

# Other Regulatory Reports

Appendix 3



*Image // Sydney Hospital*





# Other Regulatory Reports

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# Acts Administered

## Legislative Changes

### Acts Administered

- *Anatomy Act 1977* No 126
- *Assisted Reproductive Technology Act 2007* No 69
- *Cancer Institute (NSW) Act 2003* No 14 (jointly with the Minister for Medical Research)
- *Drug and Alcohol Treatment Act 2007* No 7
- *Drug Misuse and Trafficking Act 1985* No 226, Part 2A (jointly with the Minister for Police and Emergency Services, remainder, the Attorney General)
- *Fluoridation of Public Water Supplies Act 1957* No 58
- *Gladesville Mental Hospital Cemetery Act 1960* No 45
- *Health Administration Act 1982* No 135
- *Health Care Complaints Act 1993* No 105
- *Health Care Liability Act 2001* No 42
- *Health Practitioner Regulation (Adoption of National Law) Act 2009* No 86 and the *Health Practitioner Regulation National Law (NSW)* (except section 165B of that Law and section 4 of that Act in so far as it applies section 165B as a law of New South Wales, the Attorney General)
- *Health Professionals (Special Events Exemption) Act 1997* No 90
- *Health Records and Information Privacy Act 2002* No 71
- *Health Services Act 1997* No 154
- *Human Tissue Act 1983* No 164
- *Lunacy and Inebriates (Commonwealth Agreement Ratification) Act 1937* No 37
- *Lunacy (Norfolk Island) Agreement Ratification Act 1943* No 32
- *Mental Health Act 2007* No 8
- *Mental Health (Forensic Provisions) Act 1990* No 10, Part 5 (remainder, Attorney General)
- *New South Wales Institute of Psychiatry Act 1964* No 44
- *Poisons and Therapeutic Goods Act 1966* No 31
- *Private Health Facilities Act 2007* No 9
- *Public Health Act 1991* No 10
- *Public Health Act 2010* No 127
- *Public Health (Tobacco) Act 2008* No 94
- *Smoke-free Environment Act 2000* No 69
- *Sydney Hospital (Trust Property) Act 1984* No 133
- *Tuberculosis Act 1970* No 18

### Legislative Changes

#### New Acts

- *Public Health Act 2010* No 127

#### Amending Acts

- *Health Services Amendment (Local Health Networks) Act 2010* No 97
- *Health Legislation Further Amendment Act 2010* No 96
- *Health Services Amendment (Local Health Districts and Boards) Act 2011* No 4

#### Repealed Acts

- *Chiropractors Act 2001* No 15
- *Dental Practice Act 2001* No 64
- *Dental Technicians Registration Act 1975* No 40
- *Medical Practice Act 1992* No 94
- *Nurses and Midwives Act 1991* No 9
- *Optical Dispensers Act 1963* No 35
- *Optometrists Act 2002* No 30
- *Osteopaths Act 2001* No 16
- *Pharmacy Practice Act 2006* No 59
- *Physiotherapists Act 2001* No 77
- *Podiatrists Act 2003* No 69
- *Psychologists Act 2001* No 69

#### Orders

- *Health Services (The Sydney Children's Hospitals Network (Randwick and Westmead)) Order 2010*
- *Health Services Amendment (Hammondcare Health and Hospitals) Order 2010*
- *Health Services Amendment (Areas of Local Health Networks) Order 2010*
- *Health Services (Transfer of Assets, Rights and Liabilities) Order 2010*

## Public Health Act 2010

Development of the *Public Health Act 2010* continued through 2010-11 with the Department undertaking extension public consultation on the Public Health Bill 2010, prior to its passage into Parliament in late 2010. Following assent of the 2010 Act (which has not yet commenced), the Department has worked to prepare draft public consultation regulation to support the 2010 Act and development of proposed regulations will continue in 2011-12. It is expected that the 2010 Act and associated regulations will commence in 2012.

## Subordinate Legislation

### Principal Regulations made

- *Health Administration Regulation 2010*
- *Health Practitioner Regulation National Law Regulation*
- *Health Practitioner Regulation (New South Wales) Regulation 2010*

### Significant Amending Regulations made

- *Assisted Reproductive Technology Amendment Regulation 2011*
- *Health Services Amendment (Local Health Districts and Boards) Act 2011*
- *Mental Health Amendment Regulation 2011*
- *Mental Health Amendment (Psychosurgery) Regulation 2010*
- *Mental Health (Forensic Provisions) Amendment (Forensic Patients) Regulation 2010*
- *Mental Health (Forensic Provisions) Amendment Regulation 2010*

## Repealed Regulations

- *Chiropractors Regulation 2007*
- *Dental Practice Regulation 2004*
- *Dental Technicians Registration Regulation 2008*
- *Medical Practice Regulation 2008*
- *Nurses and Midwives Regulation 2008*
- *Optical Dispensers Regulation 2007*
- *Optometrists Transitional Regulation 2003*
- *Osteopaths Regulation 2007*
- *Pharmacy Practice Regulation 2008*
- *Physiotherapists Regulation 2008*
- *Podiatrists Regulation 2005*
- *Psychologists Regulation 2008*

# Disability Action Plan

2009–14

The Department of Health has developed the NSW Health Disability Action Plan which includes the Disability Action Plans of other agencies within NSW Health. The Department of Health Disability Action Plan can be found as Schedule 1 of the NSW Health Disability Action Plan at [www.health.nsw.gov.au](http://www.health.nsw.gov.au).

## Achievements to date include:

- NSW Health Area Health Services and Local Health Networks have been assisted in developing their Disability Action Plans (resulting in the NSW Health Disability Action Plan).
- A Specialised Clinical Service Pilot in South Eastern Sydney Local Health Network has been established to address the health needs of people with intellectual disability and the Agency for Clinical Innovation Intellectual Disability Network has been established to identify gaps in services to people with intellectual disability.
- *Being a Healthy Woman*: an educational resource for women with intellectual disability, their families, health care providers and support workers was published and copies were circulated to every group home and large residential facility in NSW. The book is available through the Better Health Centre (02 9816 0452). It has been translated into five community languages and can be downloaded in English, Dinka, Traditional Chinese (Mandarin), Vietnamese, Korean or Arabic from the NSW Health website.

- The development of a training package for General Practitioners was funded to improve communication with people with intellectual disability (available at <http://www.gpsynergy.com.au>). The training package for General Practitioners can be downloaded by any training body and adapted to meet their needs. NSW Council for Intellectual Disability, NSW Family Planning and NSW Department of Education and Communities have each expressed interest in using the training package.

Department of Health is committed to consulting people with disability and supporting their involvement on its committees. As an example of this, the book was developed following extensive consultation with women with intellectual disability, their families and support workers. The advisory committee on its development included a woman with intellectual disability (with a support worker) and the mother of a woman with intellectual disability.

# Government Information

## (Public Access) Act 2009

Under the *Government Information (Public Access) Act 2009* (GIPA Act) there is a presumption in favour of the disclosure of Government information unless there is an overriding public interest against disclosure.

The NSW Department of Health undertakes reviews of its information on a regular basis and routinely uploads information on its website that may be of interest to the public.

During the period 1 July 2010 to 30 June 2011, the NSW Department of Health received 123 access applications under the GIPA Act. Of the 123 applications received, 71 applications have been completed within the reporting period, six applications were withdrawn, five applications were invalid, 27 applications were transferred to other agencies, 10 applications have been carried forward to the next reporting period and four applications were dealt with as an informal request.

Of the 71 applications completed, 19 were granted full access; 29 were granted partial access; six were refused access; 10 requests there was no information held; one request the information was publicly available and the

Department refused to deal with six applications as the applicant(s) had failed to pay processing charges or the application(s) were an unreasonable diversion of the Department's resources to process in their current wording.

Eight applications were refused in part or in full because the applications involved the disclosure of information referred to in Schedule 1 to the GIPA Act, i.e., information for which there is conclusive presumption of overriding public interest against disclosure (Cabinet information – five applications; and Legal professional privilege – three applications).

The Department received two applications for internal reviews and on each occasion the original decisions were upheld.

Information, as set out in the required form in Schedule 2 of the *Government Information (Public Access) Amendment Regulation 2010*, relating to the access applications made to the Department of Health during 2010–11 is provided below.

