



South Western Sydney
Local Health District

South Western Sydney Local Health District (SWSLHD)

Agency Information Guide

Agency Information Guide

South Western Sydney Local Health District's agency information guide details who we are, what we do and how members of the public, community organisations, the media and government agencies can interact with us.

About us

The District's vision is to lead safe, sustainable care for healthier communities in south western Sydney.

South Western Sydney Local Health District (SWSLHD) was established on 1 January 2011.

SWSLHD covers the seven Local Government Areas from Bankstown to Wingecarribee and has a population of approximately 1,057,080 people.

The District is among the most rapidly growing populations in NSW and projected to grow to more than 1.2 million people in the next decade. It is also a vibrant, culturally diverse region with 45 per cent of its population speaking a language other than English at home.

Our hospitals

The District covers both rural and suburban communities and manages six acute public hospitals:

- Bankstown-Lidcombe Hospital
- Bowral & District Hospital
- Camden Hospital
- Campbelltown Hospital
- Fairfield Hospital
- Liverpool Hospital

Our services

Services are provided at facilities across the District as well as in the home to support people to achieve and maintain optimal health and wellbeing. These include Oral Health, Drug Health, Multicultural Health and Aboriginal Health Services. Our Primary and Community Health Service offers a range of community-based services throughout the region. Our Population Health Service works with the community to protect and promote health. Mental Health care is provided both as inpatient care in our facilities and out in the community.

Affiliated Health Services include: Karitane, Braeside Hospital, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors and Sydney South West Scarba Service.

Location / Postal Address / Contact Details

Street address

South Western Sydney Local Health District Executive Office
Liverpool Hospital Eastern Campus
52 Scrivener Street (end of), Warwick Farm NSW 2170

Postal address

South Western Sydney Local Health District Executive Office
Locked Bag 7279, LIVERPOOL BC 1871

Phone: +61 2 8738 6000

Fax: +61 2 8738 6001

E-Mail: SWSLHD-ESU@health.nsw.gov.au

South Western Sydney Local Health District Board

E-Mail: SWSLHD-Board@health.nsw.gov.au

Hospital Switchboards

Bankstown Hospital: +61 2 9722 8000

Bowral Hospital: +61 2 4861 0200

Campbelltown and Camden Hospitals: +61 2 4634 3000

Fairfield Hospital: +61 2 9616 8111

Liverpool Hospital: +61 2 8738 300

Organisational Structure

Ms Sonia Marshall is the Chief Executive of the South Western Sydney Local Health District (SWSLHD).

SWSLHD was established in accordance with the National Health and Hospital Agreement. Local decision making is at the forefront of how the organisation functions, led by a professional Board, District Chief Executive, Executive Leadership Team and Clinical Stream Directors.

Our Board

The SWSLHD Board is chaired by Adjunct A/Professor Billie Sankovic and comprised of 11 Board members who bring a wealth of experience and knowledge to the governance of the LHD.

The role of the board is focused on leading, directing and monitoring the activities of the local health district and specialty network and driving overall performance.

The Board is responsible for:

- Ensuring effective clinical and corporate governance frameworks are established
- Supporting the maintenance and improvements to patient care standards
- Ensuring the District's financial management is sound
- Ensuring strategic plans guide the delivery of service at the District
- Overseeing the District's performance in accordance with the State-wide performance framework
- Approving the service agreement for the Local Health District under the National Health Reform Agreement and conferring with the Chief Executive regarding its performance targets Engaging with communities and service providers on how best to work together to provide care to the people of our region.

The members of the Board are as follows:

Adjunct Associate Professor Billie Sankovic (A/Chair)	Ms Kerrie Murphy
Associate Professor Deepak Bhonagiri	Mr John Roach
Mr Max Bosotti	Associate Professor Vince Roche
Professor Hugh Dickson OAM	Professor Jill White AM, RN, RM, Med, PhD, MHPol
Ms Teresa Harm	
Ms Annette Houston	

Where We Fit

SWSLHD is part of the state's public health system, NSW Health which is comprised of 15 local health districts, the Ambulance Service of NSW, Justice and Forensic Mental Health Network, Sydney Children's Hospital Network and St Vincents Health Network.

For further information about the structure of SWSLHD please visit:

<https://www.swslhd.health.nsw.gov.au/about.html>

Our Governance Structure



Our Community

Together with the Board, the Chief Executive will take the views of patients, community and clinicians into account in developing and delivering services to meet the needs of the local community.

