

# Administration

Our commitment to service	154
Code of Conduct	155
Commitment to women's health	162
Consumer participation	164
Disability action plan	166
Equal opportunity employment	167
Ethnic affairs priority statement	169
Human resources	173
Employee relations	175
Occupational health and safety	177
Overseas visits by staff	179
Privacy management plan	181
Senior executive service	182
Senior executive performance statements	183
Significant publications	188



# Our commitment to service

NSW Health is committed to providing the people of NSW with the best possible healthcare. Our commitment to service explains what you can expect from the NSW public health system as an Australian resident, no matter who you are or where you live in NSW.

## Standards of service

NSW Health will:

- ▶ Respect an individual's dignity and needs.
- ▶ Provide care and skill, in keeping with recognised standards, practices and ethics.
- ▶ Offer access to a range of public hospital and community-based health services. Eligibility criteria apply to some services.
- ▶ Offer healthcare based on individual health needs, irrespective of financial situation or health insurance status.

## Medical records

Generally, individuals can apply for access to personal health information or other personal information relating to them. Access should be requested from the Clinical Information Department or manager of the health service the individual attended for personal health information, or the head of the organisation that collected the personal information relating to them.

A Freedom of Information (FOI) application may also be lodged requesting access to records. Access to records may not be granted in special circumstances as determined by the Freedom of Information Act 1989.

Records are kept confidential and are only seen by staff involved in the care and treatment of the individual, except where disclosure to third parties is required or allowed by law.

## Treatment services

NSW Health will:

- ▶ Allow for and explain public and private patient treatment choices in a public hospital.
- ▶ Clearly explain proposed treatments such as significant risks and alternatives in understandable terms.
- ▶ Provide and arrange free interpreter services.
- ▶ Obtain consent before treatment, except in emergencies or where the law intervenes regarding treatment.
- ▶ Assist in obtaining second opinions.

## Additional information

NSW Health will:

- ▶ Allow individuals to decide whether or not to take part in medical research and health student education (although in some circumstances, information may be used or disclosed without consent for public interest research projects. Strict conditions apply including privacy legislation).
- ▶ Respect an individual's right to receive visitors with full acknowledgement of culture, religious beliefs, conscientious convictions, sexual orientation, disability issues and right to privacy.
- ▶ Inform an individual of their rights under the NSW Mental Health Act 1990 if admitted to a mental health facility.

Applications for financial assistance towards travel and accommodation costs incurred by patients who are disadvantaged by distance and who have to travel more than 100 km (one way) to access specialist medical treatment not available locally, can be made to the Transport for Health program in the Area Health Service where the patient resides. Contact details for the Transport for Health offices can be accessed via the NSW Health website.

# Code of Conduct

NSW Health provides a comprehensive range of health and health related services covering health protection, health promotion and education, research, health screening, diagnosis, treatment, transport, acute care, rehabilitation, continuing care for chronic illness, counselling, support and palliative care. These services are provided in a wide range of settings from primary care outposts to metropolitan based tertiary health centres and within patients/clients' homes and are supported by a range of policy, corporate services and administrative functions.

The environment in which this Code of Conduct operates is a complex one. This Code of Conduct has been developed to assist staff by providing a framework for day to day decisions and actions while working in Health Services.

Specifically this document:

- States the standards expected of staff within Health Services in relation to conduct in their employment.
- Assists in the prevention of corruption, maladministration and serious and substantial waste by alerting staff to behaviours that could potentially be corrupt or involve maladministration or waste.
- Provides a resources list to assist staff to gain further information or more detailed guidance.

## Values and principles underpinning this Code of Conduct

- Staff in Health Services, like other public sector organisations, must conduct themselves in a way that promotes public confidence and trust in their organisation.
- Staff have a duty of care to the patients and clients utilising services as well as to other staff. Staff must ensure that, as far as practicable, the best interests of patients and clients are maintained in decision-making and when undertaking duties within the Health Service, having regard to the duty of care the Health Service has to staff as well as patients and clients.
- The reputation of the public sector and its standing in the community are built on the following principles and these principles must be incorporated into the decisions, actions and behaviour of all staff:

- Competence
- Courtesy and respect for individuals
- Cultural sensitivity
- Ethical behaviour
- Fairness and impartiality
- Transparency, openness, honesty and accountability
- Responsibility
- Efficiency and effectiveness

(based on NSW Ombudsman, Good Conduct and Administrative Practice, August 2003)

- Staff must not be subjected to unnecessary employment conditions simply because they work in the public sector. Staff retain all the usual rights under common and statute law.

## Competence and professionalism

- All staff will carry out their duties to the best of their ability and to follow the highest standards of conduct.

### 1.1 Personal and professional behaviour

- I will carry out my job with:
  - Courtesy and respect for everyone
  - Openness, honesty and accountability
- I will be mindful and accepting of the needs of people from different backgrounds and cultures when doing my job.
- My decisions will be fair and impartial.
- I will take care in my duties and will always present myself for work in a fit and proper condition. I will never present myself for work under the influence of alcohol, drugs or other substances that could affect my ability to work safely and efficiently.
- When carrying out my tasks I will always:
  - Observe any laws, professional codes of conduct and ethics relevant to my profession.
  - Follow lawful directions from a person in authority. If I have a concern about following any lawful direction, I may appeal either through my workplace complaint/grievance procedures or to the Chief Executive of the Health Service or her or his delegate.

- Behave with honesty and openness. I have a duty to report other staff who are behaving in a way that breaches this Code of Conduct.
- Report to an appropriate person or authority any situations that may affect clinical or professional standards.
- Try to work to a standard that reflects favourably on NSW Health.
- Follow the policies of the Health Service, whether or not I agree with these policies. If a situation arises where I cannot comply with a policy because of my personal or clinical views I will discuss the matter with my immediate supervisor to try and resolve the situation.

#### 1.2 Good faith

- ▶ I will undertake all my duties in good faith and in the spirit of honesty, correct purpose and with the best motives. I will ensure that my actions are appropriate and totally within the area of my authority.

#### 1.3 Professional standards

- ▶ If I find any conflict between my professional standards and this Code of Conduct I will take up the matter with my immediate supervisor or the Health Service Chief Executive or his or her delegate.
- ▶ I will fulfil my professional responsibilities by continuing to maintain and enhance my skills, knowledge and competence while undertaking my Health Service duties.

#### 1.4 Personal relationships with patients or clients

- ▶ I will not have personal relationships with patients or clients that result in any form of exploitation, obligation or sexual gratification.
- ▶ If a family member/spouse/partner becomes a patient or client of the service where I work, I will report this to my immediate supervisor so she or he can assess any conflict of interest issues.

#### Dealing with finance or property for patients or clients

- ▶ As a general rule I will not become involved in any transaction that involves dealing with cash, bank accounts, credit cards or property.
- ▶ Where a patient or client requires such services, especially if they live at home and cannot conduct such transactions for themselves, I will discuss low risk alternatives with them. If they give their consent I will do the following:
  - Contact relatives
  - Contact other agencies that can assist in such matters (eg Department of Community Services)
  - Contact patient or client's bank etc. and advise them of the situation and make appropriate accountable arrangements

- Use accountable methods, such as a 'non-negotiable' cheque made payable to the appropriate payee
- I will contact the Guardianship Tribunal if I am concerned that a patient or client's capacity to manage financial affairs may be impaired.

#### Management of employment, promotion and transfer where close relationships exist

- ▶ Where I am required to work with a close relative or another person with whom I share a close personal relationship, potentially compromising circumstances may occur. I will advise my immediate supervisor that a real and/or perceived conflict of interest may arise in the course of my work.

#### 1.5 Sexual relationships with patients or clients

- ▶ I will not exploit my relationship of trust with patients or clients in any way because I recognise that such behaviour is a breach of professional and ethical boundaries and amounts to serious misconduct.
- ▶ I will not have a sexual relationship with a patient or client during the professional relationship.

#### 1.6 Quality service

- ▶ To the best of my ability, I will provide accurate, frank and honest information to decision-makers, as required.
- ▶ I am responsible for helping to create and maintain a public health system that provides safe and high quality healthcare.
- ▶ I will ensure that I get good value for any public money spent, and avoid waste.
- ▶ I will ensure that all the money I spend is for legitimate items related to the work of the Health Service, and not for personal benefit.
- ▶ While at work, my attention will remain focussed on my duties.
- ▶ I will carry out my duties within the agreed time frames. If resource issues prevent me from fulfilling my duties or meeting the time frames, I will report this to my immediate supervisor for advice and action.

### 2.0 Conflicts of interest

- ▶ Staff will avoid and resolve any conflict of interest and be open and honest in all activities where personal interests may clash with work requirements.

#### 2.1 Managing conflicts of interest

- ▶ I will perform my duties fairly and ensure that my decisions are not influenced by self-interest or personal gain.
- ▶ I will avoid situations that give rise to conflicts of interest.

- ▶ I will report any actual, potential or perceived conflicts of interest to my immediate supervisors, my Health Service Chief Executive or his or her delegate at the first available opportunity, preferably in writing. A decision can then be made as to what action should be taken to avoid or to deal with the conflict.
- ▶ If I am not sure whether a conflict exists, I will discuss the matter with my immediate supervisor to try and resolve the matter.
- ▶ If I am aware that another staff member has a real, potential or perceived conflict of interest I will report the matter to my immediate supervisor.

## 2.2 Bribes, gifts and benefits

- ▶ I will not allow the offer of any gift or bribe to change the way I work or the decisions I make.
- ▶ I will never accept gifts of cash and as a general rule I will not accept any gifts or benefits.
- ▶ I will take all reasonable steps to ensure that neither myself nor my immediate family members accepts gifts or benefits that an impartial observer could view as a means of securing my influence or favour.

### Token gifts

- ▶ I may accept token or inexpensive gifts offered as a gesture of appreciation, and not to secure favour.
- ▶ I will report the acceptance of the gift to my supervisors and seek their agreement to retain the gift.

### Non token gifts

- ▶ As a general rule I will not accept gifts that are more than a token.
- ▶ If I do receive a non-token gift I will declare it to my immediate supervisor straight away.
- ▶ I will only accept a gift or other benefit that is more than a token (including modest acts of hospitality) in the following cases:
  - Where these are given for reasons other than my job or status.
  - Where the gift is given to me in a public forum in appreciation for the work, assistance or involvement of myself or the health service, and refusal to accept the gift would cause embarrassment or affront eg an overseas delegation (the issue of causing embarrassment or affront does not apply to gifts offered by commercial organisations).
  - Where there is no chance that accepting the gift could reflect badly on myself or the Health Service.
  - In circumstances generally approved by the Chief Executive or delegate of my Health Service. Otherwise I need the formal written approval of the Chief Executive or delegate, preferably in advance.

- ▶ If I accept a gift in these circumstances, I will indicate that I am accepting the gift on behalf of my Health Service. The Chief Executive or delegate will determine the most appropriate use of the gift.
- ▶ If any offer or suggestion of a bribe is made directly or indirectly to me, I will report the facts to my immediate supervisor as soon as possible.
- ▶ I am particularly alert to attempts to influence me when I am dealing with, or have access to, sensitive or confidential information.

## 2.3 Recommending services

- ▶ I will not recommend a particular private service provider to patients or their relatives for either my own personal gain or to benefit my family members or friends.
- ▶ If patients or clients request a list of private practitioners, I will include the statement that the Health Service does not recommend or favour these services and does not accept responsibility for any private practitioners whose names are included on the list. I will do this even when the list contains names of practitioners who work within the facility.
- ▶ In all circumstances, I will make it clear that the information is provided to assist the patient, client or relative in making informed decisions between a wide range of alternative and appropriate services. These may be private or public, clinical or non-clinical.

### Outside employment and business activities

- ▶ If I work full-time in a Health Service and want to undertake another paid job or participate in other business activities (including a family company or business) I will seek the approval of my Health Service Chief Executive or his or her delegate.
- ▶ If there is any real, potential or perceived conflict of interest, I will put the duties of my Health Service job first or reach an agreement on ways to resolve the conflict.
- ▶ If I work for a Health Service on a part-time or casual basis (includes permanent, sessional (less than 10 sessions per week), temporary or contract) I will advise my Chief Executive or delegate of any actual, potential or perceived conflict of interest between my job in the Health Service and any other employment.
- ▶ I will provide details of any other employment to my Health Service in the event of allegations of conflict of interest.
- ▶ Any work I perform outside my Health Service employment will:
  - Be performed outside my normal working hours.
  - Not conflict with Health Service work.
  - Not adversely affect my work performance.

- Not affect my safety or the safety of colleagues, patient, clients or the public.
- Not involve the use of Health Service resources.
- ▶ I will not misuse my Health Service position to obtain opportunities for future employment and will not allow myself to be inappropriately influenced by plans for, or offers of, outside employment.

#### 2.5 Party political participation

- ▶ I will carry out my duties in a politically neutral manner.
- ▶ When participating in political activities, I will ensure that I present my views as my own and not as the views of NSW Health.
- ▶ I will also ensure, as far as possible, that others do not present my views or actions as an official comment of NSW Health, but as my individual views or those of the political organisation I am representing.
- ▶ I will not undertake political activities in paid Health Service time.
- ▶ I will meet the special requirements that exist if I contest State or Federal elections.

#### 2.6 Participation in voluntary organisations, charities and professional associations

- ▶ When participating in voluntary organisations, charities or professional associations, I will ensure that I present my views as my own and not as the views of NSW Health and ensure I do not commit my Health Service to any action without approval to do so.
- ▶ If I wish to join the Rural Fire Service Volunteers/ State Emergency Service I will seek the approval of my Chief Executive or delegate, in the same way as seeking approval to undertake secondary employment.

#### 2.7 Public comment

- ▶ If I make public comment and publicly debate political and social issues, I will make it clear that I am presenting my own views and not speaking as a Health Service staff member representing an official position of NSW Health.
- ▶ I will not use my job title when making such comment as this may create the impression that I am officially representing the views of the Health Service.
- ▶ I may make official comment on matters relating to NSW Health or my Health Service if I am:
  - Authorised to do this by my Chief Executive or delegate.
  - Giving evidence in court.
  - Authorised or required by law.
- ▶ I will only release official information when given authority to do this.

### 3.0 Use of official resources

- ▶ Staff will use all equipment, goods and materials provided to them at work for work related purposes only.

#### 3.1 Using official resources

- ▶ I will use official resources lawfully, efficiently and only for official purposes.
- ▶ I understand that it is illegal to use official resources to:
  - Intentionally create, transmit, distribute or store any offensive information, data or material that violates Commonwealth or State laws.
  - Produce, disseminate or possess child pornography images.
  - Transmit, communicate or access any material that may discriminate against, harass or vilify colleagues, patients/clients or the public.
- ▶ I will not use official resources to display, access, store or distribute inappropriate or objectionable (non work related) material that may be offensive to others.
- ▶ I understand that this includes material that depicts, expresses or deals with matters of nudity, sexual activity, sex, drug misuse or addiction, crime, cruelty or violence in a manner that a reasonable adult would generally regard as unsuitable.
- ▶ I will only use official resources for non-official purposes if I have obtained permission from my Chief Executive or his or her delegate beforehand.
- ▶ If I am authorised to use official resources for non-official purposes I will:
  - Take responsibility for maintaining, replacing and safeguarding the property and follow any special directions or conditions that apply to its use for non-official purposes.
  - Ensure the resources are used effectively and economically.
- ▶ I will not use official resources for any private commercial purposes, under any circumstances.

### 4.0 Use of official information

- ▶ All staff will ensure that they keep all information they may obtain or have access to, in the course of their work, private and confidential. The trust of our patients and clients is paramount.

#### 4.1 Using official information

- ▶ I will never:
  - Use official information without proper authority or for purposes that breach privacy law.
  - Use or disclose official information acquired in the course of my employment outside of my

workplace or professional relationships (eg Professional Colleges) unless required by law or given proper authority to do this.

- Misuse information gained while undertaking my work role for personal gain.

#### 4.2 Personal health information

▶ I will always comply with the Privacy and Personal Information Protection Act 1998, Health Records and Information Privacy Act 2002 and PD2005\_362 (Privacy Manual) with regard to personal information held by my Health Service.

