



# Services and facilities

Department of Health and selected services	279
Map and profiles of metropolitan Area Health Services	280
Map and profiles of rural Area Health Services	282
Statewide services	284
Area Health Service Public Health Units	285
Glossary of terms	286
Compliance index	288
Index	289
Annual Report production costs	298



# Department of Health selected services

## Department of Health

### North Sydney Office

73 Miller Street  
North Sydney NSW 2060  
(Locked Mail Bag 961  
North Sydney NSW 2059)  
Tel. 9391 9000  
Fax. 9391 9101  
Website. [www.health.nsw.gov.au](http://www.health.nsw.gov.au)  
Email. [nswhealth@doh.health.nsw.gov.au](mailto:nswhealth@doh.health.nsw.gov.au)  
**Director General** Robyn Kruk  
**Business hours** 9.00am–5.00pm  
Monday to Friday

### Centre for Oral Health Strategy

Corner Mons Road and Institute Road  
Westmead NSW 2145  
Tel. 8821 4300  
Fax. 8821 4302  
**Chief Dental Officer** Dr Clive Wright  
**Business hours** 9.00am–5.00pm  
Monday to Friday

### Environmental Health Branch

Building 11  
Gladesville Hospital Campus  
Victoria Road  
Gladesville NSW 2111  
(PO Box 798  
Gladesville NSW 1675)  
Tel. 9816 0234  
Fax. 9816 0240  
**Director** Dr Michael Staff  
**Business hours** 9.00am–5.00pm  
Monday to Friday

## Pharmaceutical Services Branch

Building 20  
Gladesville Hospital Campus  
Victoria Road  
Gladesville NSW 2111  
(PO Box 103  
Gladesville NSW 1675)  
Tel. 9879 3214  
Fax. 9859 5165  
**Chief Pharmacist and Director** John Lumby  
**Business hours** 8.30am–5.30pm  
Monday to Friday

### Methadone Program

Tel. 9879 5246  
Fax. 9859 5170  
Enquires relating to authorities to prescribe other  
drugs of addiction  
Tel. 9879 5239  
Fax. 9859 5175

## Health Professionals Registration Boards

Level 6  
477 Pitt Street  
Sydney NSW 2000  
(PO Box K599  
Haymarket NSW 1238)  
Tel. 9219 0212  
Fax. 9281 2030  
Website. [www.hprb.health.nsw.gov.au](http://www.hprb.health.nsw.gov.au)  
Email. [hprb@doh.health.nsw.gov.au](mailto:hprb@doh.health.nsw.gov.au)  
**Director** Jim Tzannes  
**Business hours** 8.30am–5.00pm  
Cashier service 8.30am–4.30pm  
Monday to Friday

# Map and profiles of metropolitan Area Health Services



## 1 Northern Sydney Central Coast AHS

Tel. 4320 2333  
 Fax. 4320 2477  
 Website. [www.nsccahs.health.nsw.gov.au](http://www.nsccahs.health.nsw.gov.au)

Chief Executive  
 Dr Stephen Christley

### Local government areas

Hornsby, Ku-ring-gai, Ryde, Hunters Hill, Lane Cove, Willoughby, North Sydney, Mosman, Manly, Warringah, Pittwater, Gosford, Wyong

### Public hospitals

Royal North Shore Hospital  
 Ryde Hospital  
 Manly Hospital  
 Mona Vale Hospital  
 Hornsby Ku-ring-gai Hospital  
 Macquarie Hospital  
 Gosford Hospital  
 Wyong Hospital  
 Woy Woy Hospital  
 Long Jetty Hospital

### Public nursing homes

Graythwaite Nursing Home

### Affiliated organisations

Hope HealthCare  
 (Greenwich Hospital, Graythwaite Nursing Home, Neringah Hospital)  
 Royal Rehabilitation Centre, Sydney