Table A. Number of applications by type of applicant and outcome\*

	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS REFUSED IN FULL	INFORMATION NOT HELD	INFORMATION ALREADY AVAILABLE	REFUSE TO DEAL WITH APPLICATION	REFUSE TO CONFIRM OR DENY WHETHER INFORMATION IS HELD	APPLICATION WITHDRAWN
Media	10	5	2	7	1	2	0	3
Members of Parliament	6	12	4	0	0	2	0	2
Private sector business	0	4	0	0	0	1	0	0
Not for profit organisations or community groups	1	2	0	0	0	1	0	0
Members of the public (application by legal representative)	0	2	0	1	0	0	0	0
Members of the public (other)	2	4	0	2	0	0	0	1

\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B. Number of applications by type of application and outcome

	ACCESS GRANTED IN FULL	ACCESS GRANTED IN PART	ACCESS REFUSED IN FULL	INFORMATION NOT HELD	INFORMATION ALREADY AVAILABLE	REFUSE TO DEAL WITH APPLICATION	REFUSE TO CONFIRM OR DENY WHETHER INFORMATION IS HELD	APPLICATION WITHDRAWN
Personal information applications#	1	0	0	1	0	0	0	1
Access applications (other than personal information applications)	18	25	6	7	1	6	0	5
Access applications that are partly personal information applications and partly other	0	4	0	2	0	0	0	0

# A personal information application is an access application for personal information (as defined in Clause 4 of Schedule 4 of the Act) about the applicant (the applicant being an individual).

Table C. Invalid applications

REASON FOR INVALIDITY	NUMBER OF APPLICATIONS
Application does not comply with formal requirements (section 41 of the Act)	5
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	5
Invalid applications that subsequently became valid applications	0

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

	NUMBER OF TIMES CONSIDERATION USED*
Overriding secrecy laws	0
Cabinet information	5
Executive Council Information	0
Contempt	0
Legal professional privilege	3
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

\* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies to Table E.



Table E. Other public interest considerations against disclosure: matters listed in table to Section 14 of the Act

	NUMBER OF OCCASIONS WHEN APPLICATION NOT SUCCESSFUL
Responsible and effective government	4
Law enforcement and security	0
Individual rights, judicial processes and natural justice	14
Business interests of agencies and other persons	6
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F. Timelines

	NUMBER OF OCCASIONS WHEN APPLICATION NOT SUCCESSFUL
Decided within the statutory timeframe (20 days plus any extensions)	41
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	29*
<b>Total</b>	<b>71</b>

\*All applications continued to be processed with the applicant receiving Notice of Decision.

Table G. Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	DECISION VARIED	DECISION UPHELD	TOTAL
Internal review	0	2	2
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>

\*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H. Applications for review under Part 5 of the Act (by type of applicant)

	NUMBER OF APPLICATIONS FOR REVIEW
Applications by access applicants	2
Applications by persons to whom information the subject of access applications relates (see section 54 of the Act)	0