▶ In doing this I will:

- Follow privacy and security procedures in relation to any personal information accessed in the course of my duties.
- Preserve the confidentiality of this information.
- Inform the appropriate person immediately if a breach of privacy or security relating to information occurs.
- Only access personal information that is essential for my duties. This includes accessing any records relating to other staff.
- Ensure that any personal information is used solely for the purposes for which it was gathered.
- Only divulge personal information to authorised staff of the Health Service who need this information to carry out their duties.

#### 4.3 Security of official information

▶ I will:

- Ensure that unauthorised parties cannot readily access confidential and/or sensitive official information held by me, in any form whether documents, emails, computer files etc.
- Maintain the security of confidential and/or sensitive official information overnight and at all other times when my place of work is unattended.
- Only discuss confidential and/or sensitive official information with authorised people, either within or outside NSW Health.

#### 4.4 Staff information

▶ If I am requested to release information about staff of the Health Service to external bodies (eg in response to Freedom of Information or Health Care Complaints Commission requests) I will first obtain appropriate legal authority and the authorisation of my Chief Executive or delegate.

#### 4.5 Providing referee reports

▶ I will:

- Provide honest and accurate comments when giving verbal or written references for other staff members, or people outside the Health Service.

- Take care to avoid making statements that could be regarded as malicious.
- Keep a record of what was said, when providing verbal references.
- Avoid using Health Service letterhead for writing references.

#### 4.6 Using intellectual property

▶ I will respect other people's/parties intellectual property rights.

### 5.0 Employment screening and reporting of serious offences

▶ Staff must report serious criminal charges against them to their Chief Executive.

#### 5.1 Employment screening

▶ I will undergo probity screening (criminal record checks and working with children checks as appropriate) when working in any capacity in NSW Health.

#### 5.2 Reporting serious offences

- ▶ I will report any charges and convictions against me relating to any serious sex or violence offence in writing to my Chief Executive within 7 days of the charge being laid or of conviction.
- ▶ As a visiting practitioner, if I have a finding of unsatisfactory professional conduct or professional misconduct made against me under any relevant health professional registration Act, I will, within 7 days of receiving notice of the finding, report the fact to my Chief Executive. I will provide a copy of the finding.
- ▶ I will report to my Chief Executive any charges brought against me relating to the production, dissemination or possession of child pornography.

### 6.0 Fairness in decision making

▶ Staff must be fair, in all actions, when making decisions at work.

#### 6.1 Fairness in decision making

▶ I will:

- Deal with issues, cases or complaints consistently, promptly, openly and fairly.
- Act fairly and reasonably when using any statutory or discretionary power that could affect individuals within or outside of NSW Health.
- Avoid any unnecessary delay in making decisions or taking action.
- Follow the principles of equal employment opportunity in employment-related decisions.
- Take all reasonable steps to ensure that the information I act or decide on is factually correct and relevant.

## 6.2 Use of statutory power

- ▶ When I make a decision based on a statutory power (ie power defined in legislation), I will ensure that:
  - I am authorised by the law to make the decision.
  - I comply with any required procedures.
  - I document my decision and the reasons for it.

## 6.3 Use of discretionary power

- ▶ I will only exercise discretionary power (ie power to act according to my own judgement) for proper purposes and on relevant grounds.

## 6.4 Appealing decisions

- ▶ I will promptly inform individuals who are adversely affected by or who wish to challenge a decision, of their rights to object, appeal or obtain a review. I will also inform them how they can exercise those rights.

## 7.0 Discrimination, harassment, bullying and violence

- ▶ Staff must treat all people in the workplace with dignity and respect.

### 7.1 Discrimination, harassment and bullying

- ▶ I will never:
  - Harass, discriminate or bully other staff, patients or members of the public.
  - Encourage or support other staff in harassing, discriminating or bullying staff, patients or members of the public.
  - Discriminate against someone because of their sex, race, ethnic or ethno-religious background, marital status, pregnancy, disability, age, homosexuality, transgender or carers' responsibilities.
  - Victimise or take detrimental action against individuals.
  - Make malicious or vexatious allegations.

### 7.2 Violence

- ▶ I will not act violently or knowingly place myself at unnecessary risk of violence.

## 8.0 Occupational health and safety

- ▶ Staff must look out for their safety and the safety of all others in the workplace.

### 8.1 Occupational health and safety

- ▶ I will:
  - Follow all occupational health and safety policies and safe working procedures.

- Take reasonable care for the health and safety of people who are at my place of work and who may be affected by anything that I do or fail to do.
- Cooperate with my Health Service to comply with OHS legislative requirements including reporting workplace hazards when I become aware of them.
- I will never intentionally or recklessly interfere with or misuse anything provided to me in the interests of health, safety or welfare (eg personal protective equipment such as safety glasses, gloves etc).

### 8.2 Injury management

- ▶ I will take care and cooperate with my Health Service to prevent work related injuries to myself and others.
- ▶ If I am injured in the workplace I will register my injury in the Register of Injuries and, if appropriate, seek first aid or medical attention.

## 9.0 Complying with reporting obligations

- ▶ Staff must abide by all legal and policy reporting obligations.

### 9.1 Complying with reporting obligations

- ▶ I will meet all the legal reporting obligations that apply to me including those related to:
  - Corruption, maladministration and serious and substantial waste.
  - Public health issues.
  - Reportable conduct related to child protection (eg sexual misconduct, assault, neglect).
  - Other criminal matters.

### 9.2 Child protection

- ▶ I will follow NSW Health and Health Service policy in relation to the care and treatment of children and young people.
- ▶ I will report any behaviour or circumstance that leads me to suspect reportable conduct towards a child by another staff member to my supervisor or the designated person within my Health Service.

### 9.3 Reporting corrupt conduct, maladministration and serious and substantial waste

- ▶ I will report any suspected instances of possible corrupt conduct, maladministration and serious and substantial waste of public resources to my Chief Executive or delegate or the appropriate external body. I will refer to local Health Service policy to determine reporting procedures.

### 9.4 Protected disclosures

- ▶ I will not take action against or victimise another person for making a protected disclosure.



## 10.0 Conduct of former staff members

- ▶ Former staff must not take workplace information or property with them when they leave.

### 10.1 Conduct of former staff members

- ▶ When I leave my current employment I will not use or take advantage of confidential information obtained in the course of my official duties until this information is publicly available.
- ▶ I will not take documents that are the property of the Health Service to another position prior to or after my resignation without approval.
- ▶ I will not give, or appear to give, favourable treatment or access to privileged information to former staff of NSW Health.

## 11.0 Breaches of the NSW Health Code of Conduct

- ▶ Staff must be aware of, and abide by, this Code of Conduct.

### 11.1 Breaches of this Code of Conduct

- ▶ I will familiarise myself with the contents of Part 2 of the Code of Conduct Policy Directive, to ensure that I have a clear understanding of all of the standards of behaviour required in this Code of Conduct.

- ▶ If I do not understand any issue covered in this Code of Conduct I will discuss it with my immediate supervisor or my Health Service Human Resource or Internal Audit Manager.
- ▶ I will abide by the standards outlined in this Code of Conduct and the legislation, policies and procedures it reflects. Breaches of this Code of Conduct may lead to disciplinary action.
- ▶ Certain sections of the Code of Conduct reflect the requirements of legislation, and I am aware that breaches of these conditions may be punishable under law.
- ▶ If I become aware of a breach of this Code of Conduct, by either myself or by other staff members, I will immediately report the matter to my supervisor.

## Further Information

For further information on the NSW Health Code of Conduct staff should consult their manager or contact the NSW Department of Health Corporate Personnel Services branch. The complete NSW Health Code of Conduct is available on the NSW Health web site, including Part 2 – Explanatory Information – NSW Health Code of Conduct.

# Commitment to women's health

The NSW Women's Health Strategy, funded through the Public Health Outcomes Framework Agreement provides the framework for advancing the health and wellbeing of women in NSW. The principles of equity, access, rights and participation underpin the strategy.

NSW Health recognises how the diverse roles and backgrounds of women impact on their health outcomes. NSW Health funds, implements and monitors a range of initiatives to improve the health and wellbeing of women in NSW.

## Having a baby

The Having a Baby book, a major resource for pregnant women, their families and health professionals, was developed and released in 2007. It provides evidence-based, best practice information about pregnancy, childbirth, the post-natal period, promoting maternal, infant health and wellbeing.

The book is available free of charge to all women booking into a NSW public hospital for birth and has also been translated into five languages.

## Reducing violence against women

The NSW Strategy to Reduce Violence Against Women involves a partnership between the Attorney General's Department, NSW Police, Department of Community Services, Department of Education and Training, Department of Health, Department of Housing and the Office for Women. In 2006/07 NSW Health contributed \$650,000 towards the initiative.

## Female genital mutilation

In 2006/07 NSW Health allocated \$205,500 to the NSW Education Program on Female Genital Mutilation. The program adopts a human rights approach to working with new and existing communities, key stakeholders and service providers to prevent the occurrence of female genital mutilation in NSW and to minimise the harmful effects to women and girls who have experienced female genital mutilation prior to arrival in Australia.

The Program includes 110 members of the medical profession including midwives, radiographers, social workers, counsellors, child protection and refugee health staff who have gained skills and knowledge about working with female genital mutilation affected communities.

The 2007 Zero Tolerance Day provided an opportunity for over 100 women from female genital mutilation practicing communities to come together to discuss ways of preventing the practice from occurring to their children and others within their respective communities.

A regional outreach strategy, between key regional service providers in and around Coffs Harbour, aims to facilitate access to the health system and other services for communities living in the area that are affected by female genital mutilation practices.

## The Women's Health and Traditions in a New Society Program

The Women's Health and Traditions in a New Society Program has approximately 100 participants from Sudanese, Somali, Sierra Leonian and Egyptian backgrounds. Seven bi-lingual workers from communities including Iraq, Kenya, Somalia, Liberia and Ethiopia have been trained to conduct the program within their communities.

## Other highlights

A variety of projects across NSW Area Health Services achieved significant progress in improving women's health in 2006/07. A number of these projects were supported by Public Health Outcome Funding Agreements administered by NSW Health.

- Following reports of significantly lower breast and cervical screening rates for Macedonian women living in the South Eastern Sydney Illawarra Area Health Service area, a project has been established to raise awareness. The employment of a Macedonian Women's Health project officer has enabled the formation of a Macedonian Advisory Committee overseeing a range of promotional activities. The partnership is showing an increase in the numbers of Macedonian women having pap tests and being encouraged to attend breast screening.

- ▶ LOVE BiTES is a school-based early intervention and prevention program in the North Coast Area Health Service, focusing on sexual assault and family violence. LOVE BiTES was awarded a certificate of merit at the Australian Crime Prevention Awards.
- ▶ The Aboriginal Women's Outreach Clinic in Eurobodalla, is a formalised collaboration project between the Aboriginal health worker and the women's health nurse reaching out to women living in small and isolated communities. The aim of the clinic is to improve access to health services and to encourage breast and cervical screening rates amongst Aboriginal women. In 2006/07, 36 Aboriginal women accessed the clinic.
- ▶ A 17-minute DVD was developed in five community languages to encourage women from these communities to see their GPs as soon as they think they may be pregnant. The project aims to prevent health inequalities between groups of women at entry to antenatal care and to reduce adverse pregnancy-related outcomes.
- ▶ The newly established gender research awareness consultation education project is for Greater Southern Area Health Service staff to learn about gender and health outcomes.
- ▶ The Malabar Midwifery Link Service is a community based midwifery service in South Eastern Sydney Illawarra Area Health Service. The Aboriginal component of the service has enabled the delivery of outreach midwifery, child health and paediatric clinic at the new La Peruse community health centre, including a dedicated position for a qualified Aboriginal midwife.
- ▶ In South Eastern Sydney Illawarra Area Health Service, two cross-cultural workers are working to increase Lebanese and Indonesian women's early access to maternity and early parenting services.
- ▶ The 'Invisible Sentence' project is a partnership between hospital social workers, the women's health nurse and the Department of Corrective Services in Greater Southern Area Health Service. It was set up to provide support and information to women with partners in prison.
- ▶ South Eastern Sydney Illawarra Area Health Service has established the Bilingual Community Education Program. The Program is an opportunity for women from a range of cultural and linguistically diverse backgrounds to train as bilingual community health educators.
- ▶ Botany and East Nowra community development programs focus on building partnership for health between local councils and relevant government and non-government agencies to address broader issues of health in disadvantaged communities. Each program uses a community development model and health promotion strategies to empower women in disadvantaged communities to address issues impacting on their health outcomes.



### Future initiatives

- ▶ Development of the NSW Health Women's Health Strategic Implementation Plan. The plan will set health priorities for all women in NSW with the aim to reduce health inequities, improve women's wellbeing and health outcomes and encourage the health system to be more responsive to the diverse needs of women.

# Consumer participation

NSW Health is committed to providing the best care possible to the community, involving health consumers in decisions about the health system and providing information to improve their own health and the health of their communities.

The Department of Health has developed appropriate mechanisms to engage the community and clinicians in health decision-making and to ensure the delivery of quality healthcare. The following initiatives have been established:

## NSW Health Care Advisory Council

The NSW Health Care Advisory Council (HCAC), established in March 2005, is the peak community and clinical advisory body providing advice to the Director General and Minister. It is chaired by the Rt Hon Ian Sinclair AC and Professor Judith Whitworth AC.

The HCAC met six times in 2006/07 and focussed on the priorities set by the Minister. The Council discussed and provided advice on the following priority issues during the year:

- ▶ Strategic planning initiatives including the NSW State Plan, State Health Plan and futures planning.
- ▶ Mental health
- ▶ Service delivery models for primary and community healthcare
- ▶ Workforce – the role of general practitioners
- ▶ Service delivery models for trauma
- ▶ The Population Health Priority Taskforce work plan
- ▶ Creating better experiences – improving access to quality and safe healthcare
- ▶ Prevention and early intervention – population health strategies
- ▶ Priorities for the Australian Health Care Agreement
- ▶ Aboriginal health.

## Health Priority Taskforces

The Health Priority Taskforces provide advice to the Health Care Advisory Council, Director General and the Minister on policy directions and service improvements in each of the high priority areas of the NSW health system.

The Health Priority Taskforces include:

- ▶ Aboriginal health
- ▶ Chronic, aged and community health
- ▶ Children and young people's health
- ▶ Critical care
- ▶ Greater Metropolitan Clinical Taskforce
- ▶ Information, management and technology
- ▶ Maternal and perinatal health
- ▶ Mental health
- ▶ Population health
- ▶ Rural health
- ▶ Sustainable access

Further details about the Health Priority Taskforces can be found in Appendix 3 (Significant Committees).

## Area Health Advisory Councils

Area Health Advisory Councils have been established for each of the Area Health Services and a Children's Hospital Advisory Council has been established for the Children's Hospital at Westmead. The Area Health Advisory Councils comprise clinicians and members of the community working together to provide advice to the Health Service Chief Executive on planning and delivering health services.

The Council membership consists of between nine and 13 members who have experience in the provision of health services, represent the interests of consumers, health services and the local community and/or have expertise, knowledge or experience in Aboriginal health.

In 2006/07, Area Health Advisory Councils and the Children's Hospital Advisory Council finalised their individual charters as required under the Health Services Act 1997 and published these on the websites of each of the Area Health Services and The Children's Hospital at Westmead.

These Councils also finalised their two-year work plans outlining activities against the performance indicators and these were provided to the Minister.

Area Health Advisory Councils, the Children's Hospital Advisory Council Chairs and Area Health Chief Executives also participated in two forums to discuss common issues and challenges including clinician and consumer engagement and communication pathways

### Compliments or complaints

- ▶ All compliments are treated confidentially.
- ▶ Compliments or complaints regarding health care or services can be made to any member of a hospital or staff of a health service.
- ▶ If individuals are not satisfied with the manner in which a complaint has been handled, they can write to the Chief Executive of the relevant Area Health Service.
- ▶ Individuals can also contact the Health Care Complaints Commission which is independent of the public health system. A complaint may be investigated by the Commission, referred to another body or person for investigation, referred to conciliation with the complainant's permission or referred to the Director General of the NSW Department of Health.

Assistance is available from the Health Care Complaints Commission Complaints Resolution Service to help resolve the concern locally.