### Other services

Northern Sydney Home Nursing Service  
 Sydney Dialysis Centre, Darling Point  
 BreastScreen (various sites)  
 Sexual Assault Service  
 Multicultural Health Service  
 Drug and Alcohol Services  
 Mental Health Services  
 Women's and Children's Health Services  
 Aboriginal Health  
 Acute/Post Acute Care

## 2 South Eastern Sydney Illawarra AHS

Tel. 4253 4888  
Fax. 4253 4878  
Website.  
[www.sesiahs.health.nsw.gov.au](http://www.sesiahs.health.nsw.gov.au)

**Chief Executive**  
Professor Debora Picone AM

### Local government areas

Botany Bay, Kiama, Hurstville,  
Kogarah, Randwick, Rockdale,  
Shellharbour, Shoalhaven,  
Sutherland, Sydney (part),  
Waverley, Woollahra, Wollongong,  
Lord Howe Island

### Public hospitals

Bulli District Hospital  
Calvary Health Care Sydney  
Coledale District Hospital  
David Berry Hospital  
Kiama Hospital  
Milton Ulladulla Hospital  
Port Kembla Hospital  
Prince of Wales Hospital  
Royal Hospital for Women  
St George Hospital  
St Vincent's Hospital Sydney Ltd  
Sacred Heart Hospice  
Shellharbour Hospital  
Shoalhaven District Memorial  
Hospital  
Sutherland Hospital  
Sydney Children's Hospital  
Sydney Hospital/Sydney Eye Hospital  
(including the Langton Centre,  
Kirketon Road Centres  
and Sydney Sexual Health Centre)  
War Memorial Hospital, Waverley  
Wollongong Hospital  
SESIAHS also has administrative  
responsibility for the Gower  
Wilson Memorial Hospital on  
Lord Howe Island

### Public nursing homes

Garrawarra Centre, Waterfall

### Other services

Eastern Sydney Scarba Service  
and Early Intervention Program

## 3 Sydney South West AHS

Tel. 9828 5700  
Fax. 9828 5769  
Website. [www.sswahs.nsw.gov.au](http://www.sswahs.nsw.gov.au)

**Chief Executive**  
Dr Diana Horvath AO

### Local government areas

Ashfield, Bankstown, Burwood,  
Camden, Campbelltown,  
Canada Bay, Fairfield, Leichhardt,  
Liverpool, Marrickville, Strathfield,  
Sydney (part) Wingecarribee,  
Wollondilly

### Public hospitals

Balmain Hospital  
Bankstown/Lidcombe Hospital  
Bowral Hospital  
Braeside Hospital  
Camden Hospital  
Campbelltown Hospital  
Canterbury Hospital  
Carrington Hospital  
Concord Hospital  
Fairfield Hospital  
Karitane Mothercraft  
Liverpool Hospital  
Queen Victoria Thirlmere  
Royal Prince Alfred Hospital  
Rozelle Hospital  
Sydney Dental Hospital  
Thomas Walker Hospital  
Tresillian

### Third schedule facilities

Tresillian Family Care Centres  
Carrington Centennial Care  
Braeside Hospital  
Karitane  
Queen Victoria Memorial Home

### Other services

Department of Forensic Medicine  
Sydney South West Laboratory  
Services

## 4 Sydney West AHS

Tel. 4734 2120  
Fax. 4734 3737  
Website. [www.wsahs.nsw.gov.au](http://www.wsahs.nsw.gov.au)

**Chief Executive**  
Professor Steven Boyages

### Local government areas

Auburn, Baulkham Hills,  
Blacktown, Blue Mountains,  
Hawkesbury, Holroyd, Lithgow,  
Parramatta, Penrith

### Public hospitals

Auburn Hospital  
Blacktown Hospital  
Blue Mountains District ANZAC  
Memorial Hospital  
Cumberland Hospital  
Lithgow Hospital  
Lottie Stewart Hospital  
Mt Druitt Hospital  
Nepean Hospital  
Portland Hospital  
Springwood Hospital  
St Joseph's Hospital, Auburn  
Tresillian Wentworth  
Westmead Hospital

Note: the Area Health Service contracts  
with Hawkesbury District Health Service Ltd  
to provide public health services in the  
Hawkesbury.

