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# ACTS ADMINISTERED

## Acts Administered

- *Anatomy Act 1977* No 126
- *Assisted Reproductive Technology Act 2007* No 69
- *Cancer Institute (NSW) Act 2003* No 14
- *Centenary Institute of Cancer Medicine and Cell Biology Act 1985* No 192
- *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
- *Garvan Institute of Medical Research Act 1984* No 106
- *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 Cloning for Reproduction and Other Prohibited Practices Act 2003* No 20
- *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 Commission Act 2012* No 13
- *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 (Tobacco) Act 2008* No 94
- *Public Health Act 2010* No 127
- *Research Involving Human Embryos (New South Wales) Act 2003* No 21
- *Smoke-free Environment Act 2000* No 69
- *Sydney Hospital (Trust Property) Act 1984* No 133

## Legislative Changes

### New Acts

- *Mental Health Commission Act 2012*

### Amending Acts

- *Health Legislation Amendment Bill 2012*
- *Health Services Amendment (National Health Reform Agreement) Bill 2012*

### Repealed Acts

- *Gladesville Mental Hospital Cemetery Act 1960* No 45
- *Tuberculosis Act 1970* No 18

### Orders

- *Health Services (Health Education and Training Institute) Order 2012*
- *Health Services (Justice and Forensic Mental Health Network) Order 2012*
- *Health Services (NSW Kids and Families) Order 2012*
- *Health Services (Dissolution of Health Reform Transitional Organisations) Order 2012*
- *Health Practitioner Regulation National Law (NSW) Amendment (Health Professionals) Order 2012*

## Subordinate Legislation

### Principal Regulations made

- Nil

### Significant Amending Regulations made

- *Assisted Reproductive Technology Amendment (Transitional Provisions Relating to Donated Gametes) Regulation 2012*
- *Health Services Amendment (Ambulance Services) Regulation 2011*
- *Health Practitioner Regulation (New South Wales) Amendment Regulation 2012*
- *Poisons and Therapeutic Goods Amendment (Licences) Regulation 2011*
- *Public Health (Disposal of Bodies) Amendment (Cremation) Regulation 2011*

### Repealed Regulations

- *Ambulance Services Regulation 2005*
- *Drug and Alcohol Treatment Regulation 2009*

# DISABILITY ACTION PLAN

2009 –14

The NSW Ministry of Health has developed the NSW Health Disability Action Plan, which includes the Disability Action Plans of other agencies within NSW Health. The NSW 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 in 2011-12 include:

- The establishment of two additional Specialised Clinical Service Pilots in Northern Sydney Local Health District and South Western Sydney Local Health District to address the health needs of people with intellectual disability. These pilots build on the existing flagship model of service provision within South Eastern Sydney Local Health District with the aim of developing a sustainable specialised health service for people with intellectual disability. The pilot projects aim to develop an innovative partnership model for the access to a comprehensive and coordinated range of health services for people with intellectual disability and their carers living in regional and rural areas of NSW.
- The provision of information and expertise in the development of the interagency Therapy Services website to provide improved access to information regarding Therapy Services in NSW in partnership with Ageing, Disability and Home Care (ADHC).
- Development of an interagency workplan and schedule for implementation to accompany the Interagency Agreement on the care and support pathway for people with an acquired brain injury with Housing NSW, Lifetime Care and Support Authority and ADHC.

## GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009

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

### Review of proactive release program – Clause 7(a)

The NSW Ministry 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 general public. This includes reviewing and updating a wide range of publications and resources for the public, including reports, factsheets, brochures and pamphlets. Factsheets are also available in other languages from the NSW Multicultural Health Communication Service website. The most accessible way for the public to access this information is via the NSW Health website at [www.health.nsw.gov.au](http://www.health.nsw.gov.au).

The NSW Ministry of Health also uploads on its website information bulletins that provide advice to the NSW public health sector; Health Statistics that allow users to access data and tailor reports about the health of the NSW population; NSW population health surveys that provide ongoing information on health behaviours, health status and other factors that influence the health of the people of NSW; Policy Directives that communicate material that is to be complied with and implemented by the NSW public health system, and Guidelines that provide advice or guidance to the NSW public health system.

The NSW Health website contains a large amount of information that is available to the public. The website contains approximately 37,000 web pages and information is uploaded and updated on a daily basis.

### Number of access applications received – Clause 7(b)

During 2011-12, the NSW Ministry of Health received 110 formal access applications under the *GIPA Act*. Of the 110 formal applications received, 40 were completed (including 10 carried forward from 2010-11); five applications were withdrawn and 55 applications were transferred to other agencies. Ten applications received during the reporting period were undecided as at 30 June 2012 and have been carried forward to the next reporting period 2012-13.

During the reporting period, seven applications were invalid as they did not comply with the formal requirements of section 41 of the *GIPA Act*.

### Number of refused applications for Schedule 1 information – Clause 7(c)

During the reporting period, the NSW Ministry of Health refused two access applications because the information being requested was information referred to in Schedule 1 of the *GIPA Act* (Information for which there is conclusive presumption of overriding public interest against disclosure).

The following tables (A-H) outline statistical information about access applications – Clause 7(d) and Schedule 2.

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	12	1	4	7	1	3	0	2
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	4	3	1	0	0	0	0	0
Not for profit organisations or community groups	5	2	0	1	0	0	0	0
Members of the public (application by legal representative)	2	1	0	4	0	0	0	1
Members of the public (other)	7	4	1	3	0	1	0	2

\*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*	2	1	0	3	0	0	0	3
Access applications (other than personal information applications)	25	5	6	11	1	4	0	2
Access applications that are partly personal information applications and partly other	4	5	0	1	0	0	0	0

\*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual). The total number of decisions in Table B should be the same as *Table A*.

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	0
Invalid applications that subsequently became valid applications	5

Table D: Conclusive presumption of overriding public interest against disclosure:

	NUMBER OF TIMES CONSIDERATION USED*
Overriding secrecy laws	1
Cabinet information	2
Executive Council information	0
Contempt	0
Legal professional privilege	1
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 in relation 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	2
Law enforcement and security	0
Individual rights, judicial processes and natural justice	10
Business interests of agencies and other persons	7
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	NUMBER OF APPLICATIONS
Decided within the statutory timeframe (20 days plus any extensions)	23
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal) - (Note: all applications continued to be processed with the applicant receiving Notice of Decision)	27
Total	0

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	0	0
Review by Information Commissioner*	1	1	2
Internal review following recommendation under section 93 of Act	1	0	0
Review by ADT	0	0	0
Total	2	1	2

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

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

	NUMBER OF APPLICATIONS FOR REVIEW
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	1

