



Health
Nepean Blue Mountains
Local Health District

TOGETHER
ACHIEVING
BETTER **HEALTH**

Agency Information Guide 2022/2023

Nepean Blue Mountains Local Health District

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Health

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Nepean Blue Mountains Local Health District Agency Information Guide 2022/2023

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1. Introduction

Nepean Blue Mountains Local Health District (NBMLHD) is committed to ensuring the community can access the information we hold easily and at the lowest reasonable cost.

NBMLHD supports the broad object of the *Government Information (Public Access) Act 2009* (the GIPA Act) to advance a system of responsible and representative Government that is open, accountable, fair and effective, and the specific presumption in the Act in favour of disclosure of government information unless there is an overriding public interest against disclosure.

Agency Information Guides (AIGs) play an important role in promoting access to information, supporting participation and contributing to Open Government.

This AIG is published in accordance with section 20 of the GIPA Act and provides a mechanism to make government information accessible, promote currency of information and appropriate release, and support the management of government information as a strategic asset.

The purpose of this AIG is to provide general information on the:

- structure and functions of NBMLHD
- ways in which the functions of NBMLHD affect the public
- arrangements to enable members of the public to participate in the formulation of NBMLHD policy and the exercise of its functions
- kinds of government information held by NBMLHD
- kinds of government information held by NBMLHD that is made publicly available
- manner in which NBMLHD makes or will make government information publicly available
- how the public may access and amend the information held by NBMLHD that concern their personal affairs; and
- kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed.

Where appropriate we have provided links to documents, reports and other material throughout this AIG.

This AIG is reviewed regularly and at least every 12 months. This AIG is available from our website [here](#).

2. About NBMLHD

2.1 Our District

The Local Health District consists of both urban and semi-rural areas, covering almost 9,179 square kilometres and an estimated resident population of over 380,000 people (in 2022). The Dharug, Gundungurra, and Wiradjuri people are acknowledged as the traditional Aboriginal owners of the land in our District.

The main hospitals in NBMLHD are Nepean Hospital, Blue Mountains District ANZAC Memorial Hospital, Springwood Hospital, Lithgow Hospital, and Hawkesbury District Health Service (Windsor) through a public/private partnership with St John of God Health Care.

Our staff deliver high quality care in our Community Health Centres across the region, providing vital services both at home and in the Centres to people of all ages, from birth and child development to chronic and complex conditions.

Oral Health, Mental Health, Drug and Alcohol, Population Health and Public Health services are also provided at multiple locations across the District, and we are home to Portland Tabulam Health Service which includes a residential aged care facility.



- | | |
|---|--------------------------------------|
| ① Blue Mountains District Anzac Memorial Hospital | ① Cranebrook Community Health Centre |
| ② Hawkesbury District Health Service | ② Katoomba Community Health Centre |
| ③ Lithgow Hospital | ③ Lawson Community Health Centre |
| ④ Nepean Hospital | ④ Lemongrove Community Health Centre |
| ⑤ Portland Tabulam Health Centre | ⑤ Lithgow Community Health Centre |
| ⑥ Springwood Hospital | ⑥ Penrith Community Health Centre |
| | ⑦ Springwood Community Health Centre |
| | ⑧ St Clair Community Health Centre |
| | ⑨ St Marys Community Health Centre |

