

Central Coast Local Health
District

Agency Information Guide



Health
Central Coast
Local Health District



Contents

About Us.....	2
Our Health Services.....	3
Our Function	4
CCLHD Framework	5
How we function and are accountable.....	6
Our Executive and Support Services Structure	6
Can I have my say or help?.....	7
Consumer, Community and Engagement Committee (CCEC)	7
Feedback	7
Information we hold and store.....	8
How information is available.....	8
Open Access Information	9
Proactive released information	9
Informal release of information	9
Formal access application.....	10
Accessing your healthcare records.....	10
Contracts	10
Policies and Procedures.....	11
Other ways we provide information	11
Website	11
Social Media	11
CCLHD contacts	12

About Us

Central Coast Local Health District (CCLHD) is a caring organisation. Our goal is to ensure that the Central Coast is a place where the health of the community is maximised through quality health services that is accessible when and where people need them.

Our vision, Caring for the Coast, is about how we deliver exceptional patient care. It is our culture. In simple terms, it is the way we do things around here. It is a vision of healthy people and a vibrant community and to do this we aim to promote and enhance the health and wellbeing of our community.



As an organisation, our focus is our CORE values – Collaboration, Openness, Respect and Empowerment. It includes treating people with respect and dignity and where our staff are valued, listened to and recognised.

Our Health Services

CCLHD provides public health services to the communities of Central Coast Council. Located between Sydney and the Hunter region, the Central Coast is a popular coastal region attracting young families and retirees. The region experiences a higher than average population growth particularly in the Wyong Shire.

The region is served by two acute hospitals – Gosford and Wyong. Gosford Hospital is the principal referral hospital and regional trauma centre for the Central Coast, Wyong Hospital is a major metropolitan hospital while Woy Woy Hospital and Long Jetty Healthcare Centre provide sub-acute care.





Additionally there are eight community health centres and other community based services, at Erina, Kincumber, Lake Haven, Long Jetty, Mangrove Mountain, Woy Woy, Wyong Central and Wyong Kanwal. Our community health centres guide is located at:

<https://www.cclhd.health.nsw.gov.au/services/community-health-centres/>

Our Function

CCLHD has been set-up in accordance with the National Health and Hospital Agreement. It is led by a professional Health District Board and Chief Executive. A list of our Board Members can be found at:

<https://www.cclhd.health.nsw.gov.au/about-us/our-board/>

CCLHD has responsibility for the planning of services over the short and long term to enable service delivery that is responsive to the health needs of its population. It is also responsible for ensuring that relevant government health policy goals are achieved through the range of health services which best meet the needs of the community, whether those services are provided locally, by other local health districts, specialty networks or other service providers.

Under the Health Services Act 1997 and the NSW Health Corporate Governance And Accountability Compendium, the CCLHD Board must ensure that appropriate plans to guide the delivery of services are developed including a Strategic Plan, Clinical Services Plan, and Asset Strategic Plan. Other plans may be required from time to time, and include local service, workforce and financial plans and plans for particular health needs or issues. Boards must ensure that the views of providers and consumers of health services, and other members of the public served by CCLHD, are sought in relation to the organisation's policies and plans.

CCLHD is guided by a number of state and local plans, including

[The Premier's Priorities](#)

[State Health Plan](#)