# Multicultural Policies and Services Program

## Achievements 2010–11

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2010-11
Aids and Infectious Diseases Branch	NSW HIV/AIDS Strategy 2006-2010	Funding is provided to HIV and Related Programs (HARPs), the NSW Multicultural HIV/AIDS and Hepatitis C Service (MHAHS), NSW Users and AIDS Association (NUAA), ACON (formerly the AIDS Council of NSW) for HIV/AIDS programs targeting priority Culturally and Linguistically Diverse (CALD) communities.
Ambulance Service of NSW	Website information for Other Languages	The Ambulance Service of NSW has produced several publications in other languages which are now available on the service's website for download. A series of factsheets are available in Arabic, Chinese, Italian, Greek and Vietnamese. The purpose of the factsheets is to assist people from the multicultural community with: <ul style="list-style-type: none"> <li>• calling an Ambulance</li> <li>• when to call an Ambulance</li> <li>• patient transport service</li> <li>• information about their Ambulance service.</li> </ul> To assist people from the multicultural community when a Paramedic attends their home or the location of a medical emergency, there is a free call phone number on the Other Languages page of the website for the Translating and Interpreting Service.
Blue Mountains Nepean Local Health Network	Development of Diversity in Practice resource kit	A resource kit for early childhood services working with children and families from migrant and refugee families was developed during 2010 and launched in June 2011. The kit was aimed at early childhood workers, community health workers and workers engaged with families and children (under five) in the Nepean area.
Diversity Health Institute Clearinghouse (DHIC)	Diversity Health Institute Clearinghouse Online Gateway to Australian Multicultural health information.	The DHIC Online Gateway contains freely accessible searchable databases on multicultural health information including translated resources, reports, research, events and training. The site received an average of over 4,035 visits per month. This was an increase of 27% from the monthly average of 3,187 visits last year. The Clearinghouse team also provided approximately 83 information searches in response to enquiries per month for clients, including health service providers, carers and consumers.
Health Protection Branch	Communicable diseases factsheet translations	The communicable diseases branch regularly reviewed factsheets for priority and high burden communicable diseases for translation. To date, 18 disease factsheets and were translated and made available on the internet.
Hunter New England Local Health Network	Nurse Manager Cultural Support	A Network wide, permanent Nurse Manager Cultural Support position was established to monitor and support overseas trained nurses and allied health staff employed by Hunter New England Health. The program was developed to provide specific orientation programs and ongoing communication and monitoring, particularly for overseas trained staff appointed to rural hospital.
Illawarra Shoalhaven Local Health Network	Cardiovascular disease (CVD) prevention program for women from CALD backgrounds	The CVD Prevention program was launched in the Illawarra at an International Women's Day event to raise awareness of heart disease. The event attracted over 400 women from 16 CALD communities. This is a project partnership between Multicultural Health Service, Women's Health Service and Curtin University. It designed, delivered and evaluated culturally relevant activities to reduce risk factors for heart disease and raise awareness of heart attack signs amongst women from newly arrived CALD backgrounds. Programs were designed in consultation with community and implemented for Arabic, Turkish, Serbian, Croatian, Macedonian Italian and Greek communities using translated materials and interpreters.
Mid North Coast Local Health Network	Refugee Health clinic	Humanitarian Refugees were offered health screening at the Refugee Health clinic within one month of their arrival. The clinic facilitated the referral of refugees into mainstream services using interpreters at all health interviews. The clinic negotiated with Community GPs to take on Humanitarian refugees into their practice for ongoing permanent care.
Multicultural Health Communication Service (MHCS)	Multilingual Quitline	The MHCS undertook a number of health promotion activities and programs targeting culturally and linguistically diverse communities including the Multilingual Quitline, Get Healthy and Problem Gambling health promotions initiatives. The service co-ordinated NSW Multicultural Health week and the Multicultural Good Communication Award.
Multicultural HIV/AIDS and Hepatitis C Service	Clinical Support for CALD people living with HIV/AIDS	This program provided bilingual/bicultural support to people from CALD backgrounds living with HIV/AIDS. Over 65 clients are currently supported via the program. The program has a register of over 120 workers speaking more than 40 community languages to provide emotional support to clients living with HIV.
Multicultural Problem Gambling Service for NSW	Multicultural Problem Gambling Service for NSW service enhancement	In the last year, 37 clinicians gained accreditation with nationally recognised competencies as problem gambling counsellors. These clinicians provided problem gambling counselling in the following languages: Arabic, Assyrian, Bosnian, Croatian, Macedonian, Serbian, German, Cantonese, Mandarin, Farsi, Greek, Telegu, Kannadan, Hindi, Marathi, Konkani, Tamil, Malayalam, Indonesian, Korean, Maltese, Spanish, Turkish and Vietnamese.