Consumer and Community Participation (CCP) structures existing for consultation and engagement, throughout the year, across SWSLHD. These groups are:

- **Bankstown CCP Network**
- **Liverpool CCP Network**
- **Fairfield CCP Network**
- **Macarthur CCP Network**
- **Wingecarribee CCP Network**
- **Mental Health Consumer, Carer and Community Committee (MHCCCC)**
- **Oral Health Service Consumer Consultative Committee (OHSCCC)**
- **Primary and Community Health Community Voices**

The peak consumer group, **SWSLHD Consumer Community Council (CCC)** focuses on raising community issues and working strategically to improve the quality and healthcare experience for the broader SWS community. CCC provides governance and advice to all health consumer and community participation processes across SWSLHD. Consumers serve a term of two years. The non-voting members of the council include the SWSLHD's Chief Executive, representatives of the SWSLHD Board and the Manager of Consumer and Community Participation Unit.

To contact the CCC or CCP Unit in SWSLHD.

Local Health District Manager, Consumer and Community Participation Unit

SWSLHD
Locked Bag 7279
Liverpool BC 1871

Ph: +61 2 8738 5783

Mob: 0408 969 127

Email: swslhd-ccpu@health.nsw.gov.au

For further information about Community Participation within

SWSLHD please visit:

<https://www.swslhd.health.nsw.gov.au/ccp>

List of facilities that are part of South Western Sydney Local Health District:

Information about our Hospitals is available here: <https://www.swslhd.health.nsw.gov.au/hospitals.html>

- Bankstown-Lidcombe Hospital
- Fairfield Hospital
- Bowral & District Hospital
- Liverpool Hospital
- Campbelltown and Camden Hospitals

Services

Information on our Services is available at the following link:

<https://www.swslhd.health.nsw.gov.au/services.html>

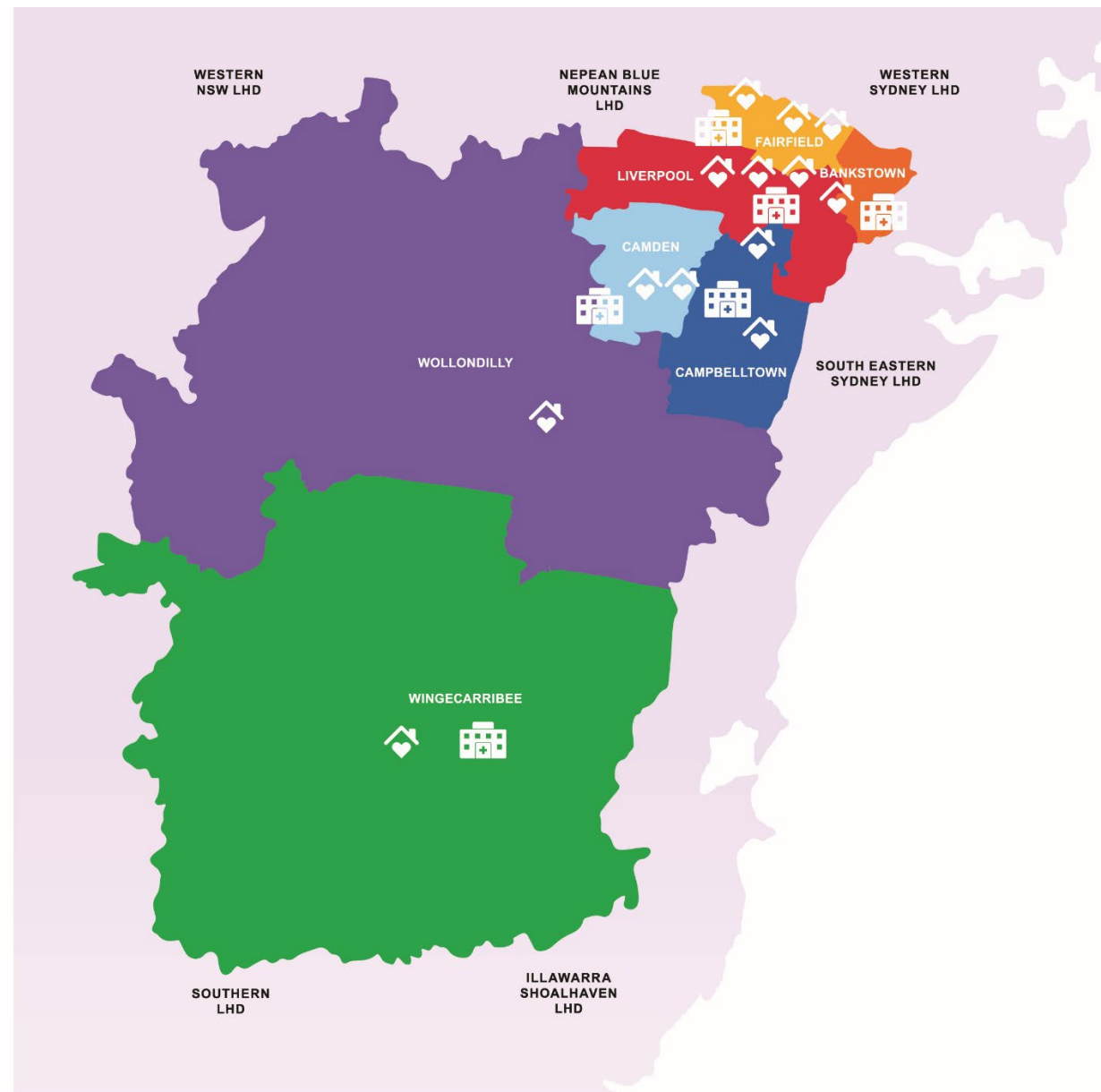
- Aboriginal Health Services
- Allied Health Services
- Community Health Services
- Drug Health Services
- Mental Health
- Oral Health
- Population Health