## MULTICULTURAL POLICIES AND SERVICES PROGRAM

### NSW Health Achievements 2011-12

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2011-12
Central Coast Local Health District	Domestic and Family Violence in Culturally and Linguistically Diverse Communities on the Central Coast Project	The project aims to reduce the rate of domestic violence within the Central Coast culturally and linguistically diverse community. The <i>Domestic and Family Violence in Culturally and Linguistically Diverse Communities on the Central Coast</i> report was completed and will provide a framework for further action. Workshops were held for leaders of culturally and linguistically diverse communities and service providers. A poster and pamphlet
Illawarra Shoalhaven Local Health District	Discussing organ and tissue donation with Macedonian, Greek and Serbian Orthodox communities in the Illawarra	An evidence-based, community-centred intervention for the Macedonian, Serbian and Greek Orthodox communities in the Local Health District was conducted. The project achieved: <ul style="list-style-type: none"> <li>• 11 focus group discussions with 98 participants using interpreters</li> <li>• Delivery of community awareness events for 250 attendees</li> <li>• Development of targeted interventions based on research findings located on the Donate Life website (<a href="http://www.donatelife.gov.au">http://www.donatelife.gov.au</a>)</li> <li>• Increasing in awareness of organ and tissue donation processes, understanding of importance of discussing their decision with family and awareness of registration processes.</li> </ul>
Nepean Blue Mountains Local Health District	South Sudanese Child and Family Health Outreach Clinic	This pilot project focused on the South Sudanese community, seeking to increase access to family health checks and provide support, education and information on all aspects of parenting. It was nominated for a Nepean Blue Mountains Health Award. Specifically, the project aimed to: <ul style="list-style-type: none"> <li>• Increase screening of South Sudanese families by Child and Family Health staff</li> <li>• Increase access to early intervention when issues are identified</li> <li>• Build trust in and understanding of Community Health by the community.</li> </ul> <p>The project delivered four clinics, with 21 children under five years of age attending. 19 children had their first-ever developmental check. Early indications are that a change in community behaviour has occurred, and that an understanding of the importance of preventative health, which can lead to improved child and family health outcomes, has developed.</p>

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2011-12
Northern Sydney Local Health District	Oral Health Outreach Project	Concerns raised by teachers prompted the Oral Health Service undertake outreach to improve the oral health of students enrolled in Intensive English Classes at Chatswood High School. Newly arrived students, including students from a refugee-like background, were the focus. Oral health promotion programs were delivered to students and bilingual support staff. Dental assessments were provided at the school, with follow-up priority treatment at the dental clinic at Royal North Shore Hospital. Students received a resource pack including a toothbrush, toothpaste, water bottle, wristband, <i>Oral Health for Young People</i> Z-Card and NSW Public Dental Health Service brochure. An oral health promotion session has been introduced into the <i>Families in Cultural Transition</i> program provided by the school for parents and carers.
South Eastern Sydney Local Health District	Integrated strategies addressing women's health in specific communities	Targeted programs were implemented to address women's health in communities that are under-represented users of existing services, have high needs and are challenging to engage with. Achievements include: <ul style="list-style-type: none"> <li>• Employment of the first South Pacific Islander and Maori women's health worker to identify the communities' health needs and develop sustainable solutions to improve the health of women in these communities</li> <li>• A Filipino women's project that focused on pregnancy, maternal health and prevention of domestic violence</li> <li>• Extension of the successful <i>Centering Pregnancy</i> model to Bengali women (<i>Centering Pregnancy</i> is a multifaceted model that integrates health assessment, education, and support, into a unified program within a group setting)</li> <li>• The <i>Sustaining NSW Families Home Visiting Project</i> that employs bilingual staff to support postnatal women and their babies from the Arabic-speaking and Chinese communities.</li> </ul>
South Western Sydney Local Health District	"Holy"–stic Wellness, a church based health promotion for Pacific Communities	Cardiovascular health promotion was conducted with Pacific communities, to increase their awareness of lifestyle risk factors for chronic diseases. Education and exercise sessions were held in Pacific churches after the church ceremony, taking an opportunistic approach to access the target group when they were already gathered. Church leaders collaborated and supported the program, which delivered health information sessions to nine churches attended by different Pacific communities. The average number of attendees was about 20 and, in one session, close to 200 people. Physical health checks were conducted including measurement of blood pressure, height and weight and computed BMI. All participants reported increased knowledge about cardiovascular disease risk factors, healthy eating and the importance of increased physical activity.
Sydney Local Health District	Healthy Eating at Playgroup project	Five playgroup schemes providing a weekly service to over 200 children, with the majority from culturally and linguistically diverse backgrounds, were targeted. Results indicated changes in food and drinks provided with a shift to more fruit, vegetables, water, cheese, wholegrain breads and cereal foods. Supply of sweet biscuits, high fat crackers, juice and cordial was reduced, with discouragement of milk in bottles for toddlers. Playgroup facilitators reported maintaining high levels of motivation to promote healthy eating. There was a 22% increase in the number of staff who felt more informed about healthy eating and a 29% increase in the number of staff who felt they had greater access to reliable information about food and nutrition for 0-5 year olds.
Western Sydney Local Health District	Prevention of diabetes in the Indian sub-continent communities	There is a high and growing prevalence of gestational and type 2 diabetes among members of Indian sub-continent communities living in Blacktown Local Government Area. Two major events, attracting over 300 participants, were held in Blacktown and Mt Druitt to provide the target communities with information about diabetes, risk factors and prevention approaches. The events provided opportunities to identify and discuss behavioural risks, attitudes, customs, issues and barriers related to participants' eating and lifestyle practices that may impact on their and their families' health. The information collected will assist health and partner organisations to develop targeted prevention and management strategies for gestational / type 2 diabetes in Indian subcontinent communities. A detailed report, with recommendations, will be available in 2012-13.
Hunter New England Local Health District	MOMS (Mums, Obstetrics and Multicultural Services)	This project aimed to support culturally and linguistically diverse women in Newcastle, Maitland and Port Stephens during the perinatal period. All culturally and linguistically diverse women using antenatal clinics were offered access to the program. The MOMS workers, who assessed and responded to the women's perinatal risk factors, contacted the women. Women were invited to group sessions post-partum, covering topics such as bonding with your baby, bringing up your baby in a bilingual household, child safety around the home and mental well being for mother and baby. Groups of over 20 women from many different cultural backgrounds attended regularly with their new babies.
Mid North Coast Local Health District	Education sessions for newly arrived refugees	Many refugees have not had the opportunity to access good quality health care. They may also have a poor understanding of the resources available to them in Australia to improve their health. Health Education sessions were provided to newly arrived refugees on women's health, healthy bodies and sex education for teenagers.
Murrumbidgee Local Health District	Refugee Health Assessment Service	Murrumbidgee Local Health District provided funding to the Murrumbidgee Medicare Local to establish a refugee health assessment service in August 2010. The Clinic is staffed by local General Practitioners and provides screening and treatments that are required in the first few months of settlement. Links have been established for the patients into General Practices. Ongoing care is provided by the GP of the patients' choice.
Northern NSW Local Health District	Health Equity - making a difference	An e-learning site for practitioners to develop their skills and understanding of health equity practice has been established. One of the topics addresses culturally and linguistically different groups. The course has been evaluated and its development finalised.
Western NSW Local Health District	Culturally and Linguistically Diverse Carers Project	The <i>Culturally and Linguistically Diverse Carers Project</i> aims to increase access to hidden carers. Key achievements include: <ul style="list-style-type: none"> <li>• The Western NSW Local Health District Carer Support Program is now represented on the Central West-Orana-Far West Multicultural Interagency Network</li> <li>• Culturally and linguistically diverse-specific carer resources have been developed for distribution to culturally and linguistically diverse carers</li> <li>• Partnerships have been strengthened with local government and non-government agencies and other Local Health Districts - particularly the Hunter New England Local Health District Interpreter Service.</li> </ul>
<b>PILLARS</b>		
Agency for Clinical Innovation	Therapeutic Diet Specifications	Released in December 2011, the <i>Therapeutic Diet Specifications</i> outline the nutritional requirements for more than 100 diets used in NSW hospitals, including Halal and Kosher. The specifications include lists of foods allowed and not allowed for each diet. These diets are being implemented by <i>HealthShare NSW</i> in a staged approach over the next few years.
Clinical Excellence Commission	Breaking Down the Barriers: Health Literacy, Communication and Health Services	On 2nd April 2012, the health literacy seminar - <i>Breaking Down the Barriers: Health Literacy, Communication and Health Services</i> – was held and attended by over 155 health care professionals, managers, executives and consumers. The program focused on strategies for health services to assess and break down health literacy barriers and support health care professionals to improve communication with Aboriginal, culturally and linguistically diverse and lower socioeconomic status patients.



HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2011-12
<b>SPECIALTY HEALTH NETWORKS</b>		
St Vincent's Health Network	Community Health projects with various communities	<i>Stepping On</i> - an evidence based falls prevention program for the elderly - was conducted with the Chinese-speaking community. Outcomes included creating links with the Chinese community, fostering understanding of services available, and improved strength and balance in participants. An aqua fitness group and health education at the Asylum Seekers Centre has continued. St Vincent's Community Health also provided a flu-shot mini clinic at the Asylum Seekers Centre.
Justice and Forensic Mental Health Network	Cultural Diversity Training for staff	Competency-based training and assessment in <i>Certificate 3 Health Administration Certificate HLTHIR403B Work effectively with culturally diverse clients and co-workers</i> was held for 16 Clinical Service Officers in November 2011. Training was provided free by South East Sydney Local Health District Multicultural Health Service.
Sydney Children's Hospital Network (NB: this report relates to Sydney Children's Hospital – Randwick only)	Shaken Baby Prevention Project	The <i>Shaken Baby Prevention Project</i> is well-established, with growing acceptance internationally. In the past year a set of postcards and posters were produced aimed at providing men with information about how to respond appropriately to a crying baby, strategies for settling a crying baby and encouraging men to ask for help when they need it. The resources have been translated into Arabic, Chinese, Dari and Hindi.
<b>STATEWIDE MULTICULTURAL HEALTH SERVICES</b>		
Multicultural Health Communications Service	Coordination, launch and marketing of NSW Multicultural Health Week	<i>Multicultural Health Week</i> promotes and communicates information about the health of multicultural communities in NSW, including addressing the needs of culturally and linguistically diverse populations. The launch was attended by key health executives, community and government and non-government organisations. The <i>Multicultural Health Week</i> website received over 2500 hits and over 10,000 resources and publications were distributed. Over \$300,000 was value-added in free media throughout the week. Further details at: <a href="http://www.multiculturalhealthweek.com/">www.multiculturalhealthweek.com/</a>
Ambulance Service of NSW	Calling an Ambulance Migrant Education program	The <i>Calling an Ambulance Migrant Education program</i> was developed in 2011. It aims to equip people from non-English speaking backgrounds with the skills and confidence to call triple zero (000) in a medical emergency. The <i>Calling an Ambulance Migrant Education program</i> is a multilingual health resource produced in September 2010, written to align with the national curriculum of the Adult Migrant English Program, the Certificates I, II and III in Spoken and Written English. A wallet sized reminder card on how to call triple zero (000) in a medical emergency was produced in Arabic, Bengali, Chinese (traditional), Dari, Hindi, Indonesian, Korean, Lebanese (Arabic), Persian (Farsi), Thai and Vietnamese.
Transcultural Mental Health Centre	Mental Health Month 2011 Program for culturally and linguistically diverse communities	A factsheet <i>Wellbeing- Invest in Your Life</i> was developed, translated (English and 10 community languages) and distributed. One hundred and ninety-four USBs with the translated factsheets were distributed to community organisations and mental health services across NSW. The Transcultural Mental Health Centre sponsored the culturally and linguistically diverse Category Award as part of the Mental Health Association of NSW Mental Health Matters Awards, and provided seven grants for culturally and linguistically diverse communities as part of the Mental Health Association Small Grants Program. Other Transcultural Mental Health Centre initiatives during Mental Health Month included: a statewide targeted mail out campaign distributing over 32,000 multilingual resources across Local Hospital Districts (to 718 units/services) and 672 ethno-specific organisations; and 16 community and services provider engagement activities implemented, with 955 participants.
Multicultural Problem Gambling Service for NSW	Focused intervention – Turkish community	A number of initiatives were conducted to address problem gambling in the Turkish community, including radio and newspaper interviews by clinicians, a focus group for Turkish community workers and community leaders, and community engagement sessions. Specific emphasis was placed on developing open communication and exchange with the leaders of the six mosques in Sydney and surrounding area. These mosques engage approximately 80% of Turkish population as well as others of Islamic faith in NSW. Results include stigma reduction around help seeking, particularly for males, and raised community awareness about problem gambling.
Western Sydney Local Health District - Diversity Health Institute Clearinghouse	Diversit-e Magazine	Diversit-e Magazine is an online multicultural health magazine published by the Diversity Health Institute Clearinghouse twice per year. The magazine is distributed to over 3800 subscribers nationally and is on the Diversity Health Institute website ( <a href="http://www.dhi.health.nsw.gov.au">www.dhi.health.nsw.gov.au</a> ). The magazine aims to enhance clinical expertise and best practice and engage and inform service providers on issues related to multicultural health. Issues published in 2011-12 have focussed on Models of Care and Mental Health for culturally and linguistically diverse communities.
Western Sydney Local Health District - NSW Education Program on Female Genital Mutilation	Development of Clinical Practice Guidelines for Pregnancy and Birthing Care for Women Affected by Female Genital Mutilation	Many circumcised women have expressed concerns that the particular needs that they had during the antenatal, birthing and post-natal periods were not being met in the public hospital system of NSW. Consultations were held with key stakeholders, including Ministry of Health staff, midwives, multicultural health service providers, Non-Government Organisation Women's Services, Women's Health Nurses, the NSW Refugee Health Service and women from affected communities now resident in NSW. The document is currently being finalised and will be distributed to Local Health Districts for consultation and implementation.
Western Sydney Local Health District - Women's Health at Work Program	Women's Health at Work – Cleaning Industry Project	Women's Health at Work Program identified women from culturally and linguistically diverse backgrounds employed in the cleaning industry as a priority group. Working in partnership with <i>United Voice</i> (a union representing workers in the cleaning industry) Women's Health at Work gained access to women who were contracted to Centro Bankstown and Westfield Parramatta. Women's health and workplace health education sessions were provided on cervical and breast screening, exercise, healthy eating, blood pressure and diabetes and what screening services exist in their local areas. Participants identified major work-related health issues. A series of gentle exercises developed by an occupational therapist were introduced. Overall, 28 women from 15 culturally and linguistically diverse backgrounds attended the sessions.
<b>MINISTRY OF HEALTH BRANCHES</b>		
Inter-Government and Funding Strategies and Integrated Care	NSW Policy and Implementation Plan for Healthy Culturally Diverse Communities	NSW Ministry of Health developed, approved and launched the <i>NSW Policy and Implementation Plan for Healthy Culturally Diverse Communities 2012-2016</i> , a statewide policy directive giving direction to NSW Health services and complying with the requirements of Multicultural Policies and Services Program.
Mental Health and Drug and Alcohol Office	Training of Multicultural Mental Health Outcome and Assessment Tool - MH-OAT	A Multicultural MH-OAT resource was developed for mental health services. This enabled clinicians to conduct culturally appropriate and sensitive assessments for people undergoing mental health assessment in both inpatient and community settings. A training resource, including a one-hour DVD, was developed and rolled out to train clinicians on these resources. All mental health services have now had staff trained and have copies of the training DVD for any new staff.