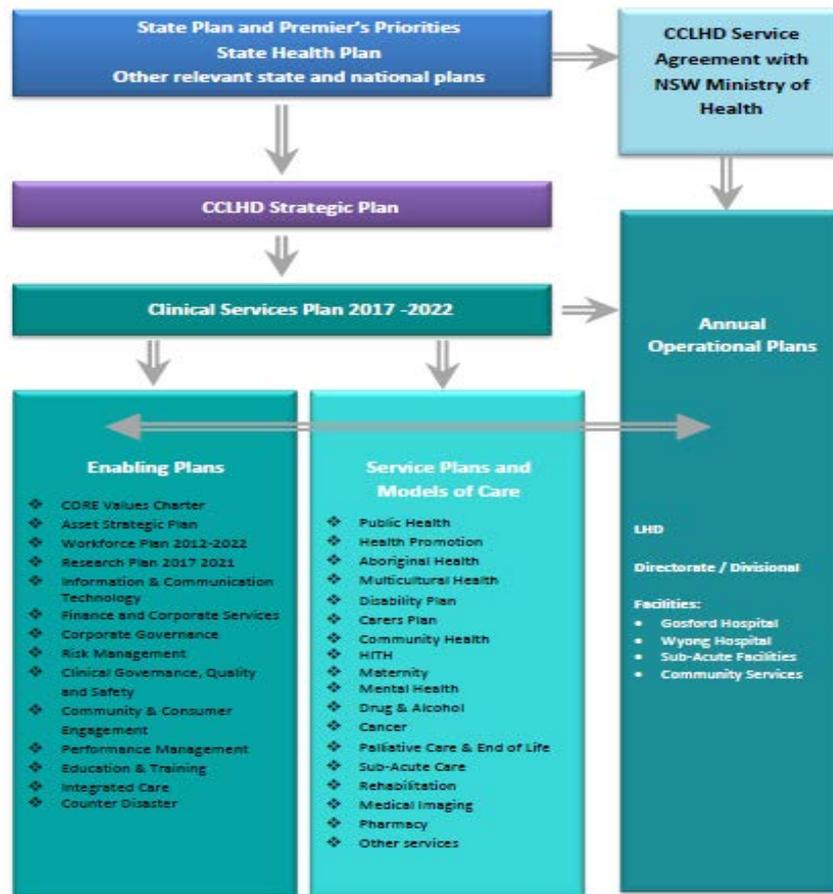
[Service Agreement](#)

[CCLHD Clinical Services Plan](#)

Other relevant information about priorities in health can be obtained from:

<https://www.health.nsw.gov.au/priorities/pages/default.aspx>

CCLHD Framework



Our Executive Leadership Team provides strategic direction and leadership for CCLHD aligned with CCLHD's strategic vision of 'healthy people – vibrant community'.

Together with the Board, the Executive Leadership Team drives the strategic priority of 'Caring for the Coast' as an intrinsic part of the organisation's culture.

Further information about our Executive Leadership Team is located at:

<https://www.cclhd.health.nsw.gov.au/about-us/executive-leadership-team/>

Whether it is promoting preventative health measures, delivering community based care or caring for the many people who spend time in our hospitals, at every point of every service we provide our key strategic priorities of 'Caring for our patients, our staff, our community, our resources and our future' guide what we do.

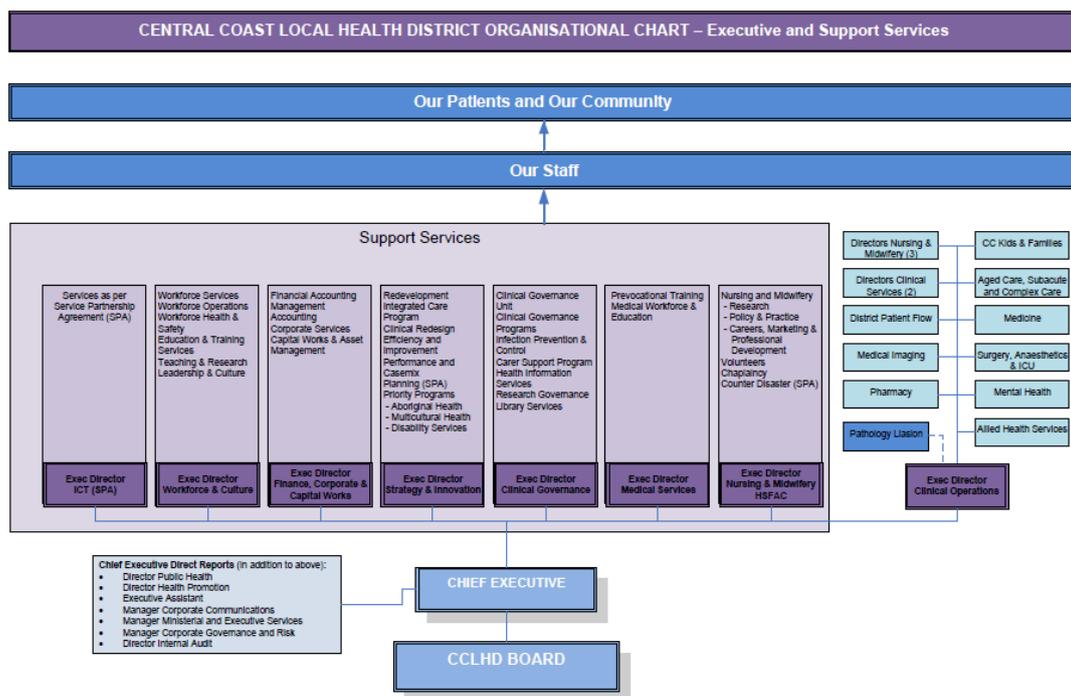
We provide a wide range of inpatient and outpatient public health services to the local community in both hospital and community settings. A list of the services available is located at: <https://www.cclhd.health.nsw.gov.au/services/>