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2010-11
North Coast Local Health Network	Nutrition Information Project	Developed a computer-based library of diet sheets in different languages to ensure clients received the correct nutritional advice.
North Sydney Local Health Network	Women's Health Service	The Multicultural Health Service in the Northern Sydney Local Health Network worked with the Multicultural Health Service and local Settlement Grant Project (SGP) workers to increase access to culturally appropriate health information for women from diverse backgrounds and enable them to make more informed decisions about their health and health care.
NSW Education Program on Female Genital Mutilation (FGM)	Zero Tolerance 2011	In 2010 there were approximately 124,000 women and girls from cultures that practice FGM living in NSW. On 12 February 2011, 147 women from communities that practice FGM attended the Zero Tolerance 2011 event. Some young women were specifically invited, as they are at risk of being pressured by family members to undergo FGM later, when they are over the age of 18 years or maybe about to get married. The day reviewed the work being carried out with specific cultures across the Middle East, Europe and Australia to stop FGM.
NSW Refugee Health Service	Health Information to refugee communities	There were 172 Orientation to the NSW Health System sessions delivered using Bilingual Community Educators, attracting a total of 3,477 participants. The sessions were delivered in Arabic, Assyrian, Farsi, Dari, Karen, Burmese, Rohingya, Sudanese Arabic, Bhutanese, and Kirundi/Swahili. Some sessions were provided in non refugee languages including Chinese, Vietnamese and English.
Primary Health and Community Partnerships Branch	NSW Refugee Health Plan 2011-2016	Primary Health and Community Partnerships Branch co-ordinated the development of the NSW Refugee Health Plan 2011-2016 which was launched by the Minister for Health at the Marrickville Town Hall on 4 March 2011. The Plan outlines measurable actions and priorities to guide the NSW Health System's work in the area of refugee health over the next five years.
Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	Capoeira Angola – Project Bantu	STARTTS delivered Capoeira Angola groups at Miller Intensive English Centre (IEC), Fairfield IEC, Evans IEC, Chester Hill IEC, Cabramatta IEC, Liverpool Boys High and at STARTTS Offices in Liverpool and Carramar. Capoeira Angola is an Afro-Brazilian art that can be likened to a dance, or a martial art. Music is an integral part of the game made up of several players including those on five key musical instruments. The groups have been evaluated for their psychosocial benefits using an appropriate assessment tool which confirm the positive benefits of the program. The Evaluation Report is available upon request.
South Eastern Sydney Local Health Network	Multicultural Health Service Strategic Plan: SESLHD 2010-2012 (MHS)	The Multicultural Health Service updated its Strategic Plan to take into consideration organisational changes in response to the national health reforms. The Plan outlines the work the Service will undertake in 2010-2012, under the following four strategic directions: <ul style="list-style-type: none"> <li>• delivering multicultural health leadership</li> <li>• improving service planning</li> <li>• increasing organisational capacity</li> <li>• enhancing community connection and engagement.</li> </ul>
Southern NSW Local Health Network	Women's Health Program Tuberculosis Services Updates	The Network continued to prioritise the needs of women from CALD backgrounds. Approximately 30% of women seen in the well women's clinic in Queanbeyan were from CALD backgrounds, which is approximately double the population prevalence in the region. Ongoing partnership with the NSW Female Genital Mutilation program in the Multicultural Health Unit in Western Sydney assisted in strengthening local capacity. A multicultural health session was included in the regular updates provided to all tuberculosis nurses. In 2010, the session focused on refugee health screening and in 2011 the session focused on cultural competence.
Sydney Local Health Network	Triple P (Positive Parenting Program) for Korean speaking parents	This project aimed to enhance parental competence and confidence in raising children and improving the wellbeing of parents and children. The project targeted Korean speaking parents with children 3-8 years. There was significant demand for the program with 44 participants registering for only 13 positions in the course.
Sydney South West Local Health Network	Keeping community strong and active	This project aimed to increase participation levels of physical activity among the Spanish speaking communities in south west Sydney. Achievements of the program included: <ul style="list-style-type: none"> <li>• development of promotional material</li> <li>• recruitment of participants via primary health and community services</li> <li>• education on the benefits of physical activity and healthy lifestyles</li> <li>• a culturally appropriate ten session program of physical exercises using Qigong and choreographic movements of Latin dancing was delivered.</li> <li>• evaluation completed after the 10 session program with an average of 25 participants attending each of the sessions.</li> </ul>

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2010-11
Sydney West Local Health Network	Vitamin D and CALD communities: A Quality Improvement Study (Former) SWAHS Arabic Tobacco Strategy	In October 2010, the Auburn Hospital Ante Natal clinic completed a twelve month study which involved routine screening of all pregnant women Vitamin D levels. This was the first antenatal clinic in NSW to screen all women. Preliminary results showed a significant number of CALD women have severe Vitamin D deficiency. An information brochure on Vitamin D for pregnant women and new mothers was developed and translated into 12 languages. The Multicultural Health Team also provided training sessions for junior medical doctors on Vitamin D and CALD communities. Consultations were held with health and welfare professionals and men of Arabic-speaking backgrounds. These consultations identified gaps in knowledge and attitudes towards tobacco smoking and cessation. The issues raised in the consultations were used to inform questions for focus groups in developing a more formal project. Ethics approval was obtained to conduct this project. Two focus groups were completed and three more focus groups are planned.
Transcultural Aged Care Service (TACS)	CALD Aged Care Regional Profiles	Completed aged community population profiles for Inner West, Sydney South West, Western Sydney and South East Sydney Aged Care Planning Regions and placed them on newly developed TACS website. The profiles assisted aged care providers in planning their services, particularly when applying for places during the Aged Care Allocation Rounds.
Transcultural Mental Health Centre (TMHC)	Transcultural Rural and Remote Outreach Project (TRROP)	The TRROP is a partnership between TMHC, the Centre for Rural and Remote Mental Health and four former rural Area Health Services. It is an equity and access initiative that explored models of service delivery for CALD communities in rural areas. It was the first activity of this kind and yielded important information to inform policy, planning and service development. The Project won a silver award in the Mental Health Services Conference of Australia and New Zealand 2010 achievement awards. The five year project report <i>Transcultural Rural and Remote Outreach Project: Building Partnerships across the Great Divide</i> was launched and distributed to stakeholders.
Western NSW and Far West Local Health Networks	Orientation process for local facilities	All facilities provided orientation to staff highlighting the specific cultural assets of the CALD population within the local rural context, in particular in services where there are large CALD communities including at Lightning Ridge and Orange
Women's Health at Work Program	Research Project – Issues of Customer Perpetrated Violence and Personal Safety for Women from CALD backgrounds working in small retail workplaces.	In the pilot phase, 19 women were recruited and interviewed. Seven of this group had experienced violent crimes. Four of the 19 women interviewed had experienced robbery; one woman had experienced two attempted robberies. Four of the five incidents were armed robberies (pistol, knife and metal bar). More women are now being interviewed to strengthen the research and it is anticipated that the full report of this work will be completed by August 2011 at which stage WHAW will seek to have the research published.