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2011-12
Population Health	NSW HIV Strategy 2006-2010: culturally and linguistically diverse Populations priority evaluation	In 2011-12, the external evaluation of the NSW HIV Strategy was completed following extensive stakeholder consultation, and with oversight from a multi-sectoral advisory committee. Culturally and linguistically diverse populations are identified as a priority population in the Strategy. The evaluation found that the Strategy had functioned as an important and appropriate statewide strategy. The workforce development training provided to organisations working on HIV prevention, treatment, care and support with culturally and linguistically diverse communities was found to be generally of a high quality, with a recommendation that it should continue.
Maternity, Children and Young People's Health	Sustaining NSW Families	<i>Sustaining NSW Families</i> is a child development program that supports vulnerable families to establish healthy parent / child relationships and thereby optimise child development outcomes. The program uses bilingual nurses to provide a structured program from pregnancy through to the child's second birthday. Eligible Mandarin and Arabic-speaking families from low socio-economic circumstances in the Arncliffe Local Government Area are offered this free intensive home visiting service.
Oral Health Strategy	Healthy Mouth: Something to Smile About DVD	The <i>Healthy Mouth: Something to Smile About</i> DVD aims to provide culturally and linguistically appropriate information to newly arrived refugees on oral health and accessing public dental services. Key messages include having a healthy diet, drinking tap water, brushing well, and having dental check-ups. The DVD was launched on the 21 June 2012. It has been translated into seven community languages (Arabic, Sudanese Arabic, Tamil, Nepali, Dari, Karen and Urdu) and uses amateur actors from the local community in scenes designed to present key oral health messages in an accessible way.

## NSW Health Planned Achievements 2012-13

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2012-13
Central Coast Local Health District	Interpreter Awareness project	This project aims to improve the percentage of interpreting services provided when required for clients using audits, survey, resource development, and staff training. A pilot project will be conducted in Emergency Departments, followed by other areas assessed as being high need and/or low compliance.
Hunter New England Local Health District	Support for new mothers in the Lower Mid North Coast	A program will be developed to provide support for the many young mothers of non-English speaking backgrounds having babies at the Taree Rural Referral Hospital who live on properties many kilometres away. These new mothers are socially isolated and do not have easy access to child and family health care nurses or ongoing post partum care.
Illawarra Shoalhaven Local Health District	Reducing stigma and enabling help seeking for cancer in Serbian and Macedonian communities	This project aims to increase the proportion of members of the Serbian and Macedonian communities living in the Illawarra Shoalhaven Local Health District who seek screening, diagnosis and treatment for cancer. The project will address cancer stigmata, taboos about discussing cancer, and misperceptions about diagnosis, treatment and survivability. The intended outcomes are to: <ul style="list-style-type: none"> <li>• Understand the attitudes and beliefs of these priority audiences – focusing on myths, misperceptions, cancer stigma, and barriers to discussing cancer</li> <li>• Develop a comprehensive suite of culturally sensitive and appropriate education resources to address these misperceptions and reduce cancer stigma</li> <li>• Identify appropriate media and community channels to communicate key health access messages using culturally, linguistically and religiously sensitive methods</li> <li>• Work with cancer services to enhance cultural appropriateness and address linguistic and cultural barriers."</li> </ul>
Mid North Coast Local Health District	Education sessions for newly arrived refugees	Health education sessions over the next year for newly arrived refugees will include: <ul style="list-style-type: none"> <li>• Accessing the health system</li> <li>• Healthy bodies and sex education for teenagers</li> <li>• A nutrition program</li> <li>• Men's health</li> </ul>
Murrumbidgee Local Health District	Local Health District Plan for Culturally Diverse Communities	Murrumbidgee LHD will develop a Plan for Culturally Diverse Communities, to localise the Statewide Plan PD2012_020. A key component of that plan will include Mental Health. Extensive consultations with CALD organisations and community members will be integral to this.
Nepean Local Health District	Culturally and linguistically diverse Perinatal Photography Project	The project will track the journey and experiences of culturally and linguistically diverse mothers using various health facilities during the perinatal period. Photography and interviews will create a series of annotated photographs to follow the patient experience and incorporate cultural aspects the women wish to highlight. The aims are to: <ul style="list-style-type: none"> <li>• Map the experience of culturally and linguistically diverse women using antenatal and postnatal services</li> <li>• Provide quality feedback to staff on service delivery</li> <li>• Improve the understanding of the patient journey for culturally and linguistically diverse communities through sharing information using photography as a medium.</li> </ul>
Northern NSW Local Health District	Culturally and linguistically diverse community representation on peak Community Engagement Advisory Council	The Northern NSW Local Health District Community Engagement Advisory Council has identified a need for enhanced representation of culturally and linguistically diverse communities on the Community Engagement Advisory Council. Whilst currently there is representation from people from non-English speaking backgrounds, this representation relates to long term Australian residents. The Community Engagement Advisory Council has requested the Local Health District to identify and seek a relevant representative from a non-English speaking background.
Northern Sydney Local Health District	Physical Activity Project	This project aims to improve the health and wellbeing of older people from diverse cultural backgrounds by enhancing their access and participation in physical activity opportunities. It will target frail older people from four diverse cultural and linguistic communities living in the Hornsby Local Government Area. Free training will be provided to these frail older people and their carers to develop the skills and knowledge required to use translated <i>Staying Active, Staying Safe: Basic exercises to help prevent falls</i> DVD and booklet in their own home. The older people will also be encouraged to participate in an evaluation which will be used to inform the expansion of the program.



HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2012-13
South Eastern Sydney Local Health District	Improving use of professional interpreters to comply with informed consent policies	This project aims to increase interpreter use when seeking informed consent from patients undergoing surgery. An audit process will review the completeness and accuracy of consent documentation in the healthcare record for patients from culturally and linguistically diverse backgrounds undergoing surgery. This project has already achieved the establishment of a baseline, literature review, ethics approval, development of multilingual instructions for the completing admissions form and consultation with key stakeholders. Plans for 2013 include: <ul style="list-style-type: none"> <li>• Redesign audit tool and test in another site (i.e. Prince of Wales Hospital)</li> <li>• Re-audit to compare to the previous audit</li> <li>• Develop methodology to implement audits systematically across the Local Health District</li> <li>• Information sessions and packages aimed at all doctors.</li> </ul>
South Western Sydney Local Health District	Pacific Maternity Project	The maternity department of Campbelltown Hospital identified that Pacific women present very late to maternity services. The project aims to increase attendance of young pregnant Pacific women to antenatal services. It will provide information sessions regarding the antenatal check-up, a tour of the maternity department to familiarise the women with the place, procedures and people they will encounter during perinatal care.
Sydney Local Health District	<i>Healthy Children Initiative</i> - culturally and linguistically diverse research project	The aim of this qualitative research project is to explore and improve understanding of feeding and active play practices of culturally and linguistically diverse families with young children who attend Supported Playgroups. It will inform the design of implementation strategies for the <i>NSW Healthy Children Initiative Supported Playgroup Program</i> . The findings will also benefit other <i>Healthy Children Initiative</i> programs and achieving <i>Healthy Children Initiative</i> KPIs for culturally and linguistically diverse populations.
Western NSW Local Health District	Healthy Culturally Diverse Communities: Implementation Plan	To develop a plan for the Local Health District in line with the <i>NSW Policy and Implementation Plan for Healthy Culturally Diverse Communities 2012-2016</i> .
Western Sydney Local Health District	Culture and Arts Project - Blacktown Mount Druitt Hospital Stage 1 Expansion Redevelopment Project	This project aims to incorporate culture and arts within the design of redeveloped spaces of Blacktown and Mt Druitt facilities. Consultations will be held with culturally and linguistically diverse and new and emerging communities to develop creative communication approaches. This will have a positive impact on the experiences of all users of the spaces, and provide opportunities to use culture and the arts to communicate and support health promotion messages. A new way-finding and signage system will be designed to assist clients with low English and/or low health literacy skills.
<b>PILLARS</b>		
Agency for Clinical Innovation	Therapeutic Diet Specifications	Released in December 2011, the <i>Therapeutic Diet Specifications</i> outline the nutritional requirements for more than 100 diets used in NSW hospitals, including Halal and Kosher. The specifications include lists of foods allowed and not allowed for each diet. These diets are being implemented by <i>Health Support Services - Food Services</i> in a staged approach over the next few years.
Clinical Excellence Commission	Multicultural Health Week – September 2012	The <i>2012 Multicultural Health Week</i> campaign theme is focussing on <i>Healthy Kids, Healthy Families</i> and the Clinical Excellence Commission will highlight the importance of hand washing with the message of 'clean hands, healthy families'.
<b>SPECIALTY HEALTH NETWORKS</b>		
St Vincent's Health Network	Storyboards project	Patients will be encouraged to develop artworks to tell their own stories and experiences, with the art to be displayed. The paintings and stories will also give other patients information about their health, and show that it's okay to ask questions and voice concerns. It will give staff another way to learn about patient-centred care, the influence of diversity on patient experience and expectations, and will facilitate understanding and communication with patients.
Justice Health and Forensic Mental Health Network	Forensic Hospital Multicultural Service	The Forensic Hospital is building a multicultural service for culturally and linguistically diverse patients. It will include: <ul style="list-style-type: none"> <li>• Ensuring patients receive transcultural mental health assessments</li> <li>• The celebration of religious festivals</li> <li>• Providing specific culturally appropriate diets</li> <li>• Access to specific ministers (e.g. Rabbi or Imam)</li> <li>• A literacy and numeracy program.</li> </ul>
Sydney Children's Hospital Network (NB: this report relates to SCH Randwick only)	Assessing developmental surveillance – breaking down barriers for culturally and linguistically diverse communities	Focussing on culturally and linguistically diverse communities in the Botany Bay LGA, this project will: <ul style="list-style-type: none"> <li>• Improve health literacy and capacity about child development, identifying developmental vulnerability and knowing where to go when there are concerns</li> <li>• Increase awareness of primary health care services in private practice (e.g. GPs) and of current developmental surveillance services available through the Sydney Children's Hospital, including early childhood nursing and community child health</li> <li>• Inform service development for developmentally vulnerable children so that it is accessible and culturally responsive.</li> </ul>
<b>STATEWIDE MULTICULTURAL HEALTH SERVICES</b>		
Multicultural Health Communications Service based with the South Eastern Sydney Local Health District	Multilingual Quitlines	Integrate multilingual Quitlines into the Quitlines NSW system to ensure that the Vietnamese and Chinese language lines are answered live by a Vietnamese or Chinese-speaking advisor. Outcomes should include a reduced drop-out rate and an increase in quit rates.
Transcultural Mental Health Centre - based with the Western Sydney Local Health District	Transcultural Mental Health component in NSW Police Force Mental Health Intervention Training	Specialist transcultural mental health training has been developed for, and in collaboration with, the NSW Police Force as part of a 4-day Mental Health Intervention Training for police officers across NSW. In 2012-13 the Transcultural Mental Health Centre will be involved in the roll out of the training through regular presentations of the transcultural mental health component.

HEALTH SERVICE	PROJECT/INITIATIVE	ACHIEVEMENTS 2012-13
Multicultural Problem Gambling Service for NSW - based with the Western Sydney Local Health District	On-line multi-venue self-exclusion program; culturally and linguistically diverse content	The Multicultural Problem Gambling Service will develop culturally/linguistically appropriate content for an on-line, multi-venue self-exclusion program managed by Clubs NSW. It aims to facilitate access to self-exclusion by problem gamblers from culturally and linguistically diverse communities. The program will be made available through approximately 1350 Club Safe member clubs and is a partnership with Clubs NSW.
NSW Education Program on Female Genital Mutilation - based with the Western Sydney Local Health District	Development and Implementation of the Training Program targeting for men from communities affected by FGM	In response to the Men's Health Information Day held November 2011, the FGM Program will develop a <i>Men's Health Training package</i> . The package will address health issues for men and will also include discussion on traditional practices such as FGM, the NSW legislation on FGM, human rights, child protection and domestic violence. Men will be trained to present the information to their communities in community languages. The package will be evaluated and revised as required based on evaluation and feedback from men attending the training.
Women's Health at Work Program - based with the Western Sydney Local Health District	Development of Women's Health at Work Program Strategic Plan 2013 -16	The development of the new <i>Women's Health at Work Strategic Plan</i> will commence in 2012. The Plan will identify the major industries in which culturally and linguistically diverse women are employed along with key health and workplace health issues and key strategies to be implemented in 2013-2016.