The Health Care Complaints Commission can be contacted at:

Locked Bag 18  
Strawberry Hills NSW 2012  
Telephone (02) 9219 7444  
Tollfree 1800 043 159  
TTY (02) 9219 7555  
Website [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

If individuals have a concern about their treatment or the treatment of someone they know has received at a NSW health facility, the following list of contacts will help them decide how to proceed:

- ▶ Contact the relevant health facility regarding treatment in a public hospital, community health centre or another NSW Health service.
- ▶ Contact the relevant private hospital regarding treatment in a private hospital.
- ▶ Contact the Aged Care Complaints Resolution Scheme regarding healthcare in a Commonwealth-funded aged care service.
- ▶ Contact the NSW Medical Board regarding treatment by a general practitioner in private practice.
- ▶ Contact the relevant registration board regarding treatment by other practitioners, such as podiatrists, psychologists, etc.
- ▶ Contact the Health Care Complaints Commission for further assistance.

# Disability action plan

One in five Australians experiences some type of disability – physical, learning, intellectual or cognitive to name a few. People with a disability are as much a part of NSW Health as of the wider community.

NSW Health aims to create an inclusive workplace and harness the contribution and potential of all people, irrespective of ability. Strategies listed in its Disability Action Plan interrelate with those in the Department's broader Diversity and Equity Plan for the Workplace, and are also available within the Staff Handbook and on the corporate intranet site.

The Disability Action Plan was reviewed in 2006/07 and a revised Disability Action Plan is under development to be aligned with the Department's Corporate Strategic Plan 2006–2010 and an updated workplace Diversity and Equity Plan.

The recruitment process plays a key role in ensuring that NSW Health recruits from the entire talent pool and removes barriers to the recruitment of talented and skilled people with a disability. The current Disability Action Plan has specific strategies to identify positions into which these people may be recruited, and to use a merit-based selection process to do so.

The Department's current learning and development programs, including induction, staff selection techniques and workplace grievance management, have played a lead role in raising disability awareness by relaying information on anti-discrimination concepts and guidelines and fostering an inclusive workplace culture. The coaching and performance system assists managers and employees to identify learning and development needs and opportunities to access by professional development programs.

Learning and development programs planned for the next financial year will integrate information on:

- Diversity in the workplace and employment of people with disability
- Communicating and consulting with people with a disability
- Flexible and accessible services for people with a disability
- Developing information in alternative formats.

People with disabilities and their carers are able to utilise flexible work arrangements through the Department's flexible work hours agreement. The Department also promotes a workplace adjustment process for employees requiring modifications to their workstation or surrounding environment.

The Equity Advisory Committee for the workplace has been sustained for the past seven years, with staff representatives of key groups including those with disability. The Department's Occupational Health & Safety (OH&S) Committee is another forum at which all staff members may raise concerns and/or nominate themselves as OH&S Committee Members.

Members of an informal support network 'DoHABLE' (Department of Health Able) have continued to work with representatives of other equity groups to organise lunchtime seminars on disability-related issues.

# Equal employment opportunity

NSW Health maintains a firm commitment to equal employment opportunity and recruits and employs staff on the basis of merit and values. This ensures a diverse workforce, as well as a workplace culture where people are treated equally and fairly.

Significant Equal Employment Opportunity (EEO) outcomes for 2006/07 include:

- ▶ Progression of strategies in the Department's Diversity and Equity in the Workplace Management Plan, incorporating the EEO Plan; the Disability Action Plan; the Ethnic Affairs Priority Statement and the Aboriginal Workforce Development Plan.
- ▶ Maintenance of the Aboriginal Support Network web page, in conjunction with Aboriginal and Torres Strait Islander employees. This site provides details of the Network, its aims, terms of reference and membership, with links to related pages such as the 'Welcome to country protocols' policy and the publication *Communicating positively*, a guide to appropriate Aboriginal terminology.
- ▶ Continuation of a successful Spokeswomen Program to help improve equality in the workplace for women. In addition to International Women's Day celebrations, the program's major activity has been a public seminar series with topics including couple communication and financial planning.
- ▶ Journey of Healing activities organised by a Department-wide team, including a traditional smoking ceremony accompanied by songs from the didgeridoo.
- ▶ Commemoration of National Reconciliation Week, with a lunchtime film screening of two videos entitled *Sorry Proof Country* and *Special Treatment*.
- ▶ Commemoration of the 50th Anniversary of NAIDOC (National Aboriginal and Islander Day Observance Committee) Week 2007. This year's NAIDOC theme was '50 Years: Looking Forward, Looking Back'.

## Equal Employment Opportunity Management Plan 2007/08

The Department provides an EEO Management Plan to the NSW Department of Premier and Cabinet each year in accordance with Part 9A of the Anti-Discrimination Act 1977. This plan seeks to eliminate and ensure the absence of discrimination in employment and to promote equal employment opportunity in the EEO target groups.

The following activities are proposed as part of the EEO Management Plan for 2007/08:

- ▶ Provide support to members of the DoHAble network to lead consultations on disability needs and strategies. Disseminate information about the network, its meetings, relevant policies, entitlements, resources, details of seminars and other activities.
- ▶ Provide support to members of the Department's gay and lesbian network to raise awareness and provide information on relevant policies, entitlements, resources, details of seminars and other activities and working towards minimising heterosexism in the Department.
- ▶ Actively promote direct recruitment of people with a disability and the employment of Aboriginal and Torres Strait Islanders by way of targeted recruitment.
- ▶ Acknowledge reconciliation and the Journey of Healing with Aboriginal and Torres Strait Islander peoples.

## A. Trends in the representation of EEO groups

EEO group	Benchmark or target	Percentage of total staff						
		2001	2002	2003	2004	2005	2006	2007
Women	50%	59%	59%	59%	60%	63%	62%	62%
Aboriginal people and Torres Strait Islanders	2%	2.1%	1.5%	2%	2%	2.8%	1.6%	1.4%
People whose first language was not English	20%	18%	19%	20%	20%	19%	20%	21%
People with a disability	12%	4%	3%	4%	4%	4%	3%	4%
People with a disability requiring work-related adjustment	7%	1%	1%	1%	1%	0.9%	0.9%	1%

## B. Trends in the distribution of EEO groups

EEO group	Benchmark or target	Distribution index						
		2001	2002	2003	2004	2005	2006	2007
Women	100%	91	90	90	95	95	96	95%
Aboriginal people and Torres Strait Islanders	100%	95	94	n/a	n/a	n/a	n/a	n/a
People whose first language was not English	100%	93	89	92	91	90	90	90%
People with a disability	100%	105	102	100	101	98	97	100%
People with a disability requiring work-related adjustment	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

### Notes:

- 1 Staff numbers are as at 30 June.
- 2 Excludes casual staff.
- 3 A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by the Office of the Director of Equal Opportunity in Public Employment on Equal Employment Opportunity.
- 4 The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.

Equal Employment Opportunity reporting for HealthSupport and HealthTechnology was not available at the time printing. This information will be available on the NSW Health website [www.health.nsw.gov.au](http://www.health.nsw.gov.au)



# Ethnic affairs priority statement

## Achievements

Goal	Health Service	Project/Initiative	Achievements 2006/07
Keep people healthy	NSW Health	Report on adult health by county of birth	The report aims to support the planning, implementation and evaluation of health services and programs targeting people from culturally and linguistically diverse communities.
		Development and distribution of Family Matters booklet	The booklet was widely distributed among ethnic communities and includes information about the risks and impacts of drug and alcohol abuse.
		Resources for culturally and linguistically diverse communities on preventing falls	Resource material was developed to reduce the number of injuries caused by falls within the Polish, Turkish and Korean communities.
	South Eastern Sydney Illawarra Area Health Service	Arabic tobacco project	Development of an Arabic education package raising awareness of tobacco use to Year 5 students.
		St George Macedonian Mental Health Theatre Project	A play called Fear and Shame was written to promote positive messages about mental health in the Macedonian community.
		Parenting in Pacific Island communities	The MANA Parenting Program, based on the Tips for Parenting Skills program, was specifically adapted for use with Pacific Island people.
		Health information sessions for newly arrived refugees in the Illawarra	Twelve information sessions were held for 64 newly-arrived refugees regarding the Australian health system.
	Sydney South West Area Health Service	Healthy Kids mental health promotion initiative.	Audio and print versions of the Healthy Kids: The Parents Guide material was produced.
		Anti-smoking campaign targeting the Chinese community	Award-winning brochure features the internationally known actor Jackie Chan and encourages smokers to give up by providing a number of useful and practical tips.
	To provide the healthcare people need	South Eastern Sydney Illawarra Area Health Service	General Practice collaborative care model for refugee families and children
Partners in residential care project			The pilot demonstrated practical ways in which relatives and staff can cooperate to provide high quality and culturally appropriate care to reduce the fears experienced by families from culturally and linguistically diverse communities.
Cardiac story boards developed			The project aims to increase understanding of the patient experience and fosters dialogue between patient and staff.
North Sydney Central Coast Area Health Service		Early childhood assessments of the needs of Tibetan refugees	A new model for delivering early childhood assessments was introduced for Tibetan refugees in the Dee Why area.

Goal	Health Service	Project/Initiative	Achievements 2006/07
To deliver high quality services	South Eastern Sydney Illawarra Area Health Service	Celebrating diversity conference	A total of 170 delegates attended a conference held to raise awareness among staff about the challenges of providing appropriate healthcare to culturally and linguistically diverse communities in the St George area.
		Chinese mental health project at St George and St Vincent's Hospitals	A study was completed regarding the attitudes of people from mainland China to mental illness.
		Diversity health leadership program	A kit was developed to support staff in leadership positions to deal more effectively with cultural diversity.
	North Sydney Central Coast Area Health Service	Enhance the skills of overseas trained doctors	A training program was conducted for 30 overseas trained doctors on sexual and reproductive health, including Pap tests, pelvic examination and breast examinations.
		Campaign to reduce Sexually Transmitted Infection (STIs)	A community awareness campaign was implemented targeting the female sex industry. Including STI educators kits to be used in education sessions with Thai and Chinese sex industry workers.
	Hunter and New England Area Health Service	New refugee health unit established	The unit provides the initial medical assessment for newly arrived refugees as well as immunisations, referrals and follow-up treatment for those who require it.
To manage health services better	Sydney West Area Health Service	Review of the Mental Health Outcome Assessment Tool	The review was conducted to make the tool accurate and appropriate for use with culturally and linguistically diverse communities.
	Hunter and New England Area Health Service	Ward visits in Tamworth Rural Referral Hospital	Printouts are provided to the staff of the Multicultural Health Unit of Tamworth Hospital and patients from culturally and linguistically diverse communities, to help them determine support needs and referral requirements.
		Improve access to interpreter services in hospital emergency departments	This initiative increased the percentage of patients born overseas presenting to emergency departments who requested an interpreter and received one, from 54 per cent to 79.3 per cent.
		Additional dental health service were established	In 2006 additional dental clinics were established and delivered on Saturdays in Armidale, Tamworth and Newcastle specifically targeting refugees with dental problems.

## Planned Initiatives

Goal	Health Service	Project/Initiative	Initiative planned for 2007/08
To keep people healthy	NSW Health	Implement culturally and linguistically diverse, HIV/AIDS strategy	HIV/Tuberculosis (TB) workshops will be provided to all HIV/TB services across NSW focusing on people from culturally and linguistically diverse communities. An African Women's Officer and an African Men's Officer will be recruited and used by the NSW Multicultural HIV/AIDS and Hepatitis C Service in 2007/08 to deliver community development projects and programs.
		DVD on Nicotine Replacement Therapy	The DVD Health Smart-Nicotine Replacement Therapy will be translated in seven community languages. The DVD provides information about nicotine dependence and advice on the use of different forms of nicotine replacement therapy.
		Promotion of Family Matters – drug and alcohol material to culturally and linguistically diverse communities	A promotion campaign for the Family Matters booklets will be conducted during February and March 2008. The campaign will include promotional advertising in various languages using newspapers and radio.
	South Eastern Sydney Illawarra Area Health Service and the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	African Health Day	The purpose of this event is to raise the awareness of African refugees to the various services available to them and how to utilise these services more effectively.
To provide the healthcare people need	NSW Health	Co-morbidity project targeting culturally and linguistically diverse communities	This new statewide service will provide triage, clinical consultation, assessment and referral services to people from culturally and linguistically diverse communities who are experiencing problems due to their substance abuse and concurrent mental health difficulties.
		New Ethnic Affairs Priority Statement (EAPS) Plan for 2007–2011 developed	The new EAPS plan for 2007–2011 sets out healthcare priorities for NSW Health in relation to multicultural health in accordance with the Department's seven strategic directions.
		NSW Multicultural Mental Health Plan 2007–2011	The new NSW Multicultural Mental Health Plan for 2007–2011 details five key strategies and performance measures that will guide the development and implementation of culturally appropriate mental health services and programs.
	North Sydney Central Coast Area Health Service	Identify the needs of carers from culturally and linguistically diverse communities	Community consultations will be held with key culturally and linguistically diverse community groups residing in the Central Coast area to determine effective methods of identifying the needs of carers, resources that need to be developed and support activities.
		Safe injecting service for culturally and linguistically diverse communities	A safe injecting service, providing clean injecting equipment will be established in an existing service outlet.
	South Eastern Sydney Illawarra Area Health Service	Medication management issues with older persons from culturally and linguistically diverse communities	The findings of research conducted at the Prince of Wales Hospital regarding the management and use of medications by people from culturally and linguistically diverse communities will be implemented.
		Interest in the use of complementary medicines project	A research project will be conducted by the oncology ward at Prince of Wales Hospital to identify the interest of patients from culturally and linguistically diverse communities to the use of complementary health practices in the treatment of cancer.

Goal	Health Service	Project/Initiative	Initiative planned for 2007/08
To deliver high quality services	Ambulance Service	Campaign to be implemented regarding the correct uses of the triple zero emergency number.	A community wide campaign will be conducted in 2007/08 using a range of mainstream and ethnic media outlets to reinforce the correct use of this critical emergency service.
	North Sydney Central Coast Area Health Service	Improve breastfeeding rates among culturally and linguistically diverse communities	Culturally and linguistically diverse communities from Asia and the Middle East will be targeted to increase the current lower rate of breastfeeding among new mothers.
	Greater Western Area Health Service	New information package for rural staff focusing on interpreter services	A new information package will be provided to 108 health facilities. The package will include the new interpreter policy and a pamphlet focusing on using interpreters in rural and remote areas.
	South Eastern Sydney Illawarra Area Health Service	Clinical redesign project for HIV/AIDS and sexual health	The project will be promoting clinical reengineering to optimise the patient service experience and to improve access to priority culturally and linguistically diverse communities outlined in the NSW HIV, Sexually Transmitted Infections (STIs) and Hepatitis C strategies.
		Chinese DVD about cardiac rehabilitation	A DVD will be produced in Chinese to encourage patients to attend cardiac rehabilitation programs. The project will examine the appropriateness and effectiveness of the new material.
To manage health services better	Hunter and New England Area Health Service	Guidelines to be developed regarding 'Brought in Food' for patients	New guidelines will be developed to enable long stay patients to have safe access to food prepared by their families. According to available research this strategy will enhance the rate of patient recovery.
		Support program for international nursing graduates	New protocols and procedures will be developed to allow the Area Health Service to identify all overseas trained nursing graduates commencing employment and to build an appropriate orientation and support program addressing their needs.
	Sydney West Area Health Service	Videoconferencing project	A pilot will be implemented which aims to provide health services across Sydney West Area Health Service with videoconferencing mobiles/portable units. The new units are expected to enhance the effective provision of healthcare interpreter services to clients from culturally and linguistically diverse communities.
		Online booking system for interpreters	A new online booking system for interpreters will be developed to increase efficiency and to reduce errors and delays.
		International Diversity Health Conference	The conference is a partnership with the Diversity Health Institute and will bring to Sydney the international and national leaders in diversity health practices.
	South Eastern Sydney Illawarra Area Health Service	Australian Research Council linkage grant project: Negotiating the challenges of cultural diversity in children's healthcare	This will bring to an end a three-year research project, which has been examining the challenges of providing health services to children from culturally and linguistically diverse communities. The project will provide recommendations about how healthcare for children from culturally and linguistically diverse communities can be improved.

# Human resources

The NSW Department of Health requires a workforce that is highly qualified, flexible, innovative and effective.

The Corporate Personnel Services Unit is responsible for developing, implementing and evaluating a broad range of human resource initiatives.

The Unit provides a comprehensive human resource management function for the organisation, including expert advice on organisational design, staffing needs and conditions of employment, and staffing issues such as equity, professional development, performance management, grievance resolution and industrial relations issues. It provides a range of services to management and staff including recruitment, learning and development, salaries, occupational health and safety, workers compensation and rehabilitation, job evaluation and establishment.

Corporate Personnel Services also provided organisational development support including:

- ▶ Managing restructuring consultations and negotiations with employee representative organisations.
- ▶ Advising management on structures and transitional processes.
- ▶ Developing and evaluating new position descriptions.
- ▶ Providing training, coaching and counselling services to management and staff.
- ▶ Managing redeployment and recruitment processes.

## Highlights

- ▶ Launch of Surviving the Shrinkage program which provided Branch Directors with comprehensive information on a range of human resource management indicators including staffing mix, leave and recruitment and the opportunity to discuss and develop structural, operational and management options.
- ▶ Introduction of E-recruitment initiatives designed to result in more efficient ways to recruit within shorter timeframes.
- ▶ A Grievance Resolution User Guide was issued in consultation with unions for use throughout NSW Health. The Guide is used in conjunction with the Health System Policy on Grievance Resolution.
- ▶ There were six Joint Consultative Committee meetings held. These meetings were a productive forum for consultation between management, staff and unions.
- ▶ The salaries unit successfully updated its payroll and human resource technology.
- ▶ Systems were updated to better manage the job evaluation process including position history files, position descriptions, evaluation reports and grading approvals.
- ▶ An electronic online 'leave system' was developed to enable the application and approval of employee leave requests.
- ▶ The OHS MiniKit was developed and implemented. This will ensure that contractors and visitors are aware of their obligations to themselves and NSW Health staff whilst onsite.

## Staff training

In 2006/07, Corporate Personnel Services provided a comprehensive range of training, planning and development services to assist staff in developing their individual careers as well as achieving organisational goals and priorities. Highlights included:

- ▶ Approximately 25 course programs were available to employees each quarter.
- ▶ Training in the new leave online functionality.
- ▶ The addition of a Chairing and Managing Meetings course.
- ▶ The addition of a Workplace Grievance Management course for managers and those with a responsibility for staff.

## Staff awards

NSW Health has two staff awards to recognise outstanding individual and team performance. The awards are conducted quarterly with the staff member of the year and the team of the year awarded in December.

### Individual awards

Kimberlee Isaac

Shared Service Centre

Roger Holt

Inter-Government and Funding Strategies Branch

Philip Johnson

Shared Service Centre

Ann Wilson

Executive Support Unit

Ron O'Neill

Corporate Personnel Services

### Team awards

Health Survey Program and Web Publishing Services

Michael Giffin and Martha Herewini

Housing & Accommodation Support Initiative

Robyn Murray, Haley Kennedy, Amelia Tranio and Julie Bryant

Health Services Performance Improvement Branch

Ramsey Awad, Mark Britt, Joanna Burdajewicz, Judith Carll, Karen Clark, Daniel Comerford, James Dunne, Jane Gray, Lesley Innes, Karen James, Celonia Jansen, Angela Littleford, Donald Maclellan, Jo-Anne Milne, Charlotte Milner, Jane Montgomery, Tony O'Connell, Neil Rickwood, Tuly Rosenfeld, Donna Scard, Rima Singh, Robyn Speerin, Lissa Spencer, Joanna Tomlinson, Raj Verma, Helen White, Bronwyn Wilkinson, Judy Willis and Ashley Young.

Legal and and Legislative Services Branch

Leanne O'Shannessy, Iain Martin and Michael Hudson

Public Health Real Time Emergency Department

Surveillance Team

David Muscatello, Wei Zheng, Ingrid Evans,

Paul Grant and Andrew McNamara

## Scholarships

NSW Health introduced the Margaret Samuel Memorial Scholarship for Women in 1997 and the Peter Clark Memorial Scholarship for Men in 2002. The scholarships are designed to assist NSW Health officers to pursue tertiary studies in an area that is relevant to the Department's functions. The 2007 scholarships were awarded to the following staff:

### Margaret Samuel Memorial Scholarship

Lisa Eckstein, Health Research and Ethics Branch, Population Health to undertake a Masters of Health Law at the University of Sydney.

### Peter Clark Memorial Scholarship

Wilson Yeung, Quality and Safety to continue a Masters of Health Administration at the University of NSW.

# Employee relations

NSW Health's Employee Relations Directorate is responsible for public health system industrial relations and human resources policy. It aims to facilitate a fair, safe, healthy and harmonious working environment for the NSW Health workforce.

## Significant wage movements

On 9 February 2007, the Industrial Relations Commission of NSW found that elements of work value change and a special case had been made out for medical physicists and granted in full the salary claim sought by the Health Services Union for this classification.

Claims for training, education and study leave and administrative support were refused. The Department appealed this decision with a stay granted and the matter carrying over to the next reporting period.

In February, the Industrial Relations Commission also brought down a decision in relation to its review of continuing education allowances for nurses and midwives, together with a claim by the New South Wales Nurses' Association for increases in the quantum of the allowances and changes to the system warranting payment.

The Commission declined to extend the allowances to non-clinical qualifications, extended payment to the clinical nurse specialist/clinical midwifery specialist classification and increased the quantum of the allowances payable in three branches. Effective from 1 March 2007, 1 December 2007 and 1 September 2008.

Following consultations with the Australian Medical Association (NSW) Ltd arising out of its claim for revised terms and conditions for visiting medical officers, remuneration rates were revised with effect from 1 January 2007.

The ordinary hourly rates and on call rates which public health organisations are authorised to pay to sessional visiting medical officers increased by 13 per cent. Background practice costs were also increased to reflect annual CPI increases. The hourly sessional rate will increase by further amounts of 2.5 per cent each time on 1 January 2008, 1 January 2009 and 1 January 2010.

## Memoranda of Understanding

In the reporting period, no Memoranda of Understanding were concluded. Most of the present Memoranda remain in effect until 30 June 2008. The industrial parties continued to progress outstanding allowable matters explicitly identified in the current memorandum.

## Statewide Human Resource Policies released in 2006/07

Recruitment and selection – policy and supporting business processes (PD2006\_059)

This policy was developed following a review and update of the Department's existing recruitment policy for Area Health Services. It provides detailed information on the steps to be taken to ensure that there is a fair, efficient and effective recruitment process for filling vacancies in NSW Health and includes links to other policy documents relevant to the appointment process.

Managing sick leave: policy, procedures and eligibility (PD2006\_063)

This policy was developed following a review of the Department's existing sick leave management policy for Area Health Services. It takes advantage of information gleaned from a review of sick leave history and management practices within nursing and provides detailed guidance on how to effectively manage sickness absences in the best interests of both the individual and the employing health facility.

Guidelines for the prevention and management of workplace bullying (GL2007\_011)

These guidelines were developed to support existing NSW Health policies in relation to workplace bullying. The document provides advice on the types of behaviours that may constitute bullying, strategies for preventing bullying using a risk management approach and advice on how to effectively respond to workplace bullying complaints.

Occupational health, safety and injury management (OHS & IM) profile (PD2007\_030)

The occupational health, safety and injury management profile was the result of a significant review of the

Department's existing OHS audit tool for health facilities. The review allows for the assessment of both strategic and operational OHS and IM activities and supports benchmarking both within NSW Health and across other government agencies.

### NSW Health Code of Conduct

Developed as a comprehensive Code of Conduct for all staff working in any capacity in NSW Health.

Accompanying the NSW Health Code of Conduct is a policy titled Effectively Communicating the NSW Health Code of Conduct. It provides detailed information and strategies for chief executives and senior managers to assist them in ensuring that the Code is effectively communicated to, and understood by, all staff.



# Occupational health and safety

In accordance with the Occupational Health and Safety Act (NSW) 2000 and the Occupational Health and Safety Regulation (NSW) 2001, the NSW Department of Health is committed to ensuring the health, welfare and safety of staff and visitors to the workplace.

## Highlights

- ▶ The OH&S Safety Committee continued to meet on a bi-monthly basis to discuss health and safety matters and opportunities for consultation with staff, managers and union representatives.
- ▶ New members of the OH&S Committee obtained certification in OH&S consultation in accordance with the Occupational Health and Safety Regulation 2001.
- ▶ The induction program provided staff and managers with important information concerning workplace health and safety initiatives and risk management strategies.
- ▶ Over 20 tests and activities were conducted by recovery teams as part of NSW Health's business continuity plan.
- ▶ Evacuation procedures were tested on a six-monthly basis. Firewardens received ongoing training on evacuation procedures.

Strategies to improve OH&S include:

- ▶ Ongoing consultation and promotion of health and safety practices in the workplace.
- ▶ Ongoing commitment to promoting risk management and injury prevention strategies

## Workers Compensation

The number of worker compensation claims lodged with the Department's claims manager continued to decline and remained a positive indicator of NSW Health's OH&S performance. The Department continues to demonstrate improvements in managing workers' compensation costs and delivering effective return to work programs.

The Department performed well against targets outlined in the Working Together – The Public Sector OH&S and Injury Management Strategy for 2005–2008 with more than 90 per cent of branch managers participating in OH&S training.

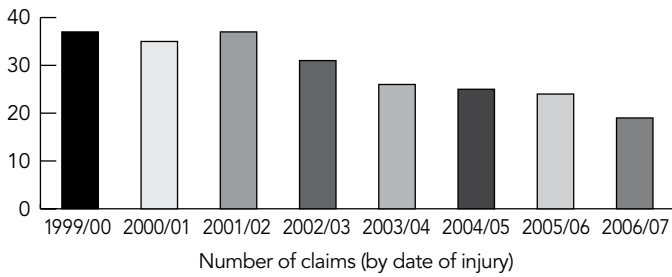
The Department managed 19 new claims during 2006/07. This number was lower than in previous years. Twenty-one claims were lodged however two of these were declined. Slips and trips accounted for most of the claims (eight of the 19).

Strategies to improve workers compensation and return to work performance include:

- ▶ Ongoing commitment to providing compensation, suitable duties and effective return to work programs for employees with work-related injuries.
- ▶ Regular contact with stakeholders during the claim process to aid timely return to work and injury management strategies.
- ▶ Regular claims reviews between NSW Health and the insurer to monitor claim activity and costs.
- ▶ Ongoing commitment to the Working Together – The Public Sector OH&S and Injury Management Strategy for 2005–2008.

NSW Department of Health data

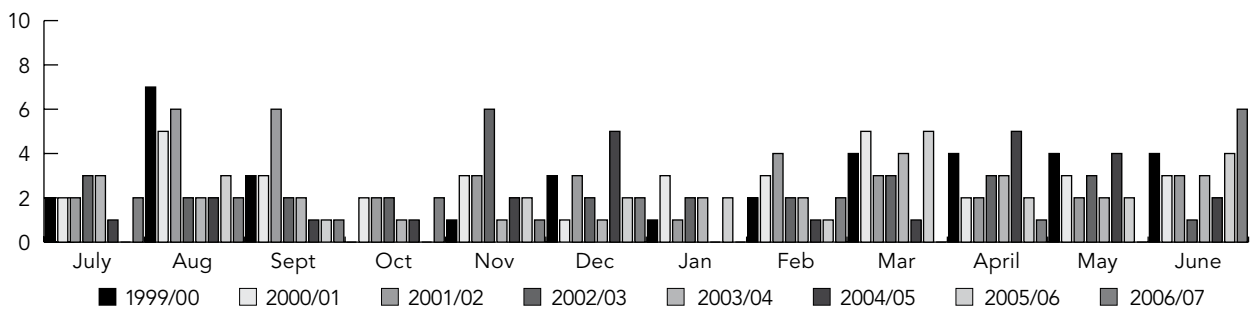
1. Number of new claims each year from 1999/00 to 2006/07 financial years



Year	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Claims	37	32	33	31	26	25	23	19

(Claims data based on accepted claims as at 2006/07 Financial year)

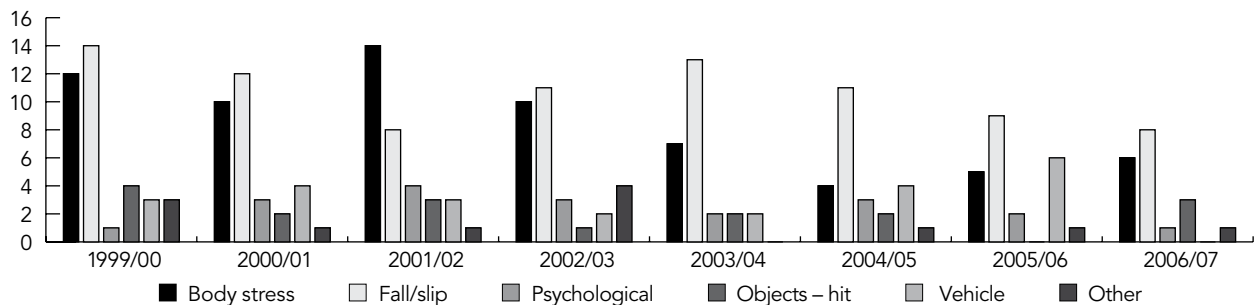
2. Claims each month from 1999/00 to 2006/07 financial years



3. Categories of workers compensation claims each month 2006/07 financial year

Injury/illness	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Total
Body stress				2	1	1		1				1	6
Fall/slip/trip	1	2	1									4	8
Psychological										1			1
Objects – hit	1					1		1					3
Vehicle													0
Other												1	1
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>19</b>

4. Categories of workers compensation claims from 1999/00 to 2006/07



Year	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Body stress	12	10	14	10	7	4	5	6
Fall/slip	14	12	8	11	13	11	9	8
Psychological	1	3	4	3	2	3	2	1
Objects – hit	4	2	3	1	2	2	0	3
Vehicle	3	4	3	2	2	4	6	0
Other	3	1	1	4	0	1	1	1
<b>Total</b>	<b>37</b>	<b>32</b>	<b>33</b>	<b>31</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>19</b>

# Overseas visits by staff

The schedule of overseas visits is for NSW Department of Health staff. The reported instances of travel are those sourced from general operating funds or from sponsorship arrangements, both of which require Departmental approval.

Bles, Anthony – Population Health  
Domestic Waste Water Management Systems Committee meeting. Wellington. New Zealand. General Funds

Chant, Kerry – Population Health  
17th Meeting of the Food Regulation Standing Committee. Wellington, New Zealand. General Funds

Christensen, Amanda – Population Health  
United States and Pacific Islands regional tuberculosis workshop. Honolulu, Hawaii. Sponsorship

Dunn, Tony – Health Systems Performance  
2nd Annual private healthcare conference. Dublin, Ireland and meetings in United Kingdom and Germany. Sponsorship

Hyland, Deborah – Health Systems Support  
Meetings with Government officials on shared human resources services. Belfast, Dublin and London. General Funds

Jackson, Kate – Strategic Development  
Australian and New Zealand School of Government Executive Masters of Public Administration course. Wellington, New Zealand. General Funds

Kehoe, Paul – Population Health  
19th World Conference of the International Union of Health Promotion and Education. Vancouver, Canada. General Funds

Kruk, Robyn – Director General  
Meeting on regulatory medical services. Beijing, China. Sponsorship

Reforming States Group, western regional meeting. San Diego, USA. Sponsorship

Lagaida, Robert – Health Support  
Meeting with Government officials on implementation of shared human resources services. London and Belfast. United Kingdom. General Funds

McAnulty, Jeremy – Population Health  
Epidemic Intelligence Service conference. Atlanta USA. General Funds

Madden, Lynne – Population Health  
19th world conference for the International Union for Health Promotion and Education. Public health site visits. Vancouver, Canada and Washington, USA. General Funds

McGrath, David – Strategic Development  
50th Session of the Commission of Narcotic Drugs. Vienna, Austria. General Funds

McGrath, Katherine – Health Systems Performance  
23rd International Society of Quality in Healthcare conference. London, England. General Funds

Discussions with key health organisations on Hospital avoidance, chronic care management, electronic medical records and electronic health. California, Florida and Virginia, USA. General Funds

Matthews, Richard – Strategic Development  
Address the New Zealand Ministry of Health, District Health Boards and Department Corrections Offender Related Health Action Group. Strategic planning day. Wellington, New Zealand. Sponsorship

2007 Police Commissioner's conference. Wellington, New Zealand. Sponsorship

Prison drug abuse treatment conference. Taipei, Taiwan. Sponsorship

Murphy, Elizabeth – Strategic Development  
National Community Child Health Council meeting. Wellington, New Zealand. General Funds

O'Connell, Tony – Health Systems Performance  
Harvard Business School Executive Education program – healthcare delivery achieving organisational excellence. Boston, USA. General Fund

Power, Kaye – Population Health  
4th International Water Association leading edge conference. Exhibition on water and waste technologies. Singapore. General Funds

Purcell, Kate – Population Health  
Smoke free policy workshop for 2008 Olympics.  
Preliminary meetings with World Health Organisation.  
QingDao, China. Sponsorship

Sanders, John – Population Health  
13th World Conference on Tobacco and Health.  
Washington, USA. General Funds

Thackway, Sarah – Population Health  
Public Health Conference and visit to local Government,  
regulatory and protection agencies.  
Edinburgh and London, United Kingdom. General Funds

Thoms, Debra – Health Systems Support  
Australian and New Zealand Council of Chief Nursing  
Officers meeting.  
6th meeting of Nursing and Midwifery Regulatory  
Authorities from Western Pacific South East Asian  
Region, Wellington. New Zealand. General Funds

2007 International Council of Nurses conference.  
8th International Regulations Conference.  
Yokohama, Japan. General Funds

Verma, Raj – Health Systems Performance  
Australian and New Zealand School of Government  
Executive Masters of Public Administration course.  
Wellington, New Zealand. General Funds

Wallace, Leanne – Strategic Development  
19th World Conference on Health Conference  
Promotions and Education. Pre-conference symposium  
on child and youth development. Vancouver, Canada

Global perspectives on early childhood development.  
Washington DC, USA and Montreal, Canada  
General Funds

Wolfenden, Kevin – Strategic Development  
Study tour of police training and operations in  
emergency mental health.  
Memphis, Chicago and New York, USA. General Funds

# Privacy management plan

NSW Health provides ongoing privacy information and support to the NSW public health system through:

- ▶ The NSW Health privacy newsletter, which was issued three times in 2006/07.
- ▶ A privacy Internet and Intranet website.
- ▶ The NSW Health Privacy Contact Officers Network Group, which met twice in 2006/07.

A revised version of the privacy leaflet for patients was made available for health services and is accessible to all patients and clients utilising NSW Health services.

In March 2007, the Department distributed the NSW Health Privacy Report to NSW Health privacy contact officers and chief executives and also published it on the intranet. The Report is a new publication intended to be produced annually and provides an overview of privacy activities in the NSW Health system over the previous year.

The Department's privacy contact officer also made presentations to two health services and internally to Departmental staff.

## Internal review

One application for internal review under the Privacy and Personal Information Protection Act 1998 was received by the Department in October 2006 and completed in November 2006. The complaint alleged breach of the terms of the Act in relation to collection, accuracy, use and disclosure by the Department of personal information to the NSW Medical Board in the course of tribunal proceedings. The circumstances surrounding the complaint were investigated and it was found that there was no contravention of the Act. The applicant has not sought to appeal the findings.

# Senior executive service

## Number of CES/SES positions at each level within the Department of Health

SES Level	As at 30 June 2007	As at 30 June 2006
8	1	1
7	4	4
6	-	-
5	4	4
4	7	5
3	13	14
2	9	8 + 2**
1	3 + 1*	6 + 1**
<b>Total positions</b>	<b>42 + 1*</b>	<b>42 + 3**</b>

Note:

\*Limited term project position (Bio-preparedness)

\*\*Limited term project positions (Bio-preparedness, Clinical Services Redesign and Corporate Strategic Planning)

## Number of female CES/SES officers within the Department of Health

As at 30 June 2007	As at 30 June 2006
18	19

# Senior executive performance statements

Name	Robyn Kruk, AM
Position title	Director General
Period	1 July 2006 to 4 May 2007
SES level	8
Remuneration	\$402,750 per annum
Period in position	5 years

The Minister for Health has expressed satisfaction with Ms Kruk's performance during 2006/07.

During a challenging year in which the demand for health services and public hospital activity continued to increase, Ms Kruk provided sound management and leadership of the NSW Department of Health and NSW Health.

Professor Debora Picone has since been appointed to the role of Director General.

## Significant achievements

- ▶ Significant improvements to key performance indicators measuring hospital and surgical activity and performance, including leadership in the clinical service redesign program.
- ▶ Finalisation of the health targets for the NSW State Plan, development and implementation of the NSW State Plan – Towards 2010 and Future Directions for Health in NSW – Towards 2025.
- ▶ Provided leadership through the effective financial management of the \$11.7 billion NSW Health budget.
- ▶ Development of a five-year mental health plan to provide a better balance between community and acute hospital care for those suffering from mental illness and an increased emphasis on early intervention.

- ▶ Led improvements to emergency and community care provided to those with mental illness including the passage of the new Mental Health Act 2007.
- ▶ Ensured NSW Health continues to focus on monitoring worldwide movements and trends in the detection and spread of avian influenza and planning for a NSW Health response in the event of a pandemic.
- ▶ Representing NSW Health and providing strategic direction and input into a range of high level cross-jurisdictional and cross agency forums including the Council of Australian Governments and the Australian Health Ministers' Advisory Council.
- ▶ Ensuring the Department of Health and NSW Health continue to build strong and collaborative relationships with other NSW Government agencies, resulting in improved policy development and service options for public health services in NSW.

In summary, during her time as Director General, prior to her appointment as the Director General of the Office of Premier and Cabinet, Ms Kruk's management of the NSW Department of Health and the direction and leadership she provided to NSW Health in driving change, reform and improvements in the delivery of public health services, was of a consistently high standard.

Name	Dr Richard Matthews
Position title	Deputy Director General, Strategic Development
SES level	7
Remuneration	\$348,600
Period in position	3.5 years

The Director General has expressed satisfaction with Dr Matthews' performance throughout 2006/07 in the position of Deputy Director General, Strategic Development. Dr Matthews achieved the performance criteria contained in his performance agreements.

### Significant achievements

- Finalisation of: Future Directions for Health in NSW – Towards 2025, Fit for the future; A New Direction for NSW – State Health Plan Towards 2010 and oversaw the finalisation of health service corporate strategic plans.
- Led health reform through the Council of Australian Government's health reform process.
- Successfully implemented the 2003–2008 Australian Health Care Agreement.
- Continued support to the Health Care Advisory Council, Health Priority Taskforces, Area Health Advisory Councils and other key advisory bodies, including the General Practice Council, Ministerial Council on Hearing and Non-Government Organisations Advisory Committee.
- Provided strategic direction to the implementation of the integrated primary health and community care policy, including the establishment of after hours GP clinics and the HealthOne NSW program.
- Continued to drive the implementation of national mental health policy and the NSW mental health policy, Interagency Action Plan on Better Mental Health, New Directions in Mental Health.
- Led the negotiation of the reallocation of funds through the Government's third drug budget.
- Implementation of a joint State and Commonwealth program which operationalised 579 transitional aged care places across NSW.
- Development of the NSW Renal Dialysis Service Plan to 2011.
- Implementation of the Rural Research Capacity Building Program.

Name	Dr Denise Robinson
Position title	Deputy Director General Population Health and Chief Health Officer
SES level	7
Remuneration	\$348,600
Period in position	2 years, 4 months

The Director General has expressed satisfaction with Dr Robinson's performance throughout 2006/07 in the positions of Chief Health Officer and Deputy Director General, Public Health. Dr Robinson achieved the performance criteria contained in her performance agreement.

### Significant achievements

- Participated in strategic initiatives and policy development within the Australian Health Ministers Advisory Council subcommittees – the Australian Health Protection Committee and the Australian Population Health Development Principal Committee.
- Represented NSW on the National Health and Medical Research Council.
- Contributed to major strategic documents – Fit for the Future, State Health Plan and Healthy People NSW.
- Commenced implementation of the Australian Better Health initiative reforms.
- Participated in the consultative process across adult trauma services in metropolitan Sydney to refine a model to optimise trauma care.
- Supported the Population Health Priority Taskforce and Aboriginal Health Priority Taskforce to develop and progress their two-year work plans.
- Established the Forensic Pathology Coordinating Committee to ensure a consistent and comprehensive provision of coronial services across NSW.
- Progressed the development of a new notifiable disease database and reporting system.
- Completed the implementation of smoke-free enclosed spaces in pubs and clubs and phase four of the smoke-free workplace across the NSW health system.
- Implemented the program on streamlining ethical and scientific review of multi-centre research.
- Supported the development of the Bringing Services Together maternal and infant health programs to improve access for Aboriginal mothers and their babies.
- Met Otitis Media and Housing for Health targets under the Two Ways Together strategy.
- Water fluoridation gazetted by six local Councils to further improve resident access.
- Overseas recruitment of dentists and establishment of a mentorship program for non-registered residents to facilitate early registration and entry to the workforce.
- Introduced the Emergo-train disaster exercise program.



Name	Professor Katherine McGrath
Position title	Deputy Director General Health System Performance
SES level	7
Remuneration	\$335,200
Period in position	3.3 years

Professor McGrath achieved the performance criteria contained in her performance agreement.

### Significant achievements

- ▶ Achieved targets in December 2006 for emergency access.
- ▶ Continued to reduce the number of patients waiting beyond target wait for elective surgery.
- ▶ Strong leadership in Clinical Service Redesign Program which has been the major factor driving access and quality of service related improvement across the health system.
- ▶ Established the Centre for Healthcare Redesign to train Area Health Service staff in the NSW redesign methodology.
- ▶ Published the Third Public Incident Report 2006/07.
- ▶ Clinical governance processes are embedded in Area Health Services.
- ▶ Established systems for cause analysis reports to identify statewide system issues.
- ▶ Further improvement in data analysis and reporting. For example, significant outputs of demand analysis, benchmarking and performance.
- ▶ Establishment and implementation of business information program.
- ▶ Forwarding planning for implementation of a clinical and corporate information communication system.
- ▶ Established an information management and technology transformation program aimed at improving performance and capability through the implementation of updated information management and technology processes and staff training.

Name	Robert McGregor, AM
Position title	Deputy Director General, Health System Support
SES level	7
Remuneration	\$348,600
Period in position	10 years

Mr McGregor occupied the position of Deputy Director General until 25 April 2007 at which time he was appointed Director General of the Department until 9 July 2007. Mr McGregor completed his contract period and retired on 31 July 2007.

Throughout this period, the Director General expressed satisfaction with Mr McGregor's performance in his position of Deputy Director General, Health System Support.

From 26 April 2007, Ms Karen Crawshaw acted in the position of Deputy Director General, Health System Support.

During 2006/07, Mr McGregor provided high-level strategic advice and support to the Director General and Minister for Health on a wide range of significant financial, industrial, workforce, legal, governance, communications and operational issues relevant to the delivery of health services in NSW.

Mr McGregor achieved the performance criteria contained in his performance agreement.

### Significant achievements

- ▶ Effective management of the health budget including internal financial allocations to Health Services.
- ▶ Statewide food and linen services transferred to single businesses managed by HealthSupport.
- ▶ Developed new governance arrangements for the management of Health Support services and the delivery of capital works projects to the public health system.
- ▶ NSW Health risk management policy and framework developed.
- ▶ Developed the State Health Plan and the NSW Health and Health Services strategic plans to 2010.
- ▶ Orange Hospital and Royal North Shore Main Hospital projects approved to proceed as public private partnerships.
- ▶ Models of care developed for staff mix in nursing and midwifery. The number of enrolled nurses, registered nurses and nurse practitioners in the workforce continued to increase.

Name	Ken Barker
Position title	Chief Financial Officer
SES level	5
Remuneration	\$247,300
Period in position	13 years (20 years in this or similar position)

The Deputy Director General, Health System Support has expressed satisfaction with Mr Barker's performance throughout 2006/07.

Mr Barker achieved the performance criteria contained in his performance agreement.

During 2006/07, Mr Barker provided leadership in the areas of financial management, control and advice on the NSW Health Budget which in 2006/07 had an \$11.7 billion expenses budget and \$1.45 billion revenue budget.

### Significant achievements

- ▶ Providing effective financial management and control of the NSW Health Budget with the actual result within tolerances established by Treasury.
- ▶ Providing financial management leadership on strategies required of Greater Southern Area Health Service, Northern Sydney and Central Coast Area Health Service, The Children's Hospital at Westmead and St Vincent's Hospital, Darlinghurst to realign expenditure to available funds.
- ▶ Liaison with Health Services and strengthening internal controls to improve payment practices to suppliers with no creditors over 45 days as at 30 June 2007.
- ▶ Providing leadership to all Health Services in collating and feedback of episode funding and other benchmark data.
- ▶ Providing leadership to reforms of NSW Health pathology services resulting in the establishment of five clusters and a Statewide Pathology Advisory Committee.
- ▶ Providing financial leadership and contributed to the 2007/08 health budget deliberations which resulted in the announcement of a number of new initiatives in the 2006/07 State Budget on 19 June 2007. All Health Service allocation letters were issued on 29 June 2007 with a strong focus on financial devolution and accountability to hospital and internal units, with such a process to be completed by Health Services by 31 July 2007.

Name	Karen Crawshaw
Position title	Director Employee Relations, Legal and Legislation/General Counsel
SES level	5
Remuneration	\$247,300
Period in position	16 years

Ms Crawshaw has achieved the performance criteria contained in her performance agreement, which focus on legal and legislative services for the health portfolio, public health system-wide industrial relations and human resource policy. The position also has responsibility for prosecutions under health legislation and NSW Health privacy policy and management.

The Deputy Director General, Health System Support has expressed satisfaction with Ms Crawshaw's performance throughout this period.

### Significant achievements

- ▶ Health Legislative Program including passage of the new Mental Health Act 2007, the Health Legislation Amendment (Unregistered Health Practitioners) Act 2006 which introduces regulation of standards for unregistered health practitioners and the Private Health Facilities Act 2007 which overhauls licensing and regulation of private hospitals and other facilities.
- ▶ Conduct of the Health Subordinate Legislation Program including introduction of mandatory indemnity cover for a range of registered health professionals, additional to medical practitioners.
- ▶ Negotiation and resolution of the Australian Medical Association (NSW) claim for enhanced remuneration and conditions for visiting medical officers. A rural incentive package was developed as part of this resolution.
- ▶ Training conducted for environmental health officers in readiness for compliance and enforcement activities under the changes to the Smoke-Free Environment legislation requiring indoors of pubs and clubs to be smoke-free.
- ▶ Comprehensive and streamlined allied health employment structure developed for consideration in industrial claim brought by Health Services Union.
- ▶ New recruitment policy developed to provide consistent and fair processes across the NSW Health Service.
- ▶ Comprehensive revision of leave policies undertaken and provided in an e-compendium for ease of access for staff and management.
- ▶ Development of plain English, user-friendly guidelines to support NSW Health's anti-bullying policy.

Name	David Gates
Position title	Director, Asset and Contract Services
SES level	5
Remuneration	\$247,300
Period in position	11 years

### Significant achievements

- ▶ Achieved full expenditure of the 2006/07 asset acquisition program. The Budget Paper 4 capital allocation was \$633.1 million.
- ▶ Successfully negotiated in excess of \$2.4 billion capital funding over the next four years for the NSW Health asset acquisition program.
- ▶ Obtained Budget Committee endorsement of the NSW Health Capital Investment Strategic Plan.
- ▶ Managed the Health Asset Services Office which operated as an adjunct service within Asset and Contract Services Branch and its transition to the new business unit called Health Infrastructure.
- ▶ Directed the design, tender and contract award of approximately \$408 million worth of major construction contracts.
- ▶ Managed the commencement of the public private partnership projects at Calvary (Mater) Newcastle, Long Bay prison and Forensic Hospitals and the tender call for the next two at Orange/Bathurst and Royal North Shore Hospitals.
- ▶ Progressed major strategic procurement projects in relation to pharmaceuticals, electromedical equipment, fleet management, office imaging devices and air travel.

Name	Michael Rillstone
Position title	Chief Information Officer
SES level	5
Remuneration	\$240,710
Period in position	16 months

Mr Rillstone achieved the performance criteria contained in his performance agreement.

During 2006/07, Mr Rillstone provided leadership in the areas of information and technology with a focus on strategy, management, governance and advice on of information and technology programs.

### Significant achievements

- ▶ Leadership in the roll-out of the information management and technology program, which has been the major focus of activity across the state providing new and improved information and technology capability across the health system.
- ▶ Supported the National E-Health Transition Authority in their program of work including the Australian Unique Health Identifier.
- ▶ Implemented effective governance and leadership forums with Area Health Service chief information officer's, clinicians and directors of corporate Services.
- ▶ Established an information management technology transformation program aimed at improving performance and capability through updated processes and staff training.
- ▶ Improved monitoring realisation of benefits from investment in information and management technology capability.
- ▶ Establishment of a highly skilled information and management technology team, that has significantly contributed to improved advice and management of information technology programs.
- ▶ Negotiation of statewide contracts for information and management technology capability that will result in significant savings in maintenance and software costs, with significant activity in electronic medical record, digital imaging and corporate systems such as human resources and payroll.

# Significant publications

## Books/booklets

- ▶ Breastfeeding your Baby
- ▶ Having a baby

## Brochures/flyers

- ▶ Drug Safety – guide to a better night
- ▶ Eat Smart
- ▶ Having a baby leaflet
- ▶ HealthOne NSW services: an opportunity for integrated primary care in NSW
- ▶ Household Planning for an Influenza Pandemic
- ▶ Information for parents about post-mortem examination of a stillborn baby
- ▶ Kids and getting active
- ▶ Kids fruit and vegies
- ▶ NSW Aboriginal mental health and wellbeing policy 2006–2010 summary
- ▶ NSW GP Procedural Training Program
- ▶ NSW: National Mental Health Action Plan
- ▶ Service plan for Specialist Mental Health Services for older people (SMHSOP) Executive summary
- ▶ Quit because you can
- ▶ Rainwater Tanks
- ▶ Reducing children's television time
- ▶ Starting family foods – introducing your baby to solid foods
- ▶ State Health Plan summary brochure
- ▶ Transport for health: an information guide for patients and their carers
- ▶ What does single review of research mean for researchers?
- ▶ Workforce Development NSW: A new direction for mental health
- ▶ Why does my Baby need a repeat Hearing Screen?
- ▶ Why Does My Baby need a Diagnostic Assessment?

## Manuals/information kits

- ▶ All you need to know about a health pregnancy for a healthy baby, an Aboriginal personal pregnancy handbook

- ▶ Area Health Service election toolkit 2007
- ▶ Aboriginal health worker forum elections
- ▶ Bug Breakfast – Delivery manual
- ▶ City to Surf 2007 NSW Health Response Strike Team Handbook
- ▶ Hearing Loss and Your Baby: The Next Step
- ▶ Hospital pharmacy ReConnect pilot program: manual for re-entrants and preceptors
- ▶ Ideas for communities to support healthy lifestyles for children
- ▶ Ideas for schools to support healthy lifestyles for children
- ▶ Ideas for sporting clubs to support healthy lifestyles for children
- ▶ Mental Health: Assertive Patient Flow Model of Care
- ▶ Mental health reference resource for drug and alcohol workers
- ▶ Methadone Maintenance Treatment – Essential Information
- ▶ Model of Care: Advance Care Planning – Clinical Services Redesign Program
- ▶ Model of Care – Community Acute Post Acute Care (CAPAC) (incorporating Hospitals in the Home and Acute/Post Acute Care and other models)
- ▶ Models of Care: ComPacks
- ▶ Model of care: rapid evaluation and acute care for aged care residents (geriatric rapid acute care evaluation)
- ▶ Models of Care: Sub Acute Fast Track Elderly (SAFTE) Care
- ▶ My First Personal Health Record
- ▶ Needle and Syringe Program Learning Topics Toolkit: A Resource for those working in the field
- ▶ NSW Messages for a healthy mouth (2nd edition)
- ▶ Preventing fall injuries among older people – student course materials
- ▶ Rural Health Information Project: Rural Health Classification Systems
- ▶ Setting the scene for healthy kids
- ▶ Supply Manual for Public Service and Ambulance Service

## Fact sheets

- ▶ Choosing drinks for children
- ▶ Choosing the best way to Quit!
- ▶ Choosing the right snacks for your children
- ▶ Controlling Chloramines in indoor swimming pools
- ▶ Disinfection of swimming pools
- ▶ Drug and Alcohol Fact Sheets: Ecstasy, Alcohol, Benzodiazepines, Cocaine, Heroin, Marijuana, Hallucinogens, Speed
- ▶ Getting ready to quit
- ▶ Meningococcal Disease – Public Health Advice

## Policies and guidelines

- ▶ Clinical guidelines for nursing and midwifery practice in NSW: identifying and responding to drug and alcohol issues
- ▶ Clinical Guidelines for Nursing and Midwifery Practice in NSW: Identifying and Responding to Drug and Alcohol Issues
- ▶ Design guidelines for aged care facilities
- ▶ Design guidelines: housing for easy living
- ▶ Drug and alcohol treatment guidelines for residential settings
- ▶ Early childhood oral health guidelines for child health professionals
- ▶ Easy Guide to Clinical Incident Management including Root Cause Analysis
- ▶ Guidelines for working with people with challenging behaviours in residential aged care facilities – using appropriate interventions and minimising restraint
- ▶ HIV/AIDS in NSW Environmental Scan: 2006–2009
- ▶ Infection Control Policy
- ▶ Integrated Primary and Community Health Policy 2007–2012
- ▶ National Clinical Guidelines for the Management of Drug use during pregnancy, birth and the early development years of the newborn
- ▶ Needle and Syringe Program Policy and Guidelines for NSW
- ▶ New South Wales Opioid Treatment Programs: Clinical Guidelines for Methadone and Buprenorphine Treatment of Opioid Dependence
- ▶ NSW Hepatitis C strategy environmental scan 2007–2009
- ▶ NSW HIV/AIDS sexually transmissible infections and Hepatitis C strategies
- ▶ NSW HIV/AIDS Strategy 2006–2009: Overview and Action Plan
- ▶ NSW Planner's Guide to environments for active living

- ▶ NSW Police, Health and Office of the Director of Public Prosecutions Guidelines for Responding to Adult Victims of Sexual Assault
- ▶ NSW Rural Emergency Clinical Guidelines for Adults (2004)
- ▶ NSW Sexually Transmissible Infections Strategy 2006–2009
- ▶ NSW Sexually Transmissible Infections Strategy 2006–2009 Environmental Scan
- ▶ NSW snakebite and spider bite clinical management guidelines
- ▶ NSW Transport for Health Isolated Patients' Travel and Accommodation Assistance Scheme (IPTAAS) – Guidelines for Medical Practitioners and Specialists
- ▶ Open Disclosure Guidelines
- ▶ Psychostimulant users – clinical guidelines for assessment and management
- ▶ Rehabilitation for Chronic Disease
- ▶ Service plan for Specialist Mental Health Services for older people (SMHSOP)
- ▶ The guide for the management of nicotine dependent inpatients
- ▶ Transitional Aged Care

## Posters/postcards

- ▶ Do you have any questions about a post-mortem examination on a family member who passed away before January 2002?
- ▶ 10 tips for safer healthcare
- ▶ Live Life Well
- ▶ NSW Aboriginal mental health and wellbeing
- ▶ NSW GP Procedural Training Program

## Reports

- ▶ 2002–2005 Report on Adult Health by Country of Birth from NSW Population Health survey
- ▶ 2002–2005 Report on Older Peoples Health from the NSW Population Health survey
- ▶ 2003–2004 Report on Child Health from the New South Wales Population health survey
- ▶ 2005 Report on Adult Health from the New South Wales Population Health Survey
- ▶ 2005/06 Annual Report NSW Department of Health
- ▶ 2006 Report on Adult Health in New South Wales
- ▶ A model of care approach to health workforce planning – March 2005
- ▶ A statewide approach to measuring and responding to consumer perceptions and experiences of adult mental health services: A report on Stage One of the development of the MH-CoPES Framework and Questionnaires

- ▶ Aboriginal information and support needs assessment for families and carers AFACT (Aboriginal families and carers training) – Stage One
- ▶ Aboriginal Mental Health Workers Forum Report
- ▶ Australian health workforce advisory committee annual report 2004/05
- ▶ Australian Medical Workforce Advisory Committee Annual Report 2004/05
- ▶ Better Health Graphs (Volume 1): A report of an experimental study of interventions for improving graphic comprehension
- ▶ Better Health Graphs (Volume 2): The literature reviews
- ▶ Consultation Paper Review of the forensic provisions of the mental health Act 1990 and the Mental Health (Criminal procedure) Act 1990
- ▶ Demand for health services and the health workforce – April 2005
- ▶ Evaluating the process and impact of the evidence-based practice train-the-trainer course
- ▶ Evaluation Report of the Dissemination of the Local Government Public Health Survey Summary Report
- ▶ Health Workforce Planning and Models of Care in Emergency Departments
- ▶ Healthy People NSW: Improving the health of the population
- ▶ Infrastructure Benchmarks for the Design, Implementation and Evaluation of HIV/AIDS, STI and Hepatitis C Health Promotion Programs
- ▶ Integrated Chronic Disease Prevention Media Campaign Pilot – Project Report 2005
- ▶ Interagency Action Plan for Better Mental Health – First Yearly Progress Report
- ▶ Investigation into the possible health impacts of the M5 East Motorway Stack on the Turrella Community – Reanalysis of the Phase 2 cross sectional survey of symptom prevalence within the Turella Community
- ▶ Key recommendations of the NSW Expert Group on Multiple Resistant Organisms
- ▶ Leading for Improved Clinical Services – A program for Medical Clinician Managers
- ▶ Memorandum of Understanding between NSW Health and Sydney Water Corporation
- ▶ MERIT residential treatment guidelines a guide for MERIT teams and residential treatment providers
- ▶ Model of Care – Acute Care of the Elderly (ACE)
- ▶ Model of Care – Rapid Evaluation and Acute Care for aged care residents (Geriatric Rapid Care Evaluation)
- ▶ Mothers and Babies Report 2005
- ▶ New South Wales School Students Health Behaviours Survey: 2005 report
- ▶ NSW Aboriginal Chronic Care Journal
- ▶ NSW Carers Action Plan 2007–2012
- ▶ NSW Chronic Care Program Phase Three 2006–2009. NSW Chronic Disease Strategy and Executive Summary
- ▶ NSW Community Mental Health Strategy: From prevention and early intervention to recovery
- ▶ NSW Drug and Alcohol Plan 2006–2010
- ▶ NSW Drug and Alcohol Treatment Services 2004/05: Annual Report on the NSW Minimum Data Set
- ▶ NSW State Health Plan
- ▶ Patient safety and clinical quality program – third report on incident management in the NSW public health system 2005/06
- ▶ Reducing the burden of multiple resistant organism – Proceedings of the MRO Summit convened by NSW Health
- ▶ Reshaping Mental Health Services
- ▶ Review of the 1999 NSW Carers Statement
- ▶ The Australian Allied Health Workforce: an overview of Workforce Planning issues – AHWAC Report 2006.
- ▶ The Easy Guide to Clinical Incident Management including Root Cause Analysis
- ▶ The Evaluation of Mental Health First Aid in a Rural Area
- ▶ The Health of the People of New South Wales – Report of the Chief Health Officer, 2006
- ▶ The Management and accommodation of older people with severely and persistently challenging behaviours in NSW
- ▶ The NASH project – NSW Health Promotion Demonstration Research Grants Scheme
- ▶ The Way Forward – Future Directions in Workforce Development – NSW Aboriginal Health Workers State Conference – Report
- ▶ Transport for Health: An information guide for patients and their carers
- ▶ Utilisation of In-patient Services by HIV/AIDS patients in NSW hospitals

# Funding and expenditure

Accounts age analysis	192
Capital works and asset management	193
Credit card certifications	197
Non-Government organisations funded	198
Operating consultants	205
Other funding grants	206
Public health outcome funding agreement	211
Research and development infrastructure grants	212
Risk management and insurance activities	213
Three year comparison of key items of expenditure	217



# Accounts age analysis

## Accounts receivable ageing as at 30 June 2007

Category	2006/07		2005/06	
	\$000	%	\$000	%
< 30 Days	20,401	77	32,559	74
30/60 Days	1,754	7	7,215	16
60/90 Days	24	0	547	1
> 90 Days	4,218	16	3,948	9
<b>TOTAL</b>	<b>26,397</b>	<b>44,269</b>		

In 2006/07, the significant receivable balance in over 90 days is represented by \$629k for Department of Veteran Affairs (DVA) revenue payable to the Department. The amount further includes \$936k for Aushealth as interest payable to the Department and other sundry debtors at \$411k.

In 2005/06, the significant receivable balance in over 90 days is represented by \$999k for Aushealth as interest payable to the Department but not yet realised in terms of agreement. The amount further includes \$629k for DVA revenue payable to the Department.

## Accounts payable ageing as at 30 June 2007

Quarter	Current (ie within due date) \$000	Less than 30 days overdue \$000	Between 30 and 60 days overdue \$000	Between 60 and 90 days overdue \$000	More than 90 days overdue \$000
September	58,508	0	0	0	0
December	44,982	0	0	0	0
March	30,114	1	0	0	0
June	98,612	7	19	2	3

Quarter	Total accounts paid on time		Total amount paid
	%	\$000	\$000
September 2006	99.7	2,779,269	2,815,875
December 2006	99.7	2,535,538	2,548,279
March 2007	99.2	2,573,425	2,586,657
June 2007	99.0	2,756,335	2,789,813



# Capital works and asset management

## Asset and Contract Services Branch

The Asset and Contract Services Branch provides leadership in asset management and procurement policy development.

Major activities and achievements during 2006/07:

- ▶ Achieved full expenditure of the 2006/07 asset acquisition program. The Budget Paper 4 capital allocation was \$633.1 million.
- ▶ Awarded approximately \$408 million worth of construction contracts.
- ▶ The Health Infrastructure Board was established to manage and oversee the delivery of NSW Health's significant hospital building program.
- ▶ Budget Committee approval was obtained for Orange Hospital and the Royal North Shore Hospital projects to proceed as Public Private Partnership projects.
- ▶ Planning approval was obtained for 12 major projects under Part 3A provisions of the Environmental Planning and Assessment Act. These included Auburn Hospital redevelopment, Royal North Shore research and education building, Liverpool Hospital redevelopment and Queanbeyan Hospital.
- ▶ Completed an asset audit of all key sites measuring condition, compliance and functionality to create consistent base data for statewide asset strategic planning.
- ▶ Establishment of health procurement and the development of role delineation with asset and contract services.
- ▶ Progressed major strategic procurement projects in relation to pharmaceuticals, electromedical equipment, fleet management, office imaging devices and air travel.
- ▶ Worked with the Centre for Health Assets Australasia and other national jurisdictions to launch the Australasian Health Facility Guidelines.

## NSW Health land disposals

The total number of properties disposed of during 2006/07 was 27 and their gross sales proceeds totalled \$60.58 million.

All properties disposed of in 2006/07 were sold in accordance with government policy. There were no properties which had a value of more than \$5,000,000 disposed of by means other than public auction or tender.

There were no family connections or business associations between the people that acquired the properties and the people responsible for approving the disposal of the properties.

All properties disposed of were no longer suitable/required for health purposes and the proceeds were mainly used for replacement health facilities.

An application for access to documents concerning details of properties disposed of during the reporting year may be made in accordance with the Freedom of Information Act 1989.

## NSW Health heritage management

During 2006/07, the Department undertook a review of its heritage policies and guidelines and commissioned the Department of Commerce to develop an overarching Heritage Asset Management Strategy for NSW Health. This strategy is currently being finalised.

It will provide a consistency and context for the various heritage management initiatives currently in place and enable them to be more useful tools in carrying out day-to-day asset management in Area Health Services.

An update of Public Health in New South Wales 1788–2005 – A Thematic History by Rosemary Broomham, first published in 1998, was also undertaken. An editorial panel comprising health professionals and historians is reviewing the document. It is anticipated the final draft will be completed late 2007.

## Health Asset Services Office

### Achievements

- ▶ Development and approval of the forward 10 year Capital Investment Strategic Plan with an excess of \$2.4 billion in committed funding over the next four years.
- ▶ Management of the NSW Health Capital Program with full expenditure of the total allocation of \$633.1 million, made up of \$484.4 million on major works, \$97.5 million on minor works and equipment and \$51.2 million on information and communications technology.
- ▶ Contract commencement of projects with a total value of \$490 million, including a contract value of \$408 million for major projects over \$10 million each.
- ▶ Managed commencement of the two public private partnership projects at the Calvary (Mater) Hospital, Newcastle and the Long Bay Prison and Forensic Hospital. There is a call for tenders on two more projects at Orange/Bathurst and Royal North Shore hospitals.
- ▶ Management of the transition to the new health administration corporation business unit for major capital works, titled Health Infrastructure.

### Future directions

#### Health Infrastructure

- ▶ Contract commencement of eleven new major projects over \$10 million with a total value of \$730 million.
- ▶ Financial close on the two public private partnership projects at Orange/Bathurst and Royal North Shore hospitals. Investigation planning on two more at Wagga Wagga and Sydney's Northern Beaches.
- ▶ Complete the establishment of Health Infrastructure following the inaugural meeting in September 2007, recruitment of a chief executive and a move to new premises in late 2007.
- ▶ Consolidate the Health Infrastructure business operations with notification of revised accountabilities, transfer of project allocations and refinement of project planning and procurement processes.
- ▶ Progressively expand the scope of infrastructure services delivered to include major projects over \$5 million, major property transactions and potentially comprehensive asset management.

## Major priorities for 2007/08

- ▶ Full expenditure of the 2007/08 asset acquisition program of \$714 million.
- ▶ Contractually commit to approximately \$1.2 billion worth of new infrastructure projects.
- ▶ Establishment of the Health Infrastructure Board to oversight the delivery of major health infrastructure projects by the Health Infrastructure Office.
- ▶ Implementation of a capital project portfolio management tool to consolidate current systems and enable management through inception, planning and delivery.
- ▶ Manage and assist in the development of revised asset strategic plans for all Area Health Services.
- ▶ Review the NSW Health process of facility planning.
- ▶ Implement a long term contract renewal program to cover State Contract Control Board Contracts.
- ▶ Implement capacity to support strategic sourcing analysis of NSW Health goods and services expenditure.

The following table outlining capital works completed during 2006/07 represents NSW Health's assets acquisitions for the year. NSW Health's major assets are listed under each of the profiles of each Area Health Service.

Capital works completed during 2006/07

Project	Total cost \$M	Completion date
Ambulance Service		
Computer aided dispatch	2.8	Jun-07
E-Business and Internet booking system	1.9	Jun-07
Port Macquarie land acquisition	0.5	Jun-07
Rural mobile data radio network	1.5	Jul-06
Rural radio network	1.3	Jun-07
Children's Hospital Westmead		
Refurbishment of oncology unit stage 1	1.2	May-07
Greater Southern Area Health Service		
Albury Base Hospital fixed breast screen and assessment site	1.1	Aug-06
Kenmore Hospital redevelopment	5.2	Mar-07
Wagga Wagga Base Hospital redevelopment planning	1.6	Jun-07
Wagga Wagga Base Hospital fixed breast screen and assessment site	1.0	Jun-07
Greater Western Area Health Service		
Broken Hill Hospital special care mental health unit	0.8	Nov-06
Cudal clinic	1.8	Dec-06
Dubbo enhanced oncology facilities	0.7	Jun-07
Mid West transitional care units refurbishments	0.8	Jun-07
Tottenham Hospital redevelopment	4.9	May-07
Tullamore Hospital redevelopment	4.6	Sep-06
Hunter New England Area Health Service		
Belmont Hospital transitional care unit refurbishment	4.8	Sep-06
Cessnock Hospital GP facility	1.1	Sep-06
Guyra Rural Hospital and Health Service	9.4	Aug-06
John Hunter Hospital forensic medicine facility	9.3	Mar-07
Newcastle strategy early works package	10.6	Mar-07
North Coast Area Health Service		
Coffs Harbour Hospital cardiac catheterisation laboratory	3.5	Sep-06
Coffs Harbour radiotherapy services stage 2	20.2	Mar-07
Northern Rivers transitional care facility	5.7	Jan-07
Port Macquarie radiotherapy services stage 2	19.2	May-07

Project	Total cost \$M	Completion date
Northern Sydney Central Coast Area Health Service		
Gosford fixed breast screen and assessment site	1.1	Nov-06
Gosford Hospital stage 2 diagnostics/ cardiology	2.3	Apr-07
Gosford Hospital stage 2 paediatrics and perioperative	12.1	Oct-06
Gosford Hospital stage 2 pharmacy	2.3	Apr-07
Hornsby Hospital mental health intensive care unit	6.6	Jun-07
Hornsby Hospital obstetrics, paediatrics and emergency department	20.9	Nov-06
Hornsby Hospital transitional care unit and community health service refurbishment	1.1	Mar-07
Macquarie Hospital communication recovery centre	1.1	Jun-07
Manly Hospital intensive care unit	2.1	May-07
Mona Vale Hospital emergency department	3.8	Jun-07
Mona Vale Hospital renal dialysis service	0.9	Jun-07
Mona Vale Hospital transitional care unit and community health service refurbishment	1.7	Mar-07
Northern Beaches site acquisition – Department of Housing land	8.0	Jun-07
Northern Beaches strategy Mona Vale Hospital early works	8.0	Jun-07
Northern Beaches strategy planning	2.6	Jun-07
Northern Sydney toxicology laboratory	0.8	Jun-07
Purchase of vans for mobile breast screening units	1.0	Sep-06
RNSH high dependency 23 hour care and day surgery facility	6.7	Jun-07
RNSH redevelopment stage 2 pre project works	13.8	Jun-07
Ryde Ambulatory day therapy centre	3.2	Apr-07
Ryde Hospital emergency department upgrade	1.0	May-07
Ryde Hospital perioperative unit	1.1	Apr-07

Project	Total cost \$M	Completion date
South Eastern Sydney Illawarra Area Health Service		
Illawarra Area Health Service refurbishment of inpatient/rehabilitation areas	1.4	Dec-06
Prince of Wales Hospital Edmund Blacket building refurbishment	0.5	Mar-07
Prince of Wales Hospital CT scanner replacement	1.3	Dec-06
Prince of Wales Hospital Parkes building ambulatory aged care unit stage 2	5.1	Dec-06
Sydney Children's Hospital clinical equipment	1.0	Oct-06
SESIAS ISOFT patient admission system	0.7	Jun-07
St George Hospital ambulatory aged care	2.0	Dec-06
St George Hospital CT scanner replacement	1.4	Mar-07
St George Hospital replace linac	2.6	Nov-06
St George Hospital sterilising unit upgrade	2.6	Aug-06
Sutherland Community Health – Sylvania	5.0	Dec-06
Sydney South West Area Health Service		
Campbelltown Hospital UWS medical school	0.7	Jun-07
Central Sydney RTP community health projects	37.1	Jun-07
Central Sydney RTP RPAH stage 1	294.3	Jun-07
Central Sydney RTP supply service	22.5	Jun-07
Fairfield Hospital satellite dialysis service	1.0	Jun-07
RPAH emergency department EMU/sub acute renovations	0.5	Jun-07
RPAH linear accelerator	3.1	Jun-07
RPAH radiotherapy CT scanner	0.8	Jun-07
RPAH satellite dialysis service	0.6	Jun-07
RPAH stonework replacement	0.5	Jun-07

Project	Total cost \$M	Completion date
Sydney West Area Health Service		
Auburn Hospital interim works	1.5	Apr-07
Blacktown Hospital upgrade	1.9	May-07
Broken Hill fluoroscopy unit	0.6	Jun-06
Electronic Medical Record Patient Administration System peripherals 2006/07 – Westmead	0.5	Jun-07
Local Area Network service upgrade 2006/07 Westmead	0.6	Jun-07
Mineral resources building acquisition and upgrade	4.8	Jun-07
Mt Druitt Hospital rehabilitation therapy hub	3.2	Apr-07
Nepean Hospital chiller upgrade	0.5	May-07
Parramatta linen service ventilation system	0.6	Mar-07
Portland Hospital redevelopment	6.0	Dec-06
SWAHS laboratory peripheral hardware	0.5	Jun-07
SWAHS pathnet backend application server	0.9	Jun-07
Western cluster community health centres telephony systems	0.5	Jun-07
Western Sydney strategy – new infill building – Westmead Hospital	33.6	Jul-06
Westmead Hospital bone marrow ward refurbishment	5.1	Nov-06
Westmead Hospital containment facility	3.3	Nov-06
Westmead Hospital cooling towers	1.1	Apr-07
Westmead Hospital emergency precinct REAT unit	1.7	Dec-06
Westmead Hospital gamma camera SPECT CT	1.3	Jun-07
Westmead Hospital linear accelerator replacement	3.2	May-07
Westmead Hospital Wide Area Network upgrade 2006/07	1.0	May-07
Westmead Local Area Network upgrade	0.5	Jul-06
NSW Health and Statewide programs		
BMA consultancy fees (health support)	1.0	Jan-00
Integrated medical imaging strategy planning	1.7	Jun-07
<b>Total estimated cost works completed</b>	<b>669.6</b>	

Note: includes projects only with an estimated total cost over \$0.5 million

# Credit card certifications

It is affirmed that for the 2006/07 financial year credit card use within the Department was in accordance with Premier's Memoranda and Treasurer's Directions.

## Credit card use

Credit card use within the NSW Department of Health is largely limited to:

- ▶ The reimbursement of travel and subsistence expense
- ▶ The purchase of books and publications
- ▶ Seminar and conference deposits
- ▶ Official business use whilst engaged in overseas travel.

## Documenting credit card use

The following measures are used to monitor the use of credit cards within the Department.

- ▶ The Department's credit card policy is documented.
- ▶ Reports on the appropriateness of credit card usage are periodically lodged for management consideration.
- ▶ Six-monthly reports are submitted to Treasury, certifying that the Department's credit card use is within the guidelines issued.

## Procurement cards

The Department has also encouraged the use of procurement cards across all areas of NSW Health consistent with the targets established under the Health Supply Chain Reform Strategy and in keeping with the smarter buying for Government initiatives of the NSW Government Procurement Council.

The use of the cards benefits all Health Services through the reduction of purchase orders generated, the number of invoices received, the number of cheques processed as well as reducing delays in goods delivery.

The controls applied to credit cards are also applicable and applied to the use of procurement cards.

# Non-government organisations funded

Program:

36.1 Ambulatory, primary and (General) community based services

36.1.2 Aboriginal health services

Aboriginal		
Aboriginal Health and Medical Research Council of NSW	\$799,300	Peak body advising State and Federal Governments on Aboriginal health matters and provide advocacy and support for Aboriginal community controlled health services.
Aboriginal Medical Service Co-op Ltd	\$263,800	Preventative healthcare and drug and alcohol services and family health (maternal health) services for Aboriginal community in the Sydney inner city area.
Aboriginal Medical Service Western Sydney Co-op Ltd	\$174,800	Preventative health care and drug and alcohol services for Aboriginal community in the Sydney Western metropolitan area and a deceased person van service.
Albury Wodonga Aboriginal Health Service Inc	\$23,815	Two-year Aboriginal health promotion funding for oral health promotion program for Koori school aged children.
Australian College of Health Service Executives	\$40,000	Coordination of Aboriginal health management trainees in the ACHSE Management Training Program.
Awabakal Newcastle Aboriginal Co-op Ltd	\$292,500	Preventative health care, drug and alcohol, Otitis Media program and family health services for Aboriginal community in the Newcastle area.
Biripi Aboriginal Corporation Medical Centre	\$203,800	Preventative health care, drug and alcohol, family health services and vascular health program for the Aboriginal community in the Taree area.
Bourke Aboriginal Health Service Ltd	\$63,650	Preventative and primary health care, health screening and education programs, drug and alcohol services for the Aboriginal community in Bourke and surrounding areas.
Bulgarr Ngaru Medical Aboriginal Corporation	\$8,905	Aboriginal health promotion – Lets Get Fitalc project to support children in understanding the importance of a positive approach to nutrition and physical activity.
Centacare Wilcannia-Forbes	\$128,300	Family health services grant for the prevention of violence and supporting positive family relationships in Narromine and Bourke.
Condoblin Aboriginal Health Service	\$25,000	Two-year funding for various health promotion programs.
Coomealla Health Aboriginal Corporation	\$25,000	Two-year funding for children's nutritional breakfast program.
Cummeragunja Housing and Development Aboriginal Corporation	\$111,605	Preventative health services for Aboriginal community in the Cummeragunja, Moama and surrounding areas.
Dharah Gibinj Aboriginal Medical Service Aboriginal Corporation	\$106,632	Two-year funding for safe motherhood program, for healthy smiles project and for Otitis Media screening project.
Durri Aboriginal Corporation Medical Service	\$235,540	Preventative health, drug and alcohol service and vascular health program (Durri/Galambila) for the Aboriginal communities in the area.
Forster Local Aboriginal Lands Council	\$35,000	Family health services for the prevention and management of violence within Aboriginal families.
Gallambilla Aboriginal Corporation C/- Durri ACMS	\$33,212	Two-year funding for Spring Into Shape Project.
Goorie Galbans Aboriginal Corporation	\$108,300	Family health services to reduce family violence, sexual assault and child abuse.
Grace Cottage Inc	\$79,000	Family health services involving individual and group support, educational workshops and training to reduce family violence, sexual assault and child abuse in Dubbo.

Griffith Aboriginal Medical Service	\$23,250	Funding to develop awareness and knowledge regarding good nutritional and physical activity practices in a supportive and culturally safe environment.
Illaroo Cooperative Aboriginal Corporation	\$45,400	Personal care worker for the Rose Mumbler retirement village.
Illawarra Aboriginal Medical Service	\$233,600	Preventative health care, drug and alcohol services, youth health and welfare services and a childhood nurse for Aboriginal community in the Illawarra area.
Katungul Aboriginal Corporation Community and Medical Services	\$125,400	Otitis Media coordinator for Aboriginal communities in the far South Coast region.
MDEA and Nureen Aboriginal Women's Cooperative	\$45,600	Counselling and support service for Koori women and children in stress from domestic violence.
Menindee Aboriginal Health Service	\$11,950	Two-year funding for taking care of self and family project.
Ngadrri Ngalli (My Mother's Way) Inc	\$35,000	Family health services providing emotional and practical support to families with dependent children who are experiencing difficulty in their lives.
Ngaimpe Aboriginal Corporation	\$141,900	Residential drug and alcohol treatment centre for men in the Central Coast area and NSW.
Oolong Aboriginal Corporation Inc	\$155,700	A residential drug and alcohol treatment and referral service for Aboriginal people.
Orana Haven Aboriginal Corporation (Drug and Alcohol Rehabilitation Centre)	\$118,600	Residential drug and alcohol rehabilitation service for Aboriginal and non-Aboriginal people.
Peak Hill Aboriginal Medical Service	\$12,442	Two-year funding for Walan Mali Migay (young women) project.
Pius X Aboriginal Corporation	\$48,692	Two-year funding for alcohol and drug education and the Community Kitchens Projects.
Regional Social Development Group Inc	\$77,600	A family health best-practice model to increase access by the Aboriginal community to services specifically dealing with family violence, child protection and sexual assault services and preventative health projects.
Riverina Medical and Dental Aboriginal Corporation	\$390,500	Preventative health care, drug and alcohol, Otitis Media program and coordinator and family health services to develop and implement family health education programs for Aboriginal community in the Riverina region.
South Coast Medical Service Aboriginal Corporation	\$156,500	Preventative health care and drug and alcohol services for Aboriginal community in the Nowra area.
Tharawal Aboriginal Corporation	\$45,688	Preventative health care and drug and alcohol services for Aboriginal community in the Campbelltown area.
Dubbo Aboriginal Medical Cooperative	\$17,677	Anti smoking project – Butt Out for Aboriginal community in the Dubbo area.
Walgett Aboriginal Medical Service Co-op Ltd	\$296,385	Preventative health care and drug and alcohol services and family health services for Aboriginal community in Walgett and surrounding areas.
WAMINDA (South Coast Women's Health and Welfare Aboriginal Corp)	\$72,300	Family health services grant to develop an education and training program for Aboriginal community workers covering family violence, sexual assault and child abuse issues.
Weigelli Centre Aboriginal Corporation	\$64,300	Residential drug and alcohol counselling, retraining and education programs for Aboriginal people in the Cowra area.
Wellington Aboriginal Corporation Health Service	\$85,700	Drug and alcohol services, youth and family health services for the Aboriginal community in Wellington.
Yerin Aboriginal Health Services Inc	\$304,500	Health and medical services both at the centre and on an outreach basis, administration support, Otitis Media program and family health services for Aboriginal people in the Wyong area.
Yoorana Gunya Aboriginal Family Violence Healing Centre Aboriginal Corporation	\$138,000	Family health services for the Aboriginal community in Forbes and surrounding areas.
<b>TOTAL</b>	<b>\$5,359,155</b>	