## Planned Initiatives 2011–12

HEALTH SERVICE	PROJECT/INITIATIVE	PLANNED FOR 2010-11
AIDS and Infectious Diseases Branch	NSW Hepatitis B Strategy 2011 - 2016	The AIDS and Infectious Diseases Branch will develop the NSW Hepatitis B Strategy 2011–2016. The Strategy will have a particular focus on migrant communities.
Central Coast Local Health Network	Cervical Screening	Many communities from culturally and linguistically diverse backgrounds experience barriers to accessing cervical screening services including a lack of knowledge of services available and language barriers. The Women's Health Service in the Central Coast Local Health Network will be establishing a project in partnership with the Multicultural Health Service to increase the access of cervical screening services to the local Chinese community. The project will include the provision of a workshop on cervical screening for Chinese women, a follow-up clinic with block-booking of interpreters and the development of translated information on cervical screening services.
Diversity Health Institute Clearing House	Diversit-e: Australia's diversity health e-magazine	Four issues of Diversit-e are planned for the 2011-12 financial year with issues on mental health and health promotion under development for September and December 2011, and further topics for 2012.
Female Genital Mutilation (FGM) Program	NSW FGM Community Education Outreach Project	NSW FGM Community Education Program will take the Women's Health and Traditions (WHATINS) Program to Coffs Harbour in July 2011. This outreach comes at the request of both government and non-government services in the Coffs Harbour area following an increase in population numbers of families who are from communities where FGM is traditionally practiced. The Senior Community Education Officer will be accompanied by bilingual educators from the Sudanese, Ethiopian and Sierra Leonean communities. Women and families living in regional areas are more isolated than city-dwelling families and are therefore less likely to be aware of legislation against the practice of FGM.

HEALTH SERVICE	PROJECT/INITIATIVE	PLANNED FOR 2010-11
Hunter New England Local Health Network	MOMS (Mothers Obstetrics Multicultural Support) Project	The MOMS (Mothers Obstetrics Multicultural Support) postnatal care plan to offer CALD mothers information sessions on the mental health of Mums. The sessions will be presented by psychologists in perinatal care and will be titled Baby Blues. Issues to be covered include social and cultural isolation when giving birth outside your own country and extended family support networks. The program will focus on mental wellbeing, 'baby blues'.
Illawarra Shoalhaven Local Health Network	Signage Audits	Diversity health co-ordinators will support the Network Accreditation Manager and the Corporate Services Committee, to review and improve signage and way finding in local hospitals for people with disabilities and from CALD backgrounds. People with disabilities, advocacy groups, and CALD groups will visit hospitals to assist in identifying barriers to access and navigation.
Mid North Coast Local Health Network	Drumming - to the Beat	A one-off drumbeat workshop will be provided to target young people in the Coffs Harbour area from a CALD background. The initiative will aim to develop healthy social networks in a culturally safe environment.
Multicultural Health Communication Service	Multilingual Health Information in Hospitals	This project will develop an information technology system to provide hospital nursing staff with fast and efficient multilingual translated information specific to health areas they most frequently address.
Multicultural HIV/AIDS and Hepatitis C Service	Harm minimisation project	Work with the Department of Education-funded <i>Links 2 Learning</i> program to promote harm minimisation and Hepatitis C awareness and prevention among young people from CALD backgrounds at risk of, or new to, injecting drug use.
Multicultural Problem Gambling Service	Develop and translate factsheets	Develop additional factsheets on impact of gambling specifically for young people as part of education, prevention and early intervention initiative. Factsheets are to be translated into Arabic, Bosnian, Chinese (simplified), Croatian, Farsi, Greek, Indonesian, Italian, Korean, Macedonian, Maltese, Polish, Portuguese, Serbian, Spanish, Tagalog, Turkish, Vietnamese.
Murrumbidgee Local Health Network	Transcultural Mental Health Rural and Remote Outreach	Murrumbidgee Local Health Network aims to engage a project officer to build the capacity of the mental health workforce to work with people from culturally and linguistically diverse backgrounds. It is also hoped that the project can be expanded to include Wagga Wagga and Albury areas.
Nepean Blue Mountains Local Health Network	My First Health Record (Blue Book) DVD	A working group of key stakeholders has been established to explore ways to make the Blue Book more accessible to people from CALD backgrounds, particularly those with low literacy. Several strategies have been devised including a DVD and a power point presentation.
North Sydney Local Health Network	Oral Health Promotion	The Oral Health Service in the Northern Sydney Local Health Network will train bilingual community educators to provide information on oral health, oral health services and appointment processes in community venues. Sessions will be evaluated and the results used to inform future sessions.
Northern NSW Local Health Network	Child and Family Refugee Clinic	A child and family refuge health clinic is to be established in the Local Health Network in the latter half of 2011 to provide health assessments and referrals to newly arrived refugees settling in the area.
NSW Refugee Health Service	Oral Health DVD	In partnership with the Centre for Oral Health Strategy, an oral health DVD will be developed to educate refugee communities about good oral hygiene and accessing dental services.
Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)	New Land – New Life	The next stage of <i>New Land-New Life</i> project will include courses at two TAFEs in South Western Sydney and possible access to a larger piece of land at the Fairfield High School with the support of Fairfield MRC. Should the funding and the land be available, a market garden will also be established. The garden would be used to promote healthy lifestyle including exercise and healthy eating as well as meaningful activity.
Southern NSW Local Health Network	Population Health Plan	Southern NSW Local Health Network will develop a population health plan which will include an analysis of multicultural health issues and determine locations of unmet need.
South Eastern Sydney Local Health Network	Negotiating health beliefs training program	Individual's health care beliefs and traditional health practices can at times be in conflict with prescribed care in the mainstream health system. This training program aims to increase knowledge, skills and confidence of clinicians in negotiating with patients from CALD backgrounds to ensure respectful health care and mutually acceptable care plans. Negotiating Health Beliefs sessions will be piloted in August 2011 in partnership with Diversity Health Co-ordinators and Multicultural Health Workers.
South Western Sydney Local Health Network	Health Awareness Among Arabic Community (HAAAC)	Health information and education sessions are planned aimed at increasing the health literacy of the Arabic speaking communities. The project will include: <ul style="list-style-type: none"> <li>consultation with community key stakeholders</li> <li>collation of service requests received from various organisations</li> <li>development of partnerships to access existing groups and venues</li> <li>update health education sessions developed during last program</li> <li>deliver health information and education sessions as requested by community groups.</li> </ul>

HEALTH SERVICE	PROJECT/INITIATIVE	PLANNED FOR 2010-11
Sydney Local Health Network	Supporting and Empowering carers from CALD backgrounds in SLHD	<p>The project aims to empower carers from CALD backgrounds through the provision of information and resources on carer specific services available and provide support accessing these services. Strategies include:</p> <ul style="list-style-type: none"> <li>engaging carer specific services such as Carers NSW, Home and Community Care services, Transcultural Mental Health Centre, Carer Assist to provide information sessions to CALD carers targeting six community language groups.</li> <li>holding a Multicultural Carers' Day during National Carers Week 2011 to recognise the role of carers' in CALD communities and to support them in accessing services.</li> </ul>
Transcultural Mental Health Centre	Young People of CALD Communities Mental Health Program	<p>The TMHC, in partnership with the NSW Centre for the Advancement of Adolescent Health, Schizophrenia Fellowship (NSW) and the Black Dog Institute will co-ordinate the 2011 TransSCRIBE Young Writers Competition. The competition is open to all young people between the ages of 12-24 across NSW and focuses on the importance of mental wellbeing for young people within the context of diverse societies. In its 8th biennial cycle, TransSCRIBE 2011 has attracted more than 2000 submissions from writers across the State. The program includes an awards ceremony, launch of the booklet of winning stories and a youth mental health service expo to be held as part of the Youth Health 2011 Conference taking place on 9-11 November 2011 at the Sydney Convention and Exhibition Centre, Darling Harbour. Copies of the booklets will be distributed to all secondary schools and libraries in NSW.</p>
Western NSW Local Health Network	Carer Support Program	<p>The Western Local Health Network will establish and support relevant carer support programs and strategies for CALD communities as identified in the Network's Carer Action Plan 2011-2016.</p>
Western Sydney Local Health Network	African Refugee Men's Nutrition Project	<p>The CALD Dietician will implement strategies and projects to improve community knowledge of the link between diet and disease and to provide opportunities for African men and their families to learn more about how to prepare and cook locally available foods.</p>
Women's Health at Work Program (WHAW)	CD Resources on Workplace Rights and Women's Health - spoken in Krio and Sudanese	<p>As a component of the WHAW Employed African Women's Project, WHAW worked with Sierra Leonean and Sudanese Bi-lingual Workers to develop Workplace Information CD's for Sudanese Arabic (SBS) and Krio (FM 8809) speakers. Each station will run a segment each week for approximately four weeks. Topics include Industrial Relations System, including Antidiscrimination Facts, Role of the NSW Ombudsman, including How to Make a Complaint and Healthy Fats. Copies of the CDs will also be available free from WHAW.</p>