#### MINISTRY OF HEALTH BRANCHES

Inter-Government and Funding Strategies and Integrated Care	NSW Health Community Engagement Framework	NSW Health is committed to engaging with consumers and community groups to identify where and how health services can be improved. The <i>NSW Health Community Engagement Framework</i> outlines the operation of advisory and consultative bodies constituted by NSW Health and Local Health Districts, as well as outlining key principles and guidance for engaging stakeholders in local decision-making in the policy development process. Included in the Framework is a specific section on engaging with special interest groups, and in particular, how to engage with culturally and linguistically diverse communities in health service planning and delivery.
Mental Health and Drug and Alcohol Office	Multicultural Mental Health - Implementation of an increased reporting regime	All Local Health Districts currently provide verbal reports to the NSW Multicultural Mental Health Plan Implementation Committee (this committee reports to NSW Mental Health Program Council). There are changes underway that will require the Transcultural Multicultural Health Centre to report direct to the Associate Director, Mental Health Clinical Policy. This will allow the policy area to have a direct dialogue with the specialist service delivery area for the first time. Improvements in state wide coordination and service delivery are expected.
Population Health	Metro Gay Men HIV Prevention Interagency	During 2011-2012 the NSW Ministry of Health funded social and behavioural research on HIV risk for ethnic Chinese gay men in Sydney. Based on the research findings of heightened vulnerability to HIV in this population, HIV and STI prevention interventions targeting ethnic Chinese gay men are being developed and implemented in 2012-2013.
Oral Health Strategy	Share the Same Smile	An oral health information session has been developed, to be presented by Bilingual Community Educators who have received training from oral health staff. This program has been successfully trialled by the NSW Refugee Health Service. In 2012-13, the Centre for Oral Health Strategy and NSW Refugee Health Service will consolidate this program and promote it to be more widely available across the state, particularly in areas of high refugee settlement.

(Erratum - Planned Achievements updated as separate section)

## NSW CARERS (RECOGNITION) ACT 2010

### Implementation across NSW Health

NSW Health is committed to working with, and for, carers to improve their quality of life and the quality of life for the people for whom they care. This responsibility is shared throughout all levels of the public health system. Carers are our clients, the carers of our clients, and our colleagues.

The *NSW Carers (Recognition) Act* was introduced in 2010 to recognise the 11% of the population of NSW who are carers. The NSW Ministry of Health has convened a steering committee to oversee the development and introduction of the *NSW Health Carers (Recognition) Act* Implementation Plan. The Steering Committee will ensure that the strategic activity undertaken under the Implementation Plan meets NSW Health's obligations, as a human service agency, under the Act including the elements of the NSW Carers Charter. The Steering Committee comprises representatives from the Ministry of Health, the Local Health District Carers Program, four pillar organisations and a carer representative.

The draft *NSW Health Carers (Recognition) Act* Implementation Plan is under review by the Steering Committee and key stakeholders across NSW Health. The draft Plan outlines strategies to ensure that staff and agents of this agency:

- understand the NSW Carers Charter and take action to reflect its 13 principles in policy and service delivery,
- have processes in place to consult with carers on policy matters that may affect them,
- have human resource policies in place that serve the needs of the NSW Health workforce who are carers.

Implementation of the Plan builds on significant work being undertaken across the health system to better engage with and support carers including:

- Implementation of the TOP5 program in 15 public hospitals under the Clinical Excellence Commission Partnering with Patients Program. TOP5 was developed by the Central Coast Local Health District Carer Program. TOP5 uses carer knowledge of the patient with dementia to improve care delivery in the hospital.
- The Walking with Carers in NSW resource was developed by the Nepean Blue Mountains Local Health District Carer Program. Walking with Carers in NSW provides

essential information for carers about their rights within the NSW Health care system, the location of health services, payments and allowances, contact details for Commonwealth Respite and Carelink centres, information for working carers, young carers and Aboriginal carers; and tips on self-care. The statewide resource is available at the Better Health Centre on tel: 9856 0452.

- Funding delivered to support the NSW Carers Awards 2011. The NSW Carers Awards acknowledge and celebrate the significant contribution carers make to the person or people that they care for and to the community.
- Development of the NSW Health e-Carers Learning Program for all NSW Health staff on the Online Learning Centre. E-Carers provides learning modules to improve staff awareness of Carers, their issues and the strategies to support them. Information on the NSW Carer Charter is included in the learning program.

## PRIVACY MANAGEMENT PLAN

The NSW Ministry of Health provides ongoing privacy information and support to the NSW public health system.

The NSW Health Privacy Contact Officers network group met in November 2011 and May 2012, which provided professional development opportunities for these staff in relation to:

- Personally Controlled Electronic Health Records (EHR)
- Guidelines on use of email containing health information
- Review of the NSW Health Privacy Manual policy document
- Privacy training in staff orientation
- Compliance actions resulting from privacy complaints

The Ministry's Privacy Contact Officer has attended or presented to various groups or committees in 2011-12, including:

- Attendance at an information seminar on the 'Personally Controlled EHR'
- Ministry of Health Privacy Training Workshop for biostatisticians and public health staff
- Privacy Training Workshop for Bureau of Health Information
- Privacy Training Workshop for Health Information Managers and other staff at Western NSW Local Health District
- Privacy Training Workshop for Health Information Managers and other staff at Southern Local Health District
- Privacy Training Workshop for Health Information Managers and other staff at Northern Local Health District

### Internal Review

The *Privacy and Personal Information Protection Act 1988* provides a formalised structure for managing privacy complaints relating to this Act and the *Health Records and Information Privacy Act 2002*. This process is known as 'Internal Review'.

During 2011-2012, the Ministry of Health received two applications for Internal Review.

- An internal review application was received in September 2011 alleging that the Department of Health (now the Ministry

of Health) had inappropriately collected the applicant's personal information. The review considered the relevant collection principles in both the *Privacy and Personal Information Protection Act 1988* and the *Health Records and Information Privacy Act 2002* and no breach was identified.

- An internal review application was received in January 2012 and the applicant requested that the Ministry undertake internal reviews under the *Privacy and Personal Information Protection Act 1988* and the *Health Records and Information Privacy Act 2002*. Two separate internal reviews were conducted. The complaints related to the use and disclosure of the applicant's personal information by the Minister for Health, the former Department of Health (now the Ministry of Health) and other third parties. No breach of either the *Information Protection Principles* or the *Health Protection Principles* was identified.

## PUBLIC INTEREST DISCLOSURES (PID)

On 30 September 2011, the NSW Health Public Interest Disclosures (PID) Policy-Directive was published. The PID Policy Directive provides procedures for receiving, assessing and dealing with public interest disclosures in compliance with the *Public Interest Disclosures Act 1994* (NSW).

The NSW Ministry of Health is committed to being open and accountable and the PID Policy Directive is intended to give staff confidence that if they report any instances of wrongdoing involving corrupt conduct, maladministration, government information contravention or serious and substantial waste, their report will be treated appropriately and staff will be protected from reprisals.

The NSW Ministry of Health aspires to an ethical organisational environment where all staff are confident that a disclosure or wrongdoing will be managed effectively.

For the NSW Ministry of Health, the Principal Officer under the PID Policy is the Director-General, NSW Health. The Director, Strategic Relations and Communications has been appointed in the PID Disclosures Coordinator role to accept public interest disclosures from staff within the Ministry. There have been no disclosures reported within the Ministry during the first PID reporting period 1 January 2012 to 30 June 2012.