### Public nursing homes

Governor Phillip Nursing Home  
Bodington Red Cross Hospital,  
Wentworth Falls (run by  
Catholic Health Care)

# Map and profiles of rural Area Health Services



## 1 Greater Southern AHS

Tel. 6128 9777

Fax. 6299 6363

Website. [www.gsahs.nsw.gov.au](http://www.gsahs.nsw.gov.au)

**A/Chief Executive**

Dr Nigel Lyons

### Local government areas

Albury, Bega Valley, Berrigan, Bland, Bombala, Boorowa, Carrathool, Conargo, Coolamon, Cooma Monaro, Cootamundra, Corowa, Deniliquin, Eurobodalla, Goulburn, Mulwaree, Greater Hume, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Palerang, Queanbeyan, Snowy River, Temora, Tumbarumba, Tumut, Upper Lachlan, Urana, Yass Valley, Young, Wagga Wagga, Wakool

### Public hospitals

Albury Base Hospital  
Barham Koondrook Soldiers Memorial  
Batemans Bay District Hospital  
Batlow District Hospital  
Bega District Hospital  
Berrigan War Memorial Hospital  
Bombala Hospital  
Boorowa Hospital  
Bourke Street Health Service  
Braidwood Hospital  
Coolamon Ganmain Health Service  
Cooma Hospital  
Cootamundra Hospital  
Corowa Hospital  
Crookwell Hospital  
Culcairn Health Service  
Delegate Multi-Purpose Service  
Deniliquin District Hospital  
Finley Hospital  
Goulburn Hospital  
Griffith Base Hospital  
Gundagai District Hospital  
Hay Hospital and Health Service  
Henty District Hospital  
Hillston District Hospital

Holbrook District Hospital  
Jerilderie Health Service  
Junee District Hospital  
Kenmore Hospital  
Leeton District Hospital  
Lockhart Hospital  
Moruya District Hospital  
Murrumburrah-Harden Hospital  
Narrandera District Hospital  
Pambula District Hospital  
Queanbeyan District Health Service  
Temora & District Hospital  
Tocumwal Hospital  
Tumbarumba Health Service  
Tumut District Hospital  
Urana Health Service  
Wagga Wagga Base Hospital  
West Wyalong Hospital  
Yass District Hospital  
Young District Hospital

### Third schedule hospitals

Mercy Health Service Albury  
Mercy Care Centre Young

## 2 Greater Western AHS

Tel. 6841 2222

Fax. 6841 2230

Website. [www.gwahs.nsw.gov.au](http://www.gwahs.nsw.gov.au)

**Chief Executive**

Dr Claire Blizard

### Local government areas

Balranald, Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Broken Hill, Cabonne, Central Darling, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle, Weddin, Wellington, Wentworth, Unincorporated Far West

### Public hospitals

Balranald District Hospital  
Baradine Multi-Purpose Service  
Bathurst Base Hospital  
Blayney Multi-Purpose Service  
Bloomfield Hospital  
Bourke District Hospital  
Brewarrina Multi-Purpose Service  
Broken Hill Base Hospital  
Canowindra Soldiers' Memorial Hospital  
Condoblin District Hospital  
Cowra District Hospital  
Cudal War Memorial Hospital  
Cobar District Hospital  
Collarenebri Multi-Purpose Service  
Coolah Multi-Purpose Service  
Coonabarabran District Hospital  
Coonamble District Hospital  
Dubbo Base Hospital  
Dunedoo War Memorial Hospital  
Eugowra Memorial Hospital  
Forbes District Hospital  
Gilgandra Multi-Purpose Service  
Goodooga Community Health Service  
Grenfell Multi-Purpose Service