Affiliated Health Services

- Braeside Hospital
- Karitane
- NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)
- SCARBA

Clinical Streams

- Aged Care and Rehabilitation
- Cancer Services
- Cardiovascular Services
- Internal Medicine
- Critical Care
- Liver, Urology and Gastroenterology
- Medical Imaging
- Surgical Specialties
- Paediatrics and Neonatology
- Women's Health



What kind of Government Information does SWSLHD have?

SWSLHD offers a variety of information about our District, hospitals and services at <https://www.swslhd.health.nsw.gov.au/default.html>.

Accessing SWSLHD Information

If the information required is not already available on the LHD website, access to the information may be considered through either an informal request, or as a formal application under the provisions of the *Government Information (Public Access) Act 2009*.

Informal access applications

A request may be made at any time for other information held by SWSLHD. While SWSLHD reserves the right to request a formal access application, the SWSLHD will generally provide the following types of information in response to an informal request, without the need to make a formal access application:

- Documents that contain only personal information about a particular individual, who is the same person requesting the information.
- Documents that have already been made public in some other way.
- Other reasonable requests for information, the release of which would not raise any potential concerns in terms of public interest considerations against disclosure and would not take an unreasonable amount of time to retrieve.

SWSLHD reserves the right to impose conditions in relation to the use or disclosure of information that is released in response to an informal request. There is no requirement to complete a formal access application and there is no application fee for informal requests. In some situations, charges may be incurred for services such as photocopying or pixelation of CCTV footage.

Formal access applications

An access application may be made for all other information held by SWSLHD.

Applications for access to information under the provisions of the *Government Information (Public Access) Act 2009* should be in writing and accompanied by the \$30 application fee. If you are seeking access to personal information, your application must be accompanied by two forms of certified proof of identification of the person to whom the information belongs. The formal application form can be accessed on our website detailed below.

Formal and Informal applications should be directed to:

District Right to Information and Records Manager
South Western Sydney Local Health District
Locked Mail Bag 7279, LIVERPOOL BC NSW 1871

The Right to Information Unit can be contacted on:

Phone: +61 2 8738 5720

Email: SWSLHD-PrivacyGIPA@health.nsw.gov.au

Website: <https://www.swslhd.health.nsw.gov.au/right.html>

Information not disclosed

In some cases, open access information may not be released by SWSLHD due to an overriding public interest against disclosure pursuant to the *Government Information (Public Access) Act 2009*.

Where can I access my medical records?

Patient medical records are generally held by the individual hospitals within the LHD.

Medical records can be accessed under the GIPA Act but are generally accessed under the *Health Records and Information Privacy Act 2002 (HRIPA)*. The Medical Records Department in the relevant Hospital can help you apply for your medical record under HRIPA. Please contact the Hospital you attended to arrange access to your Medical Records. Contact information for each of the Medical Records Departments / Clinical Information Units for the LHD is available via the following link: https://www.swslhd.health.nsw.gov.au/h_access.html

Policies and Procedures

NSW Health policy directives and guidelines apply to all NSW Local Health Districts/Specialty Health Networks and copies of these documents can be found via the link below:

<https://www.health.nsw.gov.au/policies/manuals/Pages/default.aspx>

Copies of current SWSLHD developed policies, procedures and guidelines can be obtained by contacting the **Risk and Policy Unit**:

Phone: +61 2 8738 6867

Email: SWSLHD-Policy@health.nsw.gov.au

Contracts

Each LHD is required to keep a register of government contracts that record information about each contract that has, or is likely to have, a value of \$150,000 or more. Details concerning all NSW contracts are available at the [NSW eTendering website](#) via the following link:

<https://tenders.nsw.gov.au/>

Media enquiries

All media enquires and requests for information should be directed to the SWSLHD media unit in the first instance.

This includes patient condition enquiries, requests to interview staff and requests for information or comment.

All communication between SWSLHD and the media will be coordinated through the media unit.

Contact the Media Unit

Phone: +61 2 8738 6848

Hours: 830am - 5pm

After Hours Mobile: 0417 697 079

Email: SWSLHD-Media@health.nsw.gov.au

Street address

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Office Liverpool Hospital Eastern Campus
52 Scrivener Street (end of), Warwick Farm NSW 2170

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