How we function and are accountable

The Health District Board and Chief Executive are responsible for:

- Improving local patient outcomes and responding to issues that arise throughout our Local Health District.
- Monitoring the performance of our Local Health District against performance measures in CCLHD's Service Agreement.
- Delivering services and performance standards within an agreed budget, based on annual strategic and operating plans. This forms the basis of our Local Health District Service Agreement.
- Ensuring services are provided efficiently and accountably. Production of Annual Reports that are subject to State financial accountability and audit frameworks.
- Maintaining effective communication with local and State public health stakeholders.

Our Executive and Support Services Structure





Can I have my say or help?

We are fortunate to have a strong sense of community on the Central Coast with many willing to help us provide the best care to patients and their families. There are a number of ways that you can get involved and make a difference.

Consumer, Community and Engagement Committee (CCEC)

The CCEC helps to facilitate and oversee the involvement of consumers and members of the local community in the development of the Local Health District's policies, plans, care design and initiatives for the provision of health services.

The role of the committee is to provide advice to the Chief Executive and Board in order to improve the health of our local community.

If you are a consumer and would like to participate in relevant committees or groups, or if you are interested in becoming a member of the Consumer, Community and Engagement Committee contact CCLHD-PatientExperience@health.nsw.gov.au with your details.

Feedback

Feedback is important to us. If you have a comment or suggestion about the care you or your family received use our feedback email to let us know. We value input from our community to highlight what we are doing well in addition to where we need to improve –you can email us at:

CCLHD-ConsumerFeedback@health.nsw.gov.au .

If you have a concern about the care provided to you or your family please speak, in the first instance, to the Nursing Unit Manager on the ward or area of concern.

Alternatively, you can contact the Consumer Feedback Manager on 4320 3920, Monday to Friday 8am to 4.30pm or use the feedback email. Ensure you include a contact number if you choose to email us.

Outside of these times you can contact the Local Health District switchboard on 4320 2111 and ask to speak to the After-Hours Nurse Manager.

Information we hold and store

CCLHD is required to keep information pertaining to our core business of providing health services. This is not just patient information. It includes corporate and administration records associated with providing these health services.

CCLHD has many different data and business information systems to hold and secure personal and corporate records, which are held either electronically or as a paper based record.

All records are maintained by CCLHD for varying periods of time, depending on the legal retention requirements under the *State Records Act 1998*. This act governs that CCLHD:

- ensures better management of Government records throughout their existence
- promotes more efficient and accountable government through improved recordkeeping, and
- provides better protection for an important part of the State's cultural heritage.
- make and keep records that fully and accurately document their operations and administration
- establish and maintain a records management program in conformity with standards and codes of best practice approved by NSW State Archives and Records
- ensures that records are stored in conditions appropriate to their format and preservation requirements
- ensures that records held in digital or other technology dependent formats are accessible for as long as required.

How information is available

From 1 July 2010 the new Government Information (Public Access) Act 2009 (GIPA Act) came into effect, which promotes openness, accountability and transparency to make government agencies more proactive in providing information to the public.

The object of the GIPA Act is to make more information publicly available, provide equal access to information across all sectors of the community, and provide appropriate protection for an individual's privacy.

The GIPA Act applies to personal and non-personal documents. Personal documents are those that are about a particular individual. Non-personal documents cover all other documents and publications, eg policies, planning documents, strategic plans etc.