Gulargambone Multi-Purpose Service  
Gulgong District Hospital  
Ivanhoe District Hospital  
Lake Cargelligo Multi-Purpose Service  
Lightning Ridge Multi-Purpose Service  
Menindee Health Service  
Molong District Hospital  
Mudgee District Hospital  
Narromine District Hospital  
Nyngan District Hospital  
Oberon Multi-Purpose Service  
Orange Base Hospital  
Parkes District Hospital  
Peak Hill Hospital  
Rylstone Multi-Purpose Service  
Tibooburra District Hospital  
Tottenham Hospital  
Tullamore Hospital  
Trangie Multi-Purpose Service  
Trundle Multi-Purpose Service  
Warren Multi-Purpose Health Service  
Wellington Hospital, Bindawalla  
Walgett District Hospital  
Wentworth District Hospital  
Wilcannia Multi-Purpose Service

### 3 Hunter and New England AHS

Tel. 4921 4922  
 Fax. 4921 4939  
 Website. [www.hnehealth.nsw.gov.au](http://www.hnehealth.nsw.gov.au)

**Chief Executive**  
 Terry Clout

#### Local government areas

Armidale, Dumaresq, Glenn Innes, Severn, Gunnedah, Guyra, Gwydir, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla, Walcha, Cessnock, Dungog, Gloucester, Great Lakes, Greater Taree, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton and Upper Hunter

#### Public hospitals

Armidale and District Hospital  
 Belmont District Hospital  
 Cessnock District Hospital  
 Glen Innes District Hospital  
 Gloucester Soldiers' Memorial Hospital  
 Gunnedah District Hospital  
 Inverell District Hospital  
 James Fletcher Hospital  
 John Hunter Hospital  
 John Hunter Children's Hospital  
 Kurri Kurri District Hospital  
 Maitland Hospital  
 Manilla District Hospital  
 Morisset Hospital  
 Moree Hospital  
 Muswellbrook District Hospital  
 Narrabri District Hospital  
 Newcastle Mater Misericordiae Hospital  
 Quirindi Hospital  
 Royal Newcastle Hospital  
 Scott Memorial Hospital  
 Tamworth Base Hospital  
 Manning Base Hospital  
 Singleton District Hospital

#### Community hospitals/ multi-purpose services

Barraba, Bingara, Boggabri, Bulahdelah, Denman, Dungog, Emmaville – Vegetable Creek, Guyra, Merriwa, Murrurundi, Nelson Bay, Tenterfield, Tingha, Walcha, Warialda, Wee Waa, Werris Creek and Wingham

### 4 North Coast AHS

Tel. 6620 2100  
 Fax. 6621 7088  
 Website. [www.ncahs.nsw.gov.au](http://www.ncahs.nsw.gov.au)

**Chief Executive**  
 Chris Crawford

#### Local government areas

Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Hastings, Kempsey, Kyogle, Lismore, Nambucca, Richmond Valley, Tweed

#### Public hospitals

Ballina District Hospital  
 Bellinger River District Hospital  
 Bonalbo Health Service  
 Byron District Hospital  
 The Campbell Hospital, Coraki  
 Casino and District Memorial Hospital  
 Coffs Harbour Health Campus  
 Dorrigo Multi-Purpose Service  
 Grafton Base Hospital  
 Kempsey District Hospital  
 Kyogle Memorial Health Service  
 Lismore Base Hospital  
 Macksville Health Campus  
 Maclean District Hospital  
 Mullumbimby and District War Memorial Hospital  
 Murwillumbah District Hospital  
 Nimbin Health Service  
 Port Macquarie Base Hospital  
 The Tweed Hospital  
 Urbenville Health Service  
 Wauchope District Memorial Hospital

### Statewide Services

#### Ambulance Service of NSW

Tel. 9320 7777  
 Fax. 9320 7800  
 Website. [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au)