## SENIOR EXECUTIVE PERFORMANCE STATEMENTS

### Dr Mary Foley

**Position Title:** Director-General

**SES Level:** 8

**Remuneration:** \$464,600

**Period in Position:** 15 months

In 2011-12, Dr Foley provided high level executive leadership and management of the NSW Health system. This included a

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leading role in negotiations with the Commonwealth and other States and Territories to ensure the effective and sustainable implementation of National Health Reform in NSW. Dr Foley also provided executive oversight of the implementation of the changes to the governance of NSW Health, resulting in a smaller, more strategic Ministry of Health; devolution of decision making to Local Health Districts, and increased clinical leadership, engagement and support through clarifying and strengthening responsibilities of the Clinical Excellence Commission and the Agency for Clinical Innovation.

The Minister for Health has expressed satisfaction with the Director-General's performance.

#### **Key Achievements in 2011-12**

- Providing strategic leadership to ensure the effective introduction of a new funding model, including Activity Based Funding for hospitals and Local Health Districts (LHDs) in accordance with the requirements and timetable set out in the National Health Reform Agreement.
- Issuing of Service Agreements for all 15 Local Health Districts, the Sydney Children's Hospitals Network, St Vincent's Health Network, Ambulance Service of NSW, Justice and Forensic Mental Health Network.
- Chairing the NSW Health Efficiency Improvement Taskforce (HEIT) to ensure a strategic focus and utilising this Taskforce as a Steering Committee to the Commission of Audit Health Review.
- Establishing an Office of Preventive Health.
- Establishing the Pain Management Taskforce, which developed a NSW Pain Management Plan to ease burden of sufferers of chronic pain, improve their quality of life and help them re-enter the workforce.
- Establishing a Medical Research Taskforce, which developed a Medical Research Strategic Plan.
- Establishing the NSW Mental Health Commission.
- Oversighting the design and implementation of a new Performance Framework for Local Health Districts (LHDs) based on devolved decision-making, transparent funding, including Activity Based Funding, clear accountabilities for LHDs and appropriate monitoring, support and intervention roles for the Ministry of Health

#### **Karen Crawshaw PSM**

**Position Title:** Deputy Director-General, Governance, Workforce and Corporate

**SES Level:** 7

**Remuneration:** \$402,150

**Period in Position:** 4 years and 9 months cumulative as Deputy Director-General

In 2011-12, Ms Crawshaw oversaw the provision of legal, legislative and property services, by the Ministry, commenced the restructuring of Ministry services to support ministerial and parliamentary processes and communications, was responsible for leading Ministry work on procurement and asset management policy, and for supporting high standards of governance and accountability across NSW Health. Ms Crawshaw led key industrial relations negotiations and consultation and provided strategic leadership on action to enhance the culture, productivity and capacity of the NSW health workforce.

The Director-General has expressed satisfaction with Ms Crawshaw's performance.

#### **Key Achievements in 2011-12**

- Provided strategic leadership in meeting the Government's election commitment to provide 2,475 additional nurses and continued the implementation of the staffing arrangements under the Nurse's and Midwives Award.
- Provided executive leadership of the human resource, governance and legal changes required to implement the 2011 Governance Review of NSW Health.
- Oversighted the wage negotiations for 2011-12 which were conducted under the provisions of the *Public Sector Wages Policy*.
- Executive lead supporting the development of the revised Code of Conduct, improvements in workplace culture and the NSW Health Workplace Culture Framework.
- Executive oversight of the development of a 10 Year Health Professionals Workforce Plan.
- Leadership and development of strategies to enhance the productivity and capacity of the NSW Health workforce including:
  - the establishment of a Masters of Clinical Medicine to support a new role in the medical workforce of "Senior Hospitalist".
  - changes to the way in which redundancy in the NSW Health Service is managed
  - reducing red tape through changes to recruitment and selection policy and practice.
- Led further development of health system local decision-making through revised policies, delegations and tools for Districts and Networks and supported the establishment and operation of a regular forum for health system Board Chairs.
- Strategic oversight of the Health Legislative Program.

#### **Dr Rohan Hammett**

**Position Title:** Deputy Director-General, Strategy and Resources

**SES Level:** 7

**Remuneration:** \$402,150

**Period in Position:** 5 months

Dr Rohan Hammett joined the Ministry in February 2012 from the Commonwealth Department of Health and Ageing (DoHA) where he had been the National Manager of the Therapeutic Goods Administration and a member of the Executive of DoHA.

The Director-General has expressed satisfaction with Dr Hammett's performance.

#### **Key Achievements in 2011-12**

- Oversaw the design and implementation of the NSW State Funding Model based on activity-based payments.
- Led the implementation of the National Health Reform Agreement requirements in NSW.
- Finalised the Review of NSW Health arising from the Commission of Audit.
- Delivered the NSW Health Total Asset Management Plan.
- Commenced a Grants Management Improvement Program.
- Provided Secretariat support for the NSW Minister at the Standing Council on Health.



- Attended Australian Health Ministers' Advisory Council meetings.
- Represented NSW on the Hospital Principal Committee.
- Managed inter-government negotiations and Commonwealth-State Relations for NSW Health.
- Managed the policy areas supporting Aged Care, Primary Health, Rural Health, and Multicultural Health.
- Developed new funding programs to support Pain Management and Palliative Care.
- Was a member of the Board of Health Infrastructure advising on capital developments across NSW.
- Managed the NSW Health efficiency and program savings.

## Dr Kerry Chant

**Position Title:** Deputy Director-General, Population and Public Health and Chief Health Officer

**SES Level:** 7

**Remuneration:** \$385,850

**Period in Position:** 3 years and 5 months cumulative as Chief Health Officer and Deputy Director-General

Dr Kerry Chant is a Public Health physician with extensive experience in the NSW public health system. Dr Chant leads strategic population health programs and policies which address tobacco use, obesity, chronic disease prevention, public health emergencies, Aboriginal health and maternal and child health.

The Director-General has expressed satisfaction with Dr Chant's performance.

### *Key Achievements in 2011-12*

- Oversighted the development of the NSW Government response to the NSW Health and Medical Research Strategic Review and supported the establishment of the Office for Health and Medical Research.
- Led the development of the NSW Tobacco Strategy 2012 – 2017, which included further strengthening of laws to reduce the population's exposure to second-hand tobacco smoke.
- Led the development of the Public Health Regulation 2012, under the *Public Health Act 2010*, which strengthens laws to protect and promote public health, control risks to public health, and promote the control and prevention of the spread of infectious disease.
- Oversighted the development and launch of Increasing Organ Donation in NSW: Government Plan 2012 in tandem with the preparation of supportive legislative amendments.

## John Roach PSM

**Position Title:** Chief Financial Officer

**SES Level:** 6

**Remuneration:** \$320,650

**Period in Position:** 2 years and 11 months

Mr John Roach commenced as the Chief Financial Officer from July 2009 having held previous senior appointments within NSW Health including Chief Executive of Health Support Services (now HealthShare NSW) and Director of Financial and Corporate Services at the former South Eastern Sydney Illawarra Area Health Service.

The Deputy Director-General, Strategy and Resources, has expressed satisfaction with Mr Roach's performance during 2011-12.