The GIPA Act makes it easier for applicants to access information from CCLHD by placing less emphasis on formal applications. The central premise of this Act is that government information should be disclosed, and only withheld if it is necessary to do so in the public interest.

Open Access Information

Open access information under section 18 of the GIPA Act is required to be made publicly available and includes:

- information about CCLHD contained in any document tabled in Parliament by or on behalf of CCLHD
- policy documents
- disclosure Log of Formal Access Applications
- Register of Government Contracts
- record of the open access information (if any) that CCLHD does not make publicly available on the basis of an overriding public interest against disclosure
- other government information as may be prescribed by the regulations as open access information.

Information that CCLHD provides under Open Access Information is available at: <https://www.cclhd.health.nsw.gov.au/patients-and-visitors/your-rights-and-responsibilities/right-to-information/>

Proactive released information

Under the GIPA Act, CCLHD is permitted to make information publicly available that is not classified as mandatory.

Informal release of information

CCLHD information should be released in response to an informal request unless there is an overriding public interest against disclosure.

Informal requests occur when the information you are seeking can be provided to you without the need of a formal application. There are no fees associated with informal requests and the majority of time the information can be released efficiently.



Informal requests are not suitable for information requiring third party consultation, personal health information such as medical records or where large amounts of information are requested. In these instances, a formal application will need to be submitted.

Formal access application

Under formal access application, information is requested by submitting a GIPA access application with an accompanying \$30 application fee. Depending on the scope of the request, additional processing fees may also be charged.

Accessing your healthcare records

You are entitled to request access to personal health information held by NSW Health, this includes your medical record.

You will be asked to apply for access, in writing, and provide identification. You will be charged a fee if you request a copy of this information.

Medical records can be accessed under the Health Records and Information Privacy Act 2002 (HRIPA).

Our Health Information Services is the relevant department that can assist you in gaining access to your health information under HRIPA. Please complete the [access to clinical information application](#) when requesting access to your health information. This can be emailed to CCLHD-HISMedicolegal@health.nsw.gov.au

Further information about accessing information and the ways to access it is available on our webpage at: <https://www.cclhd.health.nsw.gov.au/patients-and-visitors/your-rights-and-responsibilities/right-to-information/>

Contracts

Each Local Health District 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 Health contracts are available at the NSW eTendering Website - <https://tenders.nsw.gov.au/>

Our statement of Business Ethics is available at <https://www.cclhd.health.nsw.gov.au/wp-content/uploads/CCLHDStatementofBusinessEthics.pdf>



Policies and Procedures

NSW Health policy directives and guidelines apply to all NSW Local Health Districts and copies of these documents can be found on the NSW Health website.

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

CCLHD also has its own CCLHD-wide policies, procedures and guidelines.

<https://www.cclhd.health.nsw.gov.au/wp-content/uploads/PolicyProcedureGuidelineList.pdf>

For more information regarding a specific document contact the Right to Information Officer on Tel: 4320 3570 or email:

CCLHD-PrivacyRTI@health.nsw.gov.au

Other ways we provide information

CCLHD engages with our community in other ways, which provide fast and easy access:

Website

<https://www.cclhd.health.nsw.gov.au/>

Social Media

<https://www.facebook.com/centralcoasthealth/>

<https://twitter.com/CCoastHealth>

<https://www.instagram.com/careersatcclhd/?hl=en>

<https://www.youtube.com/user/CCLHD>



CCLHD contacts

Gosford Hospital
Holden Street
GOSFORD NSW 2250
Tel: 4320 2111

Postal Address

PO Box 361
GOSFORD NSW 2250

Wyong Hospital
Pacific Highway
HAMLYN TERRACE NSW 2259

Postal Address

PO Box 4200
LAKE HAVEN NSW 2263

If you require any assistance with the information contained in this Agency Guide, please contact:

Right to Information Officer
Central Coast Local Health District
PO Box 361
GOSFORD NSW 2250
Tel: 4320 3570
Email: CCLHD-PrivacyRTI@health.nsw.gov.au

Additional contact information is available on our website:
<https://www.cclhd.health.nsw.gov.au/contact/>