**Chief Executive**  
 Greg Rochford

#### Clinical Excellence Commission

Tel. 9382 7600  
 Fax. 9382 7615  
 Website. [www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

**Chief Executive Officer**  
 Professor Clifford Hughes AO

#### HealthQuest

Tel. 9289 7700  
 Fax. 9282 9898  
 Website. [www.healthquest.gov.au](http://www.healthquest.gov.au)

**Chief Executive Officer**  
 Alison Viney

#### Justice Health

Tel. 9289 2977  
 Fax. 9311 3005  
 Website. [www.justicehealth.nsw.gov.au](http://www.justicehealth.nsw.gov.au)

**Chief Executive Officer**  
 Dr Richard Matthews

#### The Children's Hospital at Westmead

Tel. 9845 0000  
 Fax. 9845 3489  
 Website. [www.chw.edu.au](http://www.chw.edu.au)

**Chief Executive**  
 Dr Antonia Penna



# Area Health Service Public Health Units

## Greater Southern PHU

Level 3, 34 Lowe Street  
Queanbeyan NSW 2620  
Tel. (02) 6124 9942  
Fax. (02) 6299 6363

641 Olive Street  
Albury NSW 2640  
Tel. (02) 6021 4799  
Fax. (02) 6021 4899

## Greater Western PHU

Broken Hill NSW 2880  
Tel. (08) 8080 1500  
Fax. (08) 8080 1683

23 Hawthorn Street  
Dubbo NSW 2830  
Tel. (02) 6841 5569  
Fax. (02) 6841 5570

PO Box 143  
Bathurst NSW 2795  
Tel. (02) 6339 5601  
Fax. (02) 6339 5189

## Hunter/New England PHU

Suite 7, 2nd Floor,  
Parry Shire Building  
470 Peel Street  
Tamworth NSW 2340  
Tel. (02) 6766 2288  
Fax. (02) 6766 3003

Hunter Population Health  
Booth Building  
Wallsend Campus  
Longworth Avenue  
Wallsend NSW 2287  
Tel. (02) 4924 6473  
Fax. (02) 4924 6048

## Justice Health Service PHU

Long Bay Complex  
Anzac Parade  
Malabar NSW 2036  
Tel. (02) 8372 3006  
Fax. (02) 9344 4151

## North Coast PHU

Port Macquarie Health Campus  
Morton Street  
Port Macquarie NSW 2444  
Tel. (02) 6588 2750  
Fax. (02) 6588 2837

31 Uralba Street  
Lismore NSW 2480  
Tel. (02) 6620 7500  
Fax. (02) 6622 2552

## Northern Sydney/ Central Coast PHU

c/Hornsby Ku-ring-gai Hospital  
Palmerston Road  
Hornsby NSW 2077  
Tel. (02) 9477 9400  
Fax. (02) 9482 1650

Newcastle University  
Ourimbah Campus  
Brush Road  
Ourimbah NSW 2258  
Tel. (02) 4349 4845  
Fax. (02) 4349 4850

## South Eastern Sydney/ Illawarra PHU

Hut U, Easy Street  
Prince of Wales Hospital Campus  
Randwick NSW 2031  
Tel. (02) 9382 8333  
Fax. (02) 9382 8334

Block B, Building 39  
University of Wollongong  
Gwynneville NSW 2500  
Tel. (02) 4221 6700  
Fax. (02) 4221 6759

## Sydney South West PHU

Level 6 West Queen Mary Building  
Royal Prince Alfred Hospital  
Grose Road  
Camperdown NSW 2050  
Tel. (02) 9515 9420  
Fax. (02) 9515 3182

Hugh Jardine Building  
Liverpool Hospital, Eastern Campus  
Elizabeth Street  
Liverpool NSW 2170  
Tel. (02) 9828 5944  
Fax. (02) 9828 5955

## Sydney West PHU

Gungarra (Building 68)  
Cumberland Hospital  
5 Fleet Street  
North Parramatta NSW 2151  
Tel. (02) 9840 3603  
Fax. (02) 9840 3608

Nepean Hospital  
Great Western Highway  
Kingswood NSW 2750  
Tel. (02) 4734 2022  
Fax. (02) 4734 3300

# Glossary of terms

## Admission

The process by which a person commences a period of residential care in a health facility.