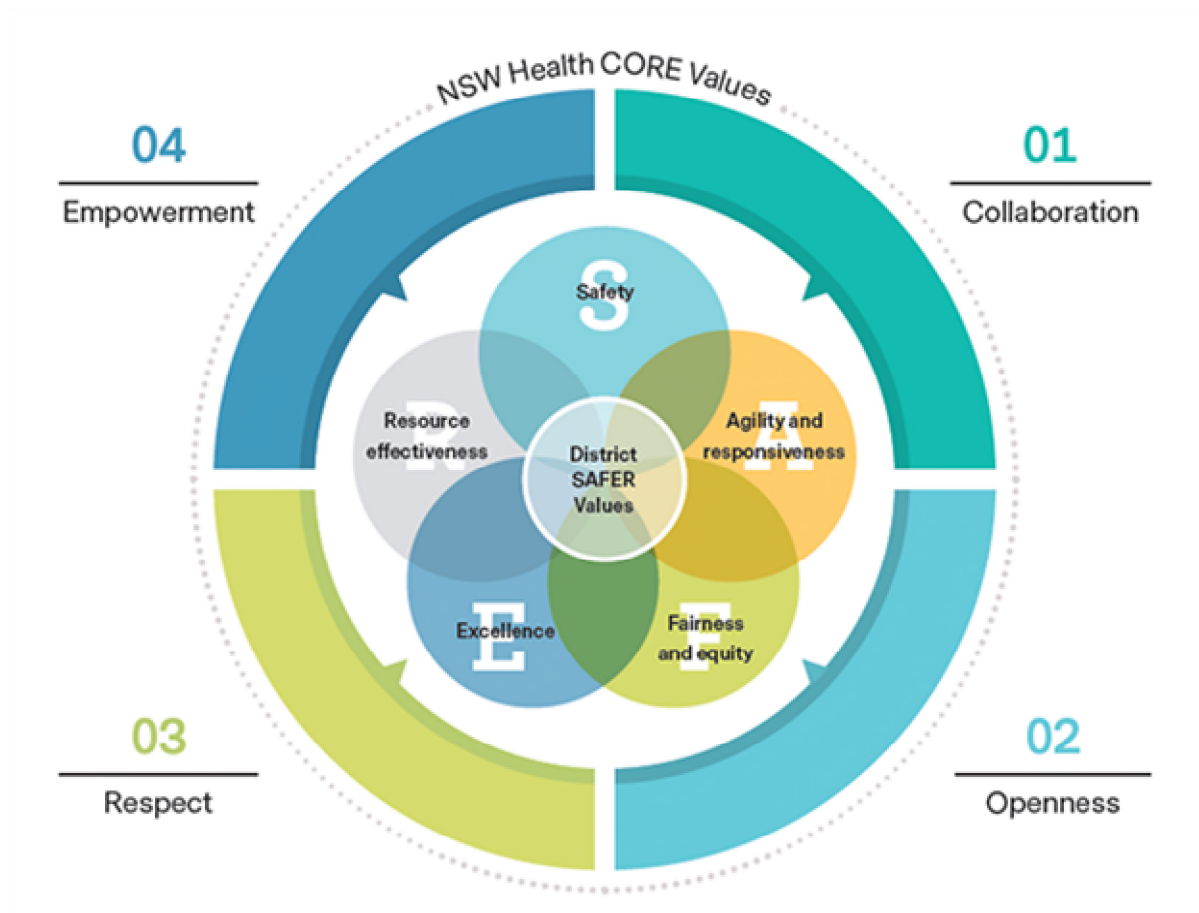
2.2 NBMLHD Vision and Values

The vision of NBMLHD is **Together, Achieving Better Health.**

NBMLHD will drive innovation and excellence in health service delivery that provides safe, equitable, high quality, accessible, timely and efficient services that are responsive to the needs of patients and the community.

The NSW Ministry of Health CORE values and the Nepean Blue Mountains Local Health District SAFER values underpin all planning processes and health service delivery.

Further information on the vision, values and goals of NBMLHD is available on the NBMLHD [website](#).



2.3 NBMLHD Structure and Functions

The Board and Chief Executive are responsible for:

- improving local patient outcomes and responding to issues that impact on the health of residents of our Local Health District
- developing strong oral and effective relationships across the health continuum to enable service improvement
- delivering services and performance standards within an agreed budget, based on annual strategic and operating plans and in line with our Local Health District Service Agreement within NSW Health
- improving the organisational culture of our workplace so we attract and retain high quality staff and are seen as an employer of choice
- monitoring the performance of our Local Health District against performance measures in the LHD Service Agreement
- ensuring services are provided efficiently and accountably
- production of Annual Reports that are subject to State financial accountability and audit frameworks.