# Privacy Management Plan

The Department provides ongoing privacy information and support to the NSW public health system. The NSW Health Privacy Contact Officers network group met in 2010-11 and has had input into:

- implementation of the NSW Health Online Privacy Training Program
- development of a privacy information leaflet for NSW Health staff.

The Department's privacy contact officer has attended or presented to various groups or committees in 2010-11, including:

- presentation/ Information Session on Health Information Privacy Law and Regulations for Pharmaceutical Services Branch in June 2011
- participation in the Health Chaplaincy Liaison Group
- participation in NSW Health and Civil Chaplaincies Advisory Committee (Memorandum of Understanding) Committee.

## Internal Review

One application for internal review was received by the Department in 2010–11.

An application was received in June 2011 and completed in August 2011. The complaint related to alleged breaches of the *Privacy and Personal Information Protection Act 1998* and the *Health Records Information Privacy Act 2002*.

The application was about the alleged disclosure by a NSW Health staff member of the applicant's personal details to a former Area Health Service. The complaints related to the collection, security, use and disclosure of the applicant's personal information. The following Information Protection Principles (IPPs) and Health Protection Principles (HPPs) were applicable:

- IPP 3 (Collection), IPP 5 (Security), IPP 10 (Use) and IPP 11 (Disclosure)
- HPP 4 (Collection), HPP 5 (Security), HPP 10 (Use) and HPP 11 (Disclosure)

The findings of the internal review concluded that there was no breach of either the Information Protection Principles or the Health Protection Principles.

In the year 2010-11 NSW Health commenced a review of its sustainability strategy. This is primarily to include new initiatives and to update the Sustainability Action Plans in the Local Health Networks

## Energy Management

In 2010-11 four applications were approved under the NSW Treasury Loan Fund totalling \$4.18 million for NSW Health. This funding targeted energy efficiency projects across hospitals in Mt Druitt, Katoomba (Blue Mountains Anzac Memorial), Lithgow, Portland, Blacktown and Westmead as well as three Community Health Facilities at Springwood, Katoomba and Lawson. Energy savings were made by upgrading lighting, chillers, pumping, control systems and hot water heating systems.

In partnership with the Office of Environment and Heritage, NSW Health assessed 11 sites to identify energy saving opportunities and to seek funding from the NSW Treasury Loan Fund for the 2011-12 financial year.

## Waste Reduction and Purchasing Policy (WRAPP)

The baseline set in 2009 was untested as reporting occurs in September of 2011.

An increase of recycling was anticipated in the areas of:

- waste paper and packaging base lined at 7,540 tonnes
- number of toner cartridges base lined at 57,100.

Inroads were made into clinical waste reduction. For example, the Children's Hospital at Westmead's peri operative service clinical waste reduction program reported:

- clinical waste volume reduced by 52%
- clinical waste disposal cost reduced by 55%.

## Computer and IT Equipment Recycling for 2011

During the financial year 97% of monitors and PC's, 78% of laptops and 53% of phones were recycled by the Department of Health.

## National Australian Built Environment Rating System (NABERS)

The Agency has a number of office tenancies in excess of 1,000 square metres which require a National Australian Built Environment Rating System (NABERS) tenancy energy rating. The tenancies requiring a rating during 2010-11 achieved an average of four stars.