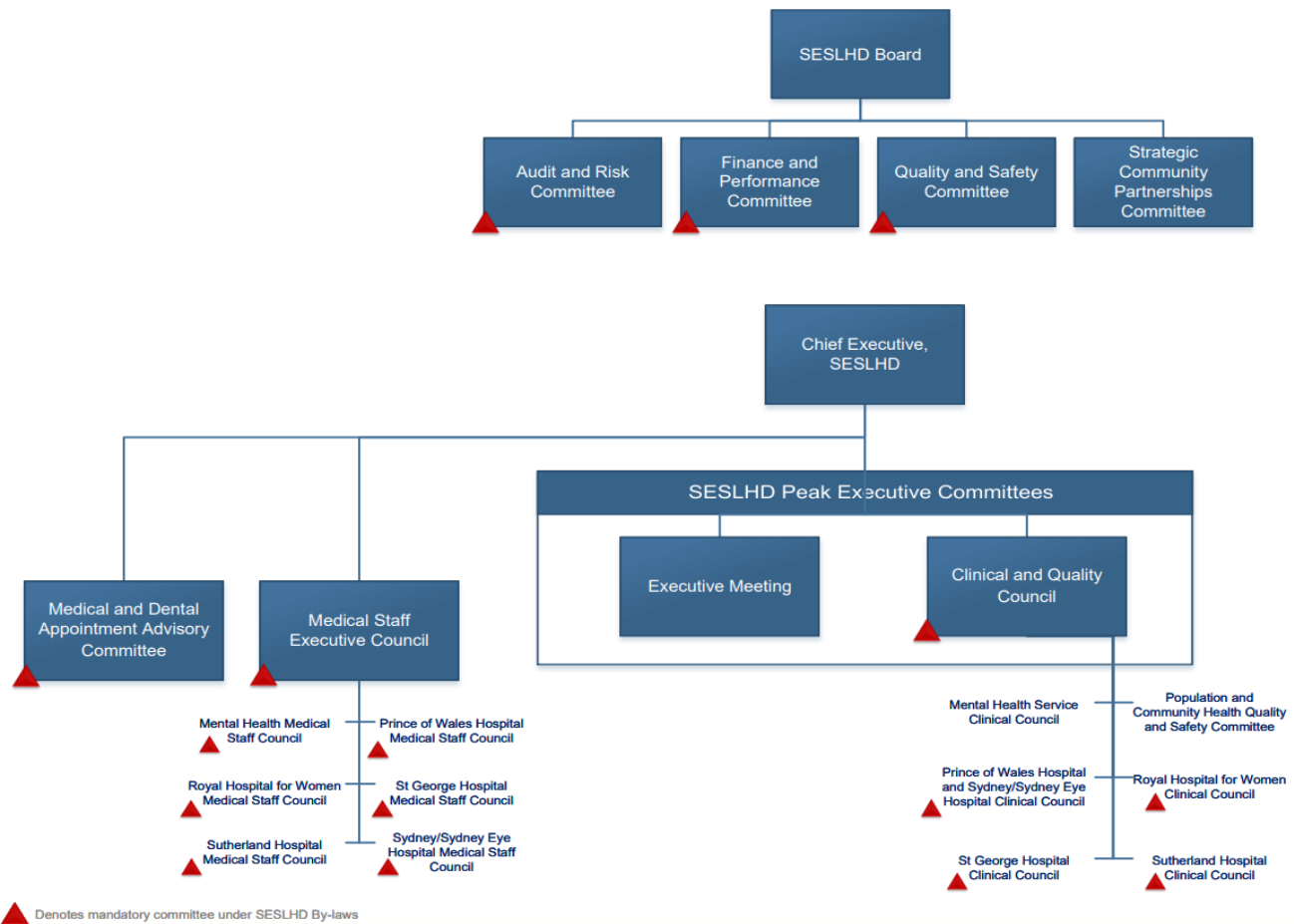
## 1.2.2 Senior Executive

[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, People and Culture
- Director, Finance
- Director, Aboriginal Health
- Director, Research
- Director, Digital Health
- General Manager, Corporate Services
- 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
- General Manager, Organ and Tissue Donation Service



### 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

Organisational strategies and plans enable SESLHD to deliver safe, reliable and compassionate care to our community. These plans support the design and development of services and models of care to achieve a high performing health system.

A full list of plans and links to download them are available [here](#).