The NBMLHD internet can be accessed at <https://www.nbmlhd.health.nsw.gov.au/>

NBMLHD can be contacted by email at NBMLHD-mail@health.nsw.gov.au

The broad functions of NBMLHD are:

NBMLHD is responsible for providing community health and hospital care for people living in the Blue Mountains, Hawkesbury, Lithgow and Penrith Local Government Areas (LGAs) and tertiary care to residents of the Greater Western Region.

The organisational structure for NBMLHD is available on our website, [here](#)

Health services are provided in our hospitals and community health facilities, and can also be provided in patient homes as well as community settings such as schools and residential aged care facilities. Health services are provided at the following hospitals and community health centres:

Nepean Hospital

Derby St, Kingswood, NSW 2747
Telephone: (02) 4734 2000
Patient Enquiries: 1800 253 511

Portland Tabulam Health Centre

29 Green Street,
Portland, NSW 2847
Telephone: (02) 6359 2666

Blue Mountains Hospital

Cnr Woodlands Road & Great Western Highway,
Katoomba NSW 2780
Telephone: (02) 4784 6500

Springwood Hospital

7 Huntley Grange Road,
Springwood, NSW 2777
Telephone: (02) 4784 6500

Lithgow Hospital

Cnr Col Drewe Drive & Great Western Highway,
Lithgow, NSW 2790
Telephone: (02) 6350 2300

Cranebrook Community Health Facility

Cnr Laycock Street and Borrowdale Way, Cranebrook
Telephone: (02) 4730 5100

Penrith Community Health Facility

Soper Place, Penrith
Telephone: (02) 4732 9400

Katoomba Community Health Facility

93 Waratah Street, Katoomba
Telephone: (02) 4782 2133

Springwood Community Health Facility

288-292 Macquarie Road, Springwood
Telephone: (02) 4751 0100

Lawson Community Health Facility

8-12 Honour Avenue, Lawson
Telephone: (02) 4759 8700

St Clair Community Health Facility

Botany Lane, St Clair
Telephone: (02) 9834 0500

Lemongrove Community Health Facility

13-29 Gascoigne Street, Penrith
Telephone: (02) 4734 4800

St Marys Community Health Facility

26 Gidley Street, St Marys
Telephone: (02) 9833 6800

Lithgow Community Health Facility

Lithgow Hospital, Col Drew Drive, Lithgow
Telephone: (02) 6350 2750

The [NBMLHD internet site](#) provides contact details for services based outside the Hospitals and Community Health Centres including Aboriginal Health, Allied Health, Drug and Alcohol, Mental Health, Multicultural Health, Oral Health and Population Health.

3. How NBMLHD engages with the public

NBMLHD has developed a Consumer and Community Framework which is consistent with the District's vision of 'Together, achieving better health'. NBMLHD's strategic plan identifies enhancing health services to communicate and be responsive to consumer, carer, and community requirements as a key strategy for improving population health and enhancing the patient experience.

3.1 Public Participation

NBMLHD recognises that consumer and community participation occurs on a spectrum.

Information is made available as NBMLHD updates the public on the latest news, campaigns and items of interest via many channels including the [NBMLHD Website](#), where feedback is encouraged via the [Contact Us](#) page. NBMLHD also have a social media presence on [Facebook](#), [Twitter](#) and [YouTube](#) providing immediate access to topical information, and encouraging community engagement.

Consultation occurs as information is gathered from the public in a two-way exchange via focus groups, surveys, public meetings, discussion papers, and LGA Health Consumer Working Groups.

Involvement in LHD processes and outcomes occurs at community workshops, conferences, panels, and collection and analysis of patient stories and experiences.

Collaboration sees partnership with the community to develop solutions and initiatives and is demonstrated in the Community Advisory Committee, planning committees, and working groups.

Empowerment allows the public to make decisions within specified guidelines for the LHD to implement. Mechanisms for this include steering committees, Community Advisory Committee, and Quality and Safety Committees and Boards.

3.2 Consumer Engagement

The NBMLHD Community Advisory Committee (CAC) is an advisory body to the NBMLHD and [NBM Primary Health Network](#) Boards, helping to shape the future direction of health services within our region.

CAC members provide consumer and community perspectives to ensure that decisions, investments, and innovations are patient-centred, high-quality, cost-effective, responsive to local community needs, and informed by local health consumer and carer experiences and expectations.

3.3 Consumer Involvement

NBMLHD is very committed to engaging consumers. Developing partnerships with consumers and delivering patient-centred care is an essential need. It means treating the consumer with dignity and respect while sharing all relevant information, creating an environment that encourages and supports collaboration. Consumers provide a unique perspective that helps identify opportunities for improvement that might not otherwise be apparent. [Click here for more information regarding consumer participation.](#)

3.4 Online Review Group

Consumers and community members have the opportunity to comment on documents such as brochures and fact sheets. Residents within the NBMLHD have the opportunity to register on the NBMLHD [Get Involved](#) Internet site and can provide comments and recommendations on draft documents such as brochures, surveys and fact sheets online; the comments are fed back to the

authors. This has proven to be a valuable feedback loop for staff ensuring that documents for consumers and the community are relevant, easily understood and appropriate.

3.5 NSW Have Your Say website

Consumers are also advised of the NSW Government website, [Have Your Say](#) which enables NSW Government agencies to publicise consultations being conducted throughout the state. The site provides a central place for the public to search via their location and/or by topic to discover consultations that interest them. It enables them to share their views and ideas on Government plans to improve services, the economy, and infrastructure in NSW.

3.6 Feedback, questions and complaints

NBMLHD welcomes input and feedback from our patients and families, other members of our community, community organisations and other government agencies regarding our services and publications. We receive a range of diverse correspondence and feedback through a variety of channels including our website, letters, phone calls, and social media.

Feedback from the community is important to NBMLHD and helps us improve our services. Compliments are shared with staff and complaints from patients, families, or other consumers are managed in accordance with the NSW Health Complaint Management Policy and Complaint Management Guidelines.

All feedback and complaints are dealt with confidentially, and personal and health information is managed in accordance with the privacy principles on the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*. Further information about how we handle personal and health information is available [here](#).

You can provide feedback or make a complaint using the [Contact Us](#) section of the NBMLHD website.

4. The types of information held by NBMLHD

Information in NBMLHD is created in the course of our business of providing health services and our information is held in records that are broadly classified as health care records and corporate / administrative records.

NBMLHD creates health care records to record the care given to our patients, to support the ongoing care of our patients, and to meet our legal obligations and community expectations. Health information may be held in paper based records or electronic health records.

NBMLHD creates corporate/administrative records to record the activities and business functions of NBMLHD. These records are also created to meet our legal obligation and community expectations.

NBMLHD has many data collections and business information systems which collect and manage both personal and non-personal information. These collections of information and the systems in which they are collected are both electronic and paper based. The location and content of the information held by NBMLHD is based on the business structure of the organisation.

The information held by NBMLHD is retained for varying periods of time depending on the business needs and legal retention requirements, in accordance with the *NSW State Records Act 1998*.

In general, access to the information held by NBMLHD will be granted unless there is a conflict with privacy law or where the access is contrary to the public interest in line with the provisions of the GIPA Act.

Some of this information can be accessed on our [website](#) as detailed further, below. Alternatively, if you cannot find the information you are seeking please [contact us](#).

5. How to access information held by NBMLHD

There are four ways in which information held by NBMLHD is available in accordance with the GIPA Act.

- as Open Access Information
- through Proactive Release of Information
- through Informal Access
- in response to a Formal Access Application.

We also have ways that members of the public can access their personal health information or other personal information.

5.1 Open Access Information

Information which is classified as open access information is information which we are required to make available. This information is made available unless it is not in the public interest to do so.

Open access information that we make available is generally via the [NBMLHD website](#) free of charge, and includes:

- This Agency Information Guide, which contains information on the structure and functions of, NBMLHD arrangements for community participation in policy development and the exercise of functions, the various kinds of information held by NBMLHD and how to access this information.
- Policy Documents. A list of NBMLHD policy documents is available, with advice on how to access these documents.
- Disclosure Log. The Disclosure Log is maintained under section 25 of the GIPA Act and is available on the [NBMLHD website](#). It lists formal determinations made by NBMLHD under the GIPA Act.
- Information tabled in Parliament. Information about NBMLHD contained in any document tabled in Parliament by or on behalf of NBMLHD (other than any document tabled by order of either House of Parliament).
- Government Contracts. NBMLHD contracts are made publicly available on the NSW Government Tenders website.
- Record of information not made publicly available. NBMLHD's record of the open access information that it does not make publicly available on the basis of an overriding public interest against disclosure. This record indicates the general nature of the information concerned.

5.2 Proactive Release of Information

The disclosure of proactive information by NBMLHD aims to assist the public with access to other government information that we hold that is not required by the GIPA Act to be disclosed as open access. We routinely identify information for proactive release.

Currently, information that has been proactively released by NBMLHD includes but is not limited to:

- strategic plans, business plans, reports, action plans, and audited financial statements

- NBMLHD Board information including board member details, Board sub-committees and Board minutes NBMLHD Annual Service Agreement and budget allocations for facilities and services
- Annual Reports/Year in Review
- NBMLHD Outpatient Clinic Service Directory
- health consumer information, including patient information, consumer representative and engagement information, and transport services
- public health information including immunisation, infectious disease management, environmental health, and current public health alerts
- employment and career information, positions being recruited to, workforce diversity, careers information, work experience and volunteer opportunities, and the NBMLHD Reward and Recognition Program
- media information, including news stories, videos, NBM News and topical news items for the public.

5.3 Informal Access

Members of the public can request information from NBMLHD 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.

An informal request for access to information (other than for personal health information or personnel records) can be made by contacting our Right to Information Officer – see contact details below in Section 7. For access to personal health information see Section 5.5 and for access to personal information see Section 5.6 below.

NBMLHD will generally provide the following types of information in response to an informal request:

- copies of correspondence, where the person requesting the correspondence is the person who sent it to NBMLHD
- discrete documents that contain only personal information about a particular individual, and that individual is the person requesting the information – see section 5.5 and 5.6 below for information regarding access to Personal Information or Personal Health Information
- documents or information that have already been made public where there are not any public interest considerations against disclosure.

5.4 Formal Access Application

After considering requests to access information informally, applicants who want to submit a formal access application can do so by contacting the Right to Information Coordinator.

To make a formal access application for information held by us, an access application must be in writing and meet the following conditions:

- It must be sent by mail to NBMLHD Right to Information Coordinator, PO Box 63, Penrith, NSW 2751 or via email to NBMLHD-IMOPU@health.nsw.gov.au; or lodged in person at our office at Level 6, 2-6 Station St, Penrith NSW 2750.
- Applications must clearly indicate that it is a formal access application made under the GIPA Act. The NBMLHD formal access application form can be found on the [NBMLHD internet](#) or [here](#).

- It must state the name of the applicant and a postal or email address as the address for correspondence in connection with the application.
- The request must provide such information as is reasonably necessary to enable the requested information to be identified.
- Applications are to include a \$30 application fee payable to Nepean Blue Mountains Local Health District.

