

AGENCY INFORMATION GUIDE

February 2017



Health
Murrumbidgee
Local Health District

Table of Contents

About Murrumbidgee Local Health District (MLHD)	3
Location and Postal Address	4
Contact	4
Other contact information	4
Organisational Structure	5
MLHD Board	5
MLHD Executive	6
Key facilities and services	6
Map of MLHD areas.....	8
MLHD demographics	9
Community Participation	10
Local Health Advisory Committees	10
Right to Information.....	11
Mandatory release	11
Proactive release	11
Informal release	11
Formal release.....	11
Information held by MLHD	12
Contracts	12
Policies and Procedures	12
Documents Tabled in Parliament.....	12
Accessing personal medical records	12
Open Access Information	12
Hospital performance.....	12
Health statistics.....	12
Accessing Information	12

About Murrumbidgee Local Health District (MLHD)

Wellness is our Goal, Excellence is our Passion, our People are our Future

MLHD provides a range of public health services to the Riverina and Murray regions of NSW, Australia.

MLHD provides services across a geographic area of approximately 125,561 square kilometres and to around 238,919 residents. People of Aboriginal and Torres Strait Islander heritage make up 4.1 per cent of the population.

MLHD employs over 3,500 staff and operates 31 hospitals. The MLHD is supported by a number of volunteers.

The Chief Executive and the Executive Leadership Team work closely with the MLHD Board to ensure services meet the needs of the communities served. These services are provided through:

- 1 Base Hospital
- 1 Referral Hospital
- 13 Hospitals
- 16 Multipurpose Services
- 2 Affiliated Health Organisations
- 13 Community Health Posts
- 1 Brain Injury Rehabilitation Service

MLHD covers the following local government areas; Berrigan, Bland, Carrathool, Coolamon, Edward River, Federation, Greater Hume, Griffith, Gundagai, Hay, Hilltops, Junee, Lachlan (part), Leeton, Lockhart, Murray River, Murrumbidgee, Narrandera, Snowy Valleys, Temora, Wagga Wagga, and Young. Some services are provided to the Albury Area.

Location and Postal Address

Street Address:

Murrumbidgee Local Health District
Wagga District Office
Level 3
63-65 Johnston Street
WAGGA WAGGA NSW 2650

Postal Address:

Locked Bag 10
WAGGA WAGGA NSW 2650

Phone: (02) 6933 9100

Fax: (02) 6933 9188

Email: MLHD.Feedback@health.nsw.gov.au

Contact

If you require assistance with any of the information contained in the Agency Information Guide please contact:

MLHD Right to Information Officer
Murrumbidgee Local Health District
Locked Bag 10
WAGGA WAGGA NSW 2650
Ph: 02 6933 9146
Fax: 02 6933 9188
Email: MLHD.Executive@health.nsw.gov.au

Further information on applying for access to MLHD information is available on <http://www.mlhd.health.nsw.gov.au/about/right-to-information/how-do-i-make-a-formal-gipa-application>

Other contact information

Information and Privacy Commissioner

Level 11, 1 Castlereagh Street,
Sydney NSW 2001
Ph: 1800 472 679
Email: ipcinfo@ipc.nsw.gov.au
Website: www.ipc.nsw.gov.au

NSW Civil and Administrative Tribunal

Level 12, 175 Castlereagh Street, GPO Box 4005
Sydney NSW 2001
Ph: 1300 006228
Fax: 02 9307 6301
Website: www.ncat.nsw.gov.au

Organisational Structure

Jill Ludford is the Chief Executive of the MLHD which is a part of NSW Health. In addition to MLHD, NSW Health comprises the NSW Ministry of Health, the 17 other Local Health Districts, statutory health corporations and affiliated health organisations.

MLHD has been set-up in accordance with the National Health and Hospital Agreement. Local decision-making is at the forefront of how MLHD functions, led by a professional Health District Board and LHD Chief Executive.