## 2. Community Participation

South Eastern Sydney Local Health District (SESLHD) is committed to supporting community engagement to build healthy, strong, connected and inclusive communities. We are dedicated to strengthening communities, in expanding our scope of partners and involving consumers in the selection, design and evaluation of services, so they can improve their own health and wellbeing

### Our Communities

Local communities are best at tackling the issues they experience themselves and community knowledge is essential to improving physical, mental and economic health. Our communities are diverse, talented and passionate and we know that the community is best placed to identify the things that determine their wellbeing.

In SESLHD, we have priority populations who are experiencing things tougher than the rest. We make a special effort to engage with these communities to ensure that our services are equitable and accessible, especially to those that need it most.

Information about our approach to Community Participation can be found [here](#).

### 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

Community / Consumer Advisory Committees are in place within many of our hospitals and community health services. All of these committees feed into the Community Partnerships Alliance (CPA). The CPA ensures that a clear and diverse consumer and community voice and perspective is integrated into all services and programs.

By working in partnership with all of our communities, service areas, non-government organisations, local, state and federal government agencies, we can make a real difference to the lives of our communities by improving and sustaining wellbeing, care and promoting equity.

For further information about how to participate is available [here](#) or by emailing [SESLHD-PlanningandPartnerships@health.nsw.gov.au](mailto:SESLHD-PlanningandPartnerships@health.nsw.gov.au)

### 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. Further information on how to make an access application is available [here](#).

For further assistance, you can contact our GIPA Right to Information Officer: [SESLHD-LegalServicesUnit@health.nsw.gov.au](mailto:SESLHD-LegalServicesUnit@health.nsw.gov.au)

#### 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 - ["Our Year in Review"](#)
- [Health and Strategic Plans](#)
- [Minutes of Board Meetings](#)
- [NSW Health Privacy Management Plan](#)
- [Complaint Handling Framework](#)

### 3.1.1 Policies and Publications

SESLHD is bound by the policies of NSW Health, which are publicly available on the [NSW Health website](#).

Policies and procedures play an important role by defining an organisation's principles, they provide our staff with instructions and form our governance structure.

In addition to NSW Health policies, SESLHD develops its own SESLHD-wide policy documents where appropriate, to support our staff in the delivery of services.

SESLHD-wide 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, please click [here](#).

### 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 are found [here](#).
- Tabled Papers in Legislative Council are found [here](#).



### 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 [here](#).

## 3.2 Proactive Release

Section 7 of the GIPA Act authorizes 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. Links are provided throughout this document and our website provides a wealth of information.

### 3.2.1 Media and Communications

The SESLHD's [Media and Communications 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 (please note this number does not receive text messages)
- Email: [SESLHD-Communications@health.nsw.gov.au](mailto:SESLHD-Communications@health.nsw.gov.au) (monitored during business hours)

### 3.2.2 Media Releases and News

The Media and Communications team provides updates, statements and media releases to journalists. These include patient condition updates, health alerts, responses to journalist inquiries and pitching stories to the media. Many of these stories are featured in the ['News'](#) section of the SESLHD website.

## 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). 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, please click [here](#). 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.

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.

### 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 [here](#)).
- 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](mailto: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.

Further information regarding copyright, including how to make an access application is available on the [Right to Information](#) page on the SESLHD website.

## 3.5 Open Data

**Data NSW** is an excellent source of government information which can be accessed [here](#).

The Data Champions Network brings together data experts and enthusiasts from across NSW Government.

To get involved in and talk with the Data NSW team, the NSW Data Champions network and other data peers, contact the data team at [datansw@customerservice.nsw.gov.au](mailto:datansw@customerservice.nsw.gov.au).

The [NSW Government portal](#) also provides government information and services.

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. Click [here](#) to access.

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.

The [Bureau of Health Information](#) is a board-governed organisation that publishes independent reports about the performance of the NSW healthcare system.



#### 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](mailto: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](#).

[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.

The [Administrative & Equal Opportunity Division](#) reviews administrative decisions made by NSW Government agencies and resolves discrimination matters.

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 to take to access to government information, please click [here](#).

Steps to take to access information in a privacy matter, please click [here](#).

## Contact

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

### **GIPA Right to Information Officer**

South Eastern Sydney Local Health District

GPO Box 1614

SYDNEY NSW 2001

Telephone: (02) 9382 7625

Email: [SESLHD-LegalServicesUnit@health.nsw.gov.au](mailto:SESLHD-LegalServicesUnit@health.nsw.gov.au)