In response to a formal access application; information will not be available where it is 'excluded information' as defined in the GIPA Act. Although an access application may be made for all government information held by NBMLHD, we will not release information where there is a conclusive presumption of overriding public interest against disclosure, for example:

- overriding secrecy laws (as defined in item 1 of Schedule 1 of the GIPA Act)
- Cabinet information (as defined in item 2 of Schedule 1 of the GIPA Act)

Information will also not be available where, on balance, it is considered that there is an overriding public interest against disclosure of that information.

5.5 Access to Personal Health Information

NBMLHD relies on provisions in privacy law to provide access to personal health information. Health care records are generally accessed pursuant to the *Health Records Information Privacy Act 2002 (HRIPA)*. This means that you (or your authorised representative) do not need to make a formal access application under the GIPA Act for access to your health information.

Health care records are held by each hospital or community health centre within NBMLHD. The facility Health Information and Records Service can assist you to apply for your medical records under HRIPA. To apply to view or obtain copies of your personal health information, under HRIPA, complete the [NBMLHD Application for Health Care Records form](#) and send it to the appropriate facility department listed on the back of the form. Requests for access to health care records must:

- be in writing and be sent by mail, or delivered to the appropriate department listed on the back of the form
- provide a phone number and postal address for correspondence in connection with the application if you wish for the information to be posted to you
- provide such information as is reasonably necessary to enable the requested information to be identified
- include a \$33 application fee payable to the facility from whom the information is being requested.

The \$33 application fee covers the first 80 pages of information. You will be charged for information over and above 80 pages so consider this when specifying the information that you are requesting. You are also entitled to view your health care record and this can be organised by contacting the relevant facility. A NBMLHD staff member must be present for this viewing.

Access to your health information may be declined in special circumstances, for example, if giving you access may put you or another person at risk of harm you may be refused access. Or if parts of your record contains information which, by law, cannot be given to you, such as information about another person.

5.6 Access to Personal Information

Individuals can request access to the personal information about them, that is held by NBMLHD such as personnel records and other employment related information.

You may apply for access to your personal information under the *Privacy and Personal Information Protection Act 1998*, under Information Protection Principle 7.

If you are an employee of NBMLHD, requests for employment information should be made directly to your Manager or if you require access to your official personnel file contact Human Resources on NBMLHD-HROPS@health.nsw.gov.au.

6. How can the public amend information concerning their personal affairs?

You are entitled to have your personal information, including your health care record, amended to ensure the information is accurate, relevant, up to date and not misleading, taking into account the purpose for which the information is collected and used.

6.1 Amendment of Personal and/or Health Information

If you believe the health information we hold about you requires amendment, please let your health care provider or the relevant facility Health Information and Record Service know. Appropriate action will be taken and you will be informed of the outcome. This action may include correction of the error or an additional annotation may be made to the record.

To assist us in maintaining accurate health care records it would be appreciated if you advise your health care provider, relevant administrative staff or the relevant facility Health Information and Record Service if, for example, you change your name, address, contact details, or general practitioner details.

Further information on your rights under the *Privacy and Personal Information Protection Act 1998* and the *Health Records Information and Privacy Act 2002* is available at the NBMLHD Information Privacy website [here](#).

7. Our Contact Details

The Right to Information Officer for NBMLHD can be contacted Monday to Friday, 8am–4.00pm (excluding public holidays) by:

Email: NBMLHD-IMOPU@health.nsw.gov.au
Post: PO Box 63, Penrith NSW 2751
Telephone: 02 4734 4665
Office: Level 6, 2-6 Station St, Penrith NSW

8. More information

For more information about ways to access NSW Government information, or if you need more help with obtaining access to government information you can contact the Information and Privacy Commission by:

Accessing their website at: <http://www.ipc.nsw.gov.au/>

Email: ipcinfo@ipc.nsw.gov.au

Mail: GPO Box 7011, Sydney NSW 2001

Telephone: 1800 472 679 between 9am to 5pm, Monday to Friday (excluding public holidays).

In person at: Level 17, 201 Elizabeth Street, Sydney NSW 2000

More NSW government information can be accessed from Data NSW at <https://data.nsw.gov.au/>.