## Admitted patients

Individuals accepted by a hospital for inpatient care.

## Average length of stay (ALOS)

The average number of days each admitted patient stays in hospital. This is calculated by dividing the total number of occupied bed days for the period by the number of actual separations in the period.

## Accrual accounting

Recognises revenues and expenses in the accounting period in which goods and services are provided or consumed, rather than in periods when cash is received or paid. In addition, it provides information on the assets and liabilities of an economic entity.

## Ambulatory care

Any form of care other than as a hospital inpatient.

## Best practice

Identifying and matching the best performance of others.

## Bed days

The total number of bed days of all admitted patients accommodated during the reporting period. It is taken from the count of the number of inpatients at midnight (approximately) each day. Details for Same Day patients are also recorded as Occupied Bed Days where one Occupied Bed Day is counted for each Same Day patient.

## Bed occupancy rate

The percentage of available beds which have been occupied over the year. It is a measure of the intensity of the use of hospital resources by inpatients.

## Booked admission

Patients who require non-emergency admission to hospital (formerly called elective patients) where admission need not occur within 24 hours are booked in and placed on a waiting list.

## Clinical pathways

The systematic approach to achieving particular outcomes for an inpatient, which identifies the amount and sequence of resources for that type of case.

## Chargeable inpatients

Any admitted patient or registered non-inpatient for whom a charge can be raised by a hospital or Area Health Service for the provision of health care.

## Diagnosis related groups (DRGs)

A system designed to classify every acute inpatient episode, from admission to discharge, into one of approximately 500 coding classes. Each group contains only patients who have similar clinical conditions and treatment costs.

## Day of surgery admission (DOSA)

Involves patients who require an overnight stay in hospital following their procedure but who are admitted to hospital on the day of surgery.

## Inpatient

A person who is admitted to hospital.

## Non-admitted patient services (NAPS)

Services provided to clients/patients who are not admitted to hospital, eg emergency department services, outpatient department services and community health services.

## Performance agreement

An agreement between the Director General and public health organisations, as outlined under the *Health Services Act 1997*. The agreement contains agreed objectives and goals and defines accountabilities and measures performance.

## Performance indicator

A set of indicators for the NSW public health system that focus on a limited number of high-level issues designed to provide a broad overview of NSW Health. This core set of indicators forms part of other major indicator sets used by NSW Health, such as performance agreements with NSW Treasury and with Area Health Services.

## Same-day surgery

Involves the patient being admitted and discharged on the day of surgery.

### **Specialist**

A doctor who has extra qualifications in one or more clinical areas of practice. Some examples of specialists are gynaecologists, ophthalmologists and neurosurgeons.

### **Specialty**

The term used to describe the particular field of medicine in which a specialist doctor practises, eg orthopaedics, urology, gynaecology.

### **Telehealth**

A telecommunications network connecting health facilities around NSW to improve access to health care services for patients, especially those living in rural and remote communities. It uses pictures, videos and information across long distances so that health professionals and patients can decide treatment options without the need for travel.

### **Triage**

An essential function of emergency departments where many patients may present at the same time. Triage aims to ensure that patients are treated in order of their clinical priority and that their treatment is timely.

### **Waiting time**

The amount of time that a patient has waited for admission to hospital. It is measured from the day the hospital receives a 'recommendation for admission' form for the patient until the day the patient is admitted.

### **23 hour care unit**

Units that have been specifically designed to accommodate patients, both booked and emergency, that meet specific admission criteria including:

- absolute expectation of discharge within 24 hours
- preadmission screening (booked patients)
- agreed clinical guidelines in place
- agreed protocols based on nurse initiated discharge.