### *Key Achievements 2011-12:*

- Provided effective financial management and control of the \$16.4 billion NSW Health recurrent budget achieving an on budget (combined operating and asset) result for 2011-12.
- Led the successful implementation of the new funding arrangements under the National Health Reform Agreement, with NSW being the first State to commence new national cash payments from 1 July 2012.
- Provided financial leadership and guidance to support the transition to the new funding model (including Activity Based Funding) and implementation of transparent funding for Local Health Districts and Specialty Networks.
- Effectively restructured the financial information and reporting system for Local Health Districts to support the new funding arrangements.
- Served as the principal representative on matters of financial management and performance in monthly performance review meetings with Local Health District/ Specialty Network Chief Executives to ensure compliance with financial benchmarks and targets and implementation of remedial actions where required.
- Provided financial leadership to Local Health Districts for the implementation of locally developed financial plans to ensure health services are provided within available funds and to ensure liquidity is appropriately managed.
- Negotiation and submission of system wide recurrent financial information to NSW Treasury for annual funding requirements and enhancements.
- Oversaw the completion of the progressive rollout of the Statewide Management Reporting Tool (SMRT) and Statewide Patient Management Billing System in all Local Health Districts/Specialty Networks in NSW.

## David Gates

**Position Title:** Director Business and Asset Services and Chief Procurement Officer

**SES Level:** 5

**Remuneration:** \$285,300

**Period in Position:** 5 years cumulative as Director, Business and Asset Services and Chief Procurement Officer

In 2011-12, Mr Gates provided leadership in procurement policy development and asset management and directed specific procurement projects to support the efficient delivery of health services. Mr Gates is also responsible for ensuring quality operational support to the Ministry for Health.

The Deputy Director-General Governance Workforce and Corporate has expressed satisfaction with Mr Gates' performance.

### *Key Achievements in 2011-12*

- Led the accreditation of NSW Health as a Procurement Agency under the new State Contracts Board regime, including a revised five-year forward procurement plan.
- Developed strategies to improve the effectiveness and management of the NSW Health System asset portfolio and better identification of assets surplus to Health need.

- Coordinated the Local Health District based asset strategic plans and the procurement of a new Asset and Facility Management Information System capable of delivering a state consistent asset register and associated asset management systems and tools.
- Led the development of a new energy management information system and supported a number of energy management initiatives in cooperation with LHDs.

## Leanne O'Shannessy

**Position Title:** Director Legal and Regulatory Services and General Counsel

**SES Level:** 5

**Remuneration:** \$277,700

**Period in Position:** 4 years cumulative as General Counsel

In 2011-12, Ms O'Shannessy provided legal and legal policy advice to the public health system. Ms O'Shannessy was responsible for the development of legislative proposals and management of the Subordinate Legislation Program and litigation (including oversight of legal panels for employment law and medico-legal/coronial matters) involving the Ministry or involving issues of statewide significance and conducts regulatory compliance, including oversight and conduct of prosecutions.

The Deputy Director-General, Governance, Workforce and Corporate has expressed satisfaction with Ms O'Shannessy's performance.

### Key Achievements in 2011-12

- Managed the Health Legislative Program including the Subordinate Legislative Program including:
  - *Tobacco Legislation Amendment Act 2002* – To support the implementation of the NSW Tobacco Strategy 2012-2012
  - *Health services Amendment (National Health Reform Agreement) Act 2002* - To establish the National Funding Authority and support the establishment of National Health funding arrangements
  - *Mental Health Commission Act 2012* - To establish the Mental Health Commission
- Managed the tender and appointment of a panel to provide services to public health organisations in state employment law matters.
- Managed the tender for the statewide contract to develop and implement board member training for Local Health District and Speciality Network Boards.
- Led the development of a website dedicated to Local Health District and Specialty Health Network board members which provides a range of resources to assist board members in undertaking their roles.

## Annie Owens

**Position Title:** Director, Workplace Relations

**SES Level:** 5

**Remuneration:** \$270,100

**Period in Position:** 3 years and 9 months

In 2011-12, Ms Owens managed the Ministry's human

resources strategy and provided support and guidance to staff on all personnel issues. Ms Owens managed system-wide industrial relations issues, including the arbitration and negotiation of wages and employment conditions. Ms Owens also managed personnel functions and administration of the Health Executive Service and led human resources and workplace health and safety policy development relevant to the NSW Health Service.

The Deputy Director-General Governance Workforce and Corporate has expressed satisfaction with Ms Owens's performance.

### Key Achievements in 2011-12

- Managed the wage negotiations for 2011-12 conducted under the provisions of the Public Sector Wages Policy.
- Led the continued implementation of Staffing Arrangements under the Nurses' and Midwives' Award across the public health system.
- Managed the human resource implications of a restructure of the Ministry of Health following the 2011 Governance Review of NSW Health.
- Managed the introduction of a new policy for managing excess staff of the NSW Health Service to align with the new policy applying to employees in the NSW Government Service.

## SENIOR EXECUTIVE SERVICE

Number of CES/SES positions at each level within the Ministry of Health:

SES LEVEL	AS AT 30 SEPTEMBER 2012*	AS AT 30 JUNE 2011
8	1	1
7	4	3
6	1	3
5	5	2
4	10	8
3	6	10
2	2	6
1	0	1
<b>Total positions</b>	<b>29</b>	<b>34</b>

Number of female CES/SES officers within the Ministry of Health:

AS AT 30 SEPTEMBER 2012*	AS AT 30 JUNE 2011
14	16

\* From 1 July 2012, a revised Ministry executive structure was implemented following a Governance Review of NSW Health.



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## SUSTAINABILITY

The NSW Health Environmental Sustainability Strategy 2012-15 was approved in January 2012. The Strategy sets out the NSW Health vision, identifies opportunities to incorporate environmental sustainability into our business and proposes strategic priorities for action. NSW Health is committed to participating in broader sustainability programs, this includes being an active member of CitySwitch, participation in Earth hour and mobile muster.

### Energy Management

- In 2011-12, three applications were approved under the NSW Treasury Loan Fund. Projects to be implemented include a major control system and lighting upgrade at Westmead Hospital, a cogeneration unit overhaul at Mt Druitt Hospital and a chiller replacement at Maitland Hospital.
- NSW Health and the Office of Environment and Heritage's partnership continued in 2011-12 and 27 additional sites are currently developing a range of energy saving projects.
- 27 Ambulance Stations received grant funding under the Office of Environment and Heritage's Government Building Retrofit Program to implement a range of energy and water saving projects.

### Waste Reduction and Purchasing Policy (WRAPP)

In October 2011, the Waste Reduction and Purchasing Policy for NSW Health was promulgated. This policy and its guidelines will assist the Local Health Districts and other Health entities achieve the targets under WRAPP reporting requirements to Government.

NSW Health has achieved a reduction in the majority of areas including construction waste; bricks (49% increase in recycling, noting a large increase in possible landfill), paper (reduced purchasing and proportionally 2% increase in recycling) and vegetation; increase of 12% reuse by managing more effectively and considering the effects on the environment.