AIDS		
Aboriginal Health and Medical Research Council of NSW	\$699,800	Advice on HIV/AIDS, Hepatitis C and sexual health strategies for Aboriginal communities in NSW. Implementation of an HIV/AIDS Aboriginal health worker education kit. Development of additional support material for the Diploma of Community Services (Case Management) with a focus on Aboriginal sexual health distance learning package. Includes project funding for harm minimisation officer and a joint Aboriginal sexual health research project with the National Centre in HIV Social Research.
Aboriginal Medical Service Co-operative Ltd	\$148,384	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities. Statewide distribution of condoms via Aboriginal community controlled health organisations.
AIDS Council of NSW Inc (ACON)	\$7,692,896	ACON is the peak statewide community based organisation providing HIV/AIDS prevention, education, and support services to people at risk of and living with HIV/AIDS. Services and programs include: HIV prevention, education and community development programs for gay and other homosexually active men; treatments information, health promotion and support programs for people with HIV/AIDS; education and outreach programs for commercial sex workers through the sex workers outreach project; individual and group counselling; enhanced primary care and GP liaison and HIV/AIDS information provision.
Australian Council on Healthcare Standards (ACHS)	\$200,000	Coordination of collection, analysis and reporting of healthcare associated infections data in all NSW public facilities.
Australasian Society for HIV Medicine Inc	\$630,600	Provision of training for accreditation of general practitioners prescribing HIV treatments under s100 of the National Health Act and training, education and support for general practitioners involved in the management of HIV and HCV infection.
Awabakal Newcastle Aboriginal Co-op Ltd	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Biripi Aboriginal Corporation Medical Centre	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Bourke Aboriginal Health Service Ltd	\$26,850	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Bulgarr Ngaru Medical Aboriginal Corporation	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Coomealla Health Aboriginal Corporation	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Aboriginal Medical Service Western Sydney Co-op Ltd	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Diabetes Australia – NSW	\$1,632,815	Provision of free needles and syringes to registrants of the National Diabetic Services Scheme resident in NSW.
Durri Aboriginal Corporation Medical Service	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Hepatitis C Council of NSW	\$1,232,800	Provision of information, support, referral, education, prevention and advocacy services for all people in NSW affected by Hepatitis C. The Council works actively in partnership with other organisations and the affected communities to bring about improvement in the quality of life, information, support and treatment for the affected communities and to prevent Hepatitis C transmission.
Katungul Aboriginal Corporation Community and Medical Services	\$66,244	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
National Centre in HIV Epidemiology and Clinical Research	\$388,136	Monitoring of prevalence, incidence and risk factors for sexually transmissible infections among gay men in Sydney. Demographic and socio-economic and behavioural risk factors for AIDS in the Highly Active Anti Retroviral Therapy (HAART) era.
National Centre in HIV Social Research	\$654,124	Contribution towards the costs of the Sydney gay community periodic survey, the positive health cohort study, a number of time limited projects and a NSW HIV/AIDS and Hepatitis C research coordination project.
NSW Users and AIDS Association Inc	\$1,309,200	Community based HIV/AIDS and Hepatitis C education, prevention, harm reduction information, referral and support services for illicit drug users.
Pharmacy Guild of Australia (NSW Branch)	\$885,100	Coordination of needle and syringe exchange scheme in retail pharmacies throughout NSW.



Pius X Aboriginal Corporation	\$48,726	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
People Living With HIV and AIDS (PLWHA) NSW Inc	\$546,800	Statewide community based education, information and referral support services for people living with HIV/AIDS.
South Coast Medical Service Aboriginal Corporation	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Tharawal Aboriginal Corporation	\$45,688	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Walgett Aboriginal Medical Service Co-op Ltd	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
Wellington Aboriginal Corporation Health Service	\$55,500	Provision of HIV/AIDS, Hepatitis C and sexual health education and prevention programs for local Aboriginal communities.
<b>TOTAL</b>	<b>\$16,707,663</b>	
<b>Alternative birthing</b>		
Durri Aboriginal Corporation Medical Service	\$163,200	Provision of outreach ante/postnatal services to Aboriginal women in the Kempsey area.
Walgett Aboriginal Medical Service Co-op Ltd	\$163,200	Provision of outreach ante/postnatal services to Aboriginal women in the Walgett area.
<b>TOTAL</b>	<b>\$326,400</b>	
<b>Carers</b>		
Association of Genetic Support of Australasia (AGSA)	\$100,000	'Filling the Void' providing practical and emotional support to carers of people with rare genetic disorders where no support is available.
Australian Huntington's Disease Association (NSW) Inc	\$55,000	Caring for carers program supporting family and carers of people with Huntington's disease.
Autism Spectrum Aged Australia	\$200,000	Behaviour intervention service, parent carer training programs and support service. Early support and education for parents and carers of newly diagnosed children with autism spectrum disorder.
Carers NSW Inc	\$334,300	Grant for peak body role including health professional training, biennial conference and carer training.
Disability and Information Service Inc	\$100,000	Working carers support gateway providing internet based information and support service for low income employed carers.
Down Syndrome Association of NSW Inc	\$97,600	All the Way program supporting carers of people with down syndrome via information and peer support.
Multiple Sclerosis Society Ltd	\$30,000	MS Family Matters information, education and support program providing tailored information and education workshops and resources to carers and family of people with MS.
Muscular Dystrophy Association of NSW (MDANSW)	\$77,800	Care for carers program providing information and support to carers of people with muscular dystrophy and other neuromuscular disorders.
The Cancer Council NSW	\$75,900	Support skills for cancer carers providing a statewide education program using facilitator-led online delivery and telegroup support.
The Spastic Centre	\$100,000	Carers link program supporting parent and carers of people with cerebral palsy and other significant physical disability via mutual support and education initiatives.
<b>TOTAL</b>	<b>\$1,170,600</b>	
<b>Community Services</b>		
Association for the Wellbeing of Children in Healthcare	\$139,100	Information and advice on the non-medical needs of children and adolescents in the health care system for families, parents and health professionals.
Council of Social Service NSW	\$185,260	Grant to support the development of the management support unit with the aim of developing management capacity of health funded non-government organisations and to employ a health policy officer to address effective policy development, communication, coordination and advocacy work.
NSW Association for Adolescent Health Inc	\$99,000	Peak body committed to working with and advocating for the youth health sector in NSW to promote the health and wellbeing of young people aged 15 to 25 years.
Quality Management Services Inc (QMS)	\$596,000	Coordination and implementation of non-government organisations quality improvement program for health non-government organisations funded under the non-government organisation grant program.
United Hospital Auxiliaries of NSW Inc	\$154,000	Coordination and central administration of the United Hospital Auxiliaries located in NSW Area Health Services.
<b>TOTAL</b>	<b>\$1,173,360</b>	

## Drug and alcohol

Aboriginal Health and Medical Research Council of NSW	\$215,000	Grant of \$130,000 to continue the policy/project officer position and Aboriginal drug and alcohol network projects and \$85,000 to develop a best practice model to better engage Aboriginal offenders in the Merit program.
Aboriginal Medical Service Co-op Ltd	\$227,900	Multi purpose drug and alcohol centre.
Drug and Alcohol Multicultural Education Centre (DAMEC)	\$264,450	Statewide program targeting health and related professionals to assist them to appropriately service non English speaking customers.
Department of Psychology Macquarie University	\$55,100	Project funding for a drug and alcohol education curriculum content in the Master of Social Health course.
Life Education NSW Ltd	\$1,634,000	A registered training organisation providing health oriented educational program for primary school children.
National Centre in HIV Epidemiology and Clinical Research	\$143,600	Project funding for the evaluation of the medically supervised injecting centre trial.
Network of Alcohol and Other Drugs Agencies Inc	\$918,109	Peak body for non-government organisations providing alcohol and other drug services.
Oolong Aboriginal Corporation Inc	\$260,755	A residential drug and alcohol treatment and referral service for Aboriginal people.
Pharmacy Guild of Australia (NSW Branch)	\$1,248,080	NSW Pharmacy Incentive Scheme that involves the payment of incentives to pharmacists to encourage them to participate in the State's methadone/buprenorphine program.
Quality Management Services Inc (QMS)	\$197,000	Three year project funding from 2004/05 for the review and accreditation of drug and alcohol non-government organisations providing residential rehabilitation services in NSW.
Uniting Care NSW ACT	\$2,663,300	Medically supervised injecting centre trial.
Waverley Action for Youth Services	\$56,775	Youth orientated psychostimulant prevention and education initiatives.
<b>TOTAL</b>	<b>\$7,884,069</b>	

## Health promotion

National Heart Foundation of Australia (NSW Division)	\$361,600	The Hearth Foundation Prevention in Practice Program aims to increase awareness of the benefits of addressing lifestyle risk factors and support effective intervention within general practice.
<b>TOTAL</b>	<b>\$361,600</b>	

## Innovative services for homeless youth

CHAIN – Community Health for Adolescents in Need, Inc	\$142,900	Preventative, early intervention and primary healthcare to young homeless people and young people at risk of homelessness.
The Settlement Neighbourhood Centre (Muralappi Program)	\$64,950	A program providing culturally appropriate camps and living skills activities for young Aboriginal people in and around Redfern.
<b>TOTAL</b>	<b>\$207,850</b>	

## Mental health

Aboriginal Medical Service Co-op Ltd	\$302,400	Mental health workers project and mental health youth project for Aboriginal community in the Sydney inner city area.
Association of Relatives and Friends of the Mentally Ill (ARAFMI) NSW Inc	\$308,750	Five-year family and carer mental health projects.
Awabakal Newcastle Aboriginal Co-op Ltd	\$79,600	Mental health worker project for Aboriginal community in the Newcastle area.
Black Dog Institute	\$1,139,700	Programs to advance the understanding, diagnosis and management of mood disorders through research, education, training and population health approaches.
Bulgarr Ngaru Medical Aboriginal Corporation	\$81,200	Mental health worker project for Aboriginal community.
Carers NSW Inc	\$926,250	Three five-year family and carer mental health projects.
Coomealla Health Aboriginal Corporation	\$79,600	Mental health worker project for Aboriginal community.
Cummeragunja Housing and Development Aboriginal Corporation	\$79,600	Mental health worker project for Aboriginal community.
Mental Health Coordinating Council NSW	\$1,877,771	Peak organisation funded to support non-government organisation sector efforts to provide efficient and effective delivery of mental health services. Plus three-year project funding for the non-government organisation Development Officers Strategy project and a one-off grant for non-government organisation infrastructure.

Mental Illness Education – Aust (NSW) Inc	\$159,200	Mental health awareness program, Insight in Secondary Schools.
NSW Consumer Advisory Group – Mental Health Inc	\$438,800	Contribution to consumer and carer input into mental health policy making process and one-off for MH Copes project.
Parramatta Mission	\$308,750	Five-year family and carer mental health projects
Schizophrenia Fellowship of NSW Inc	\$926,250	Three five-year family and carer mental health projects.
South Coast Medical Service Aboriginal Corporation	\$81,200	Mental health worker for local Aboriginal community.
Matthew Talbot Homeless Service – Vincentian Village	\$88,100	Funding for mental health workers at Vincentian Village, a service for homeless people in the inner city area.
St Vincent de Paul Society Aged and Special Care Services Ltd – Frederick House	\$159,200	Project grant for mental health services at aged care facility.
Peer Support Foundation Ltd	\$207,300	Social skills development program, providing education and training for youth, parents, teachers, undertaken in schools across NSW.
Wellington Aboriginal Corporation Health Service	\$77,500	Project grant for the employment of a clinical team leader (psychologist) Aboriginal mental health focus.
<b>TOTAL</b>	<b>\$7,321,171</b>	
<b>Oral health</b>		
Aboriginal Medical Service Co-op Ltd	\$100,000	Aboriginal oral health services.
Aboriginal Medical Service Western Sydney Co-op Ltd	\$354,600	Aboriginal oral health services and computer with Information System for Oral Health (ISOH) software and vouchers for relief of pain and emergency dental care.
Armidale Aboriginal Health Services Inc	\$376,200	Dental services and education for Aboriginal communities in the New England and north-west NSW areas.
Awabakal Newcastle Aboriginal Co-op Ltd	\$141,100	Aboriginal oral health services.
Biripi Aboriginal Corporation Medical Centre	\$141,100	Aboriginal oral health services.
Bulgarr Ngaru Medical Aboriginal Corporation	\$341,400	Aboriginal oral health services.
Dharah Gibinj Aboriginal Medical Service Aboriginal Corporation	\$247,750	Aboriginal oral health services.
Durri Aboriginal Corporation Medical Service	\$341,400	Aboriginal oral health services.
Illawarra Aboriginal Medical Service	\$246,400	Dental services for Aboriginal community in the Illawarra area.
Katungul Aboriginal Corporation Community and Medical Services	\$501,300	Aboriginal oral health services.
Pius X Aboriginal Corporation	\$140,700	Aboriginal oral health services.
Riverina Medical and Dental Aboriginal Corporation	\$371,800	Aboriginal oral health services.
South Coast Medical Service Aboriginal Corporation	\$212,100	Aboriginal oral health services.
Tharawal Aboriginal Corporation	\$257,406	Aboriginal oral health services.
<b>TOTAL</b>	<b>\$3,773,256</b>	
<b>Rural Doctors services</b>		
NSW Rural Doctors Network Ltd	\$1,110,200	The Rural Doctors Network core funding is applied to a variety of programs aimed at ensuring sufficient numbers of suitably trained and experienced general practitioners are available to meet the health care needs of rural NSW communities. Funding is also provided for the NSW Rural Medical Undergraduates Initiatives program focussed on providing financial and other support to medical students undertaking rural NSW placements; and the Rural Resident Medical Officer cadetship program supporting selected medical students in their final two years of study who commit to completing two of their first three postgraduate years in a NSW rural allocation centre.
<b>TOTAL</b>	<b>\$1,110,200</b>	

Vascular health		
Aboriginal Medical Service Co-op Ltd	\$69,000	Preventative vascular health program for Aboriginal community in the Sydney inner city area.
Biripi Aboriginal Corporation Medical Centre	\$63,700	Preventative vascular health program for Aboriginal community in the Taree area.
Durri Aboriginal Corporation Medical Service	\$127,500	Preventative vascular health program for Aboriginal community in the Kempsey area.
<b>TOTAL</b>	<b>\$260,200</b>	
Victims of crime support		
Dubbo Women's Housing Programme Inc	\$46,400	Provision of counselling and support services for women and children who have experienced domestic violence.
Enough is Enough	\$51,400	Provision of support services to victims of crime, including victims of road trauma, with a focus on violence, cooperative justice and community education.
Lismore Neighbourhood Centre Inc	\$21,300	Provision of counselling to adult victims of child sexual assault.
Mission Australia	\$44,450	Provision of court preparation and support to adult victims of crime.
Nambucca/Bellingen Family Support Service	\$25,750	Provision of court support and other support services including counselling to victims of crime particularly, victims of domestic violence.
Wagga Wagga Women's Health Centre	\$27,150	Provision of individual and group counselling to adult victims of child sexual assault.
<b>TOTAL</b>	<b>\$216,450</b>	
Women's health		
Women's Health NSW	\$155,700	Peak body for the coordination of policy, planning, service delivery, staff development, training, education and consultation between non-government women's health services, the Department and other government and non-government services.
<b>TOTAL</b>	<b>\$155,700</b>	