MLHD Board

The MLHD Board consists of 12 members from a range of backgrounds and with local ties to the region. The primary purpose of Local Health Districts is to promote, protect and maintain the health of the community and to provide relief to sick and injured people through care and treatment Health Services Act 1997 (s9).

The MLHD Board is responsible for:

- Improving local patient outcomes and responding to issues that arise throughout MLHD
- Monitoring the performance of MLHD against performance measures in the LHD Service Agreement
- Delivering services and performance standards within an agreed budget, based on annual strategic and operating plans. This forms the basis of MLHD Service Agreement ([available here](#))
- 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

The Board is chaired by Mrs Gayle Murphy and includes:

- Dr Thomas Douch
- Adrian Lindner
- Andrea Jordan
- Betty Cragg
- Carl Cooper
- Darryl Goode
- Dr Pankaj Banga
- Geoff Twomey
- John Harding
- John Ireland
- Paul Braybrooks

The MLHD Board Meeting Minutes are available at <http://www.mlhd.health.nsw.gov.au/about/mlhd-board-minutes>

MLHD Executive

An organisational chart for the MLHD is below. More information on the Executive Structure at MLHD can be found here - <http://www.mlhd.health.nsw.gov.au/about/executive-team-1>



Key facilities and services

MLHD administers the following public hospitals:

- Adelong-Batlow Multipurpose Service
- Barham Multipurpose Service
- Berrigan Multipurpose Service
- Boorowa Multipurpose Service
- Coolamon Multipurpose Service
- Cootamundra Hospital
- Corowa Hospital
- Culcairn Multipurpose Service
- Deniliquin Hospital
- Finley Hospital
- Griffith Base Hospital
- Gundagai Multipurpose Service
- Hay Hospital
- Henty Multipurpose Service
- Hillston Multipurpose Service
- Holbrook Hospital
- Jerilderie Multipurpose Service
- Junee Multipurpose Service
- Lake Cargelligo Multipurpose Service
- Leeton Hospital
- Lockhart Multipurpose Service
- Murrumburrah-Harden Hospital
- Narrandera Hospital
- Temora Hospital
- Tocumwal Multipurpose Service
- Tumbarumba Multipurpose Service
- Tumut Hospital
- Urana Multipurpose Service
- Wagga Wagga Rural Referral Hospital
- West Wyalong Hospital

- Young Hospital

MLHD administers the following Community Health Centres:

- Adelong
- Ardlethan
- Barellan
- Barmedman
- Coleambally
- Darlington Point
- Mathoura
- Moama
- Moulamein
- Tooleybuc
- Ungarie
- Weethalle

Information about the public hospitals in MLHD is also listed on the My Hospitals website - <https://www.myhospitals.gov.au/>

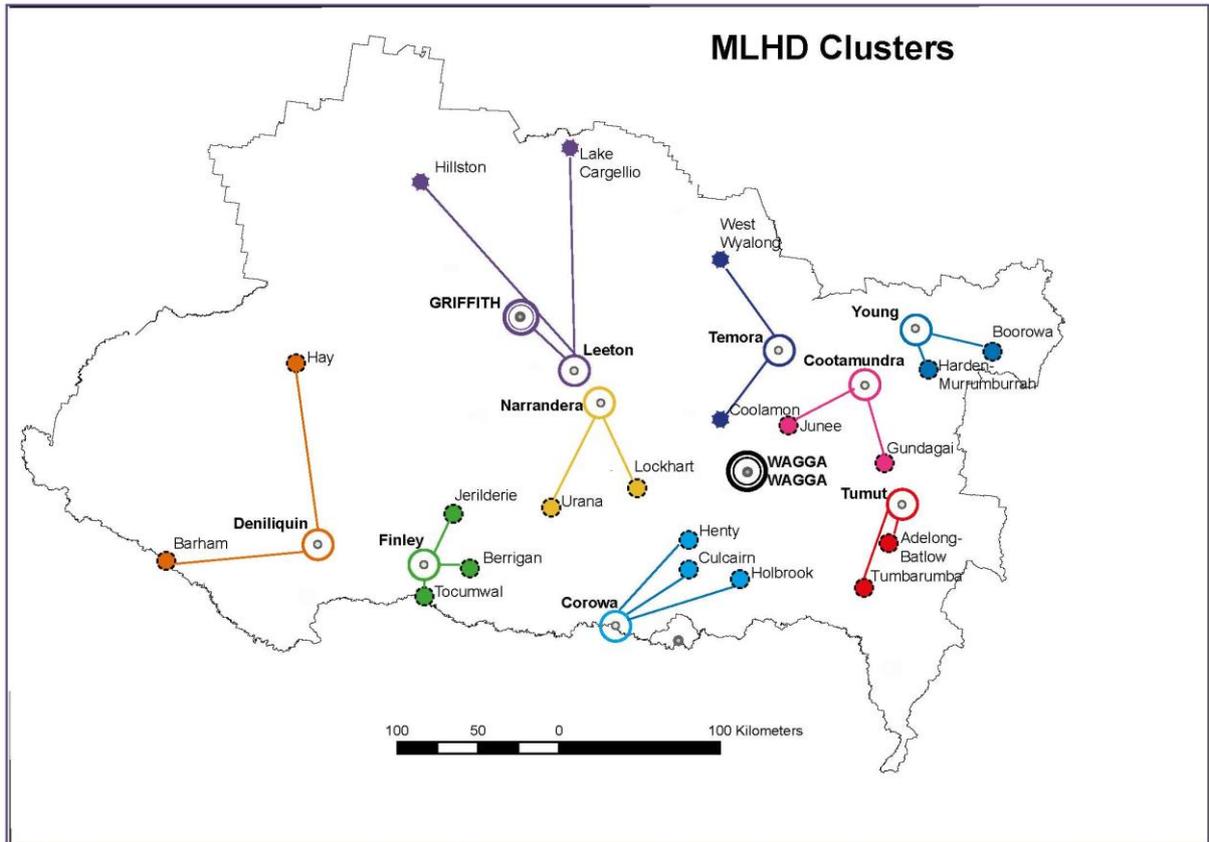
Other MLHD services include:

- Aboriginal Health
- Aged Care
- Allied Health
- BreastScreen NSW Murrumbidgee and Southern NSW Local Health Districts
- Cancer Services
- Health Promotion
- Integrated Care
- Mental Health and Drug and Alcohol
- Patient Flow
- Patient Transport
- Public Health
- Regional Assessment Service
- Renal
- South West Brain Injury Rehabilitation Service
- Sub-Acute
- Telehealth
- Violence Prevention and Response
- Women's Health

A full list of clinical, community and population health services provided by MLHD is available on MLHD's website:

<http://www.mlhd.health.nsw.gov.au/services>

Map of MLHD areas



MLHD demographics

MLHD is located in south central NSW, providing healthcare services across approximately 124,000km².

Traditional custodians of the land are the Wiradjuri, Yorta Yorta, Baraba Baraba, Wemba Wemba and Nari Nari people.

About 240,724[#] residents live within the District. People of Aboriginal and Torres Strait Islander heritage make up 4.0 per cent (9,504), compared to 2.5 per cent (172,625)^{*} for all of NSW. Most people were born in Australia, or were born in English speaking countries. 4.4 per cent of the population were born in a predominantly non-English speaking country, 5.0 per cent stated speaking a language other than English, and less than 1.0 per cent had difficulty speaking English. The Griffith and Leeton areas are the most culturally diverse, with established communities of Italian background and more recent migration from India, the Pacific Islands and Middle Eastern nations.

The population has grown by approximately 1,000 (1.04%) people annually since 2011. In 2011, people aged 75 years and over made up 10 per cent (18,000) of the population. This is projected to increase to 14 per cent in 2026 (around 29,000 people), an increase of more than 10,000 older people. The proportion of the population who are working is decreasing, thus lowering socioeconomic status.

Over the next decade, the District's population is expected to grow by less than 1 per cent from 2011 to 2021, to reach approximately 239,750 people; and drop to 239,500 by 2026[^]. The older population however is expected to grow by 10,000. The main health issues facing the District are chronic conditions such as chronic cardiac failure, diabetes and chronic obstructive pulmonary disease as well as prostate, breast and other cancers, which are in line with the adult population's high prevalence of health risk factors such as tobacco smoking, overweight/obesity and risk alcohol consumption[~].

Sources:

^{*} 2011 Census

[#] ABS Estimated Resident Populations 30 June 2014

[^] NSW Planning Projections 2014

[~] NSW Health Survey 2015

Note: Albury LGA is not included in this data

Community Participation

MLHD's 2014 Community Engagement Strategy outlines the way MLHD engages with patients, carers and communities across the region.

MLHD works to keep the community informed of health service available and interact with the community in a meaningful and appropriate way, engaging consumers to ensure that community needs are represented.

The 2014 Community Engagement Strategy can be found here:

<http://www.mlhd.health.nsw.gov.au/community-support/documents/CommunityEngagementPlan2014FINAL.pdf>

MLHD values the opinions of local people in helping to provide a better service to the community. There are many opportunities to contribute to Health Services in local communities.

MLHD holds public forums, undertakes surveys, focus groups and interviews and also involves community representatives on working parties to help plan, design and evaluate services and facilities. The MLHD website provides further information on how to participate in your local community.

Local Health Advisory Committees

MLHD's Local Health Advisory Committees (LHACs) are located at 33 sites across the District. LHACs are a central connection between the local community and health services. LHACs work with facility managers to identify local service needs, ways to improve access to services and to assist in planning and development.

There are opportunities to represent and advocate for local community as a member of the LHAC.

More information on LHACs is available here - <http://www.mlhd.health.nsw.gov.au/community-support/local-health-advisory-committee-lhac>

Right to Information

The Government Information (Public Access) Act 2009 (GIPA Act) replaced the Freedom of Information Act 1989 (NSW) from 1 July 2010. GIPA is a right to information law. The right to information laws promote openness, accountability and transparency and make government agencies more proactive in providing information to the public.

The GIPA Act applies to all NSW government agencies, including state government departments, Ministers and their staff, local councils and State-owned corporations. 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.

Under the Government Information (Public Access) Act 2009 (the GIPA Act) there are four ways that government information will be released:

Mandatory release

State and local government agencies are required to publish specific open access information on their website, free of charge. For example, this could include a register of government contracts, policies, media releases and annual reports.

Proactive release

State and local Government agencies are encouraged to make as much other information as possible publicly available in an appropriate manner, including on the internet. The information should be available free of charge or at the lowest reasonable cost. For example, frequently requested information or information of public interest may be readily available.

Informal release

State and local Government agencies are authorised to release other information in response to an informal request, subject to any reasonable conditions an agency imposes. For example, such information could include requests for personal information by the individual concerned.

Formal release

State and local Government agencies may release information in response to a formal access application. This is the last resort, if the information is not available in any other way.

Information held by MLHD

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/>

Policies and Procedures

The MLHD is bound by all the policies of the NSW Ministry of Health. Policy Directives and guidelines can be found here - <http://www.health.nsw.gov.au/policies/pages/default.aspx>

More information on MLHD policies and guidelines can be obtained by contacting the MLHD Policy System Manager on (02) 6033 7670.

Documents Tabled in Parliament

MLHD is required to provide access to information about the agency contained in a document tabled in Parliament by or on behalf of MLHD. As such the following links are provided:

- Tabled papers in [Legislative Assembly](#)
- Tabled Papers in [Legislative Council](#)

Accessing personal medical records

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 phone the relevant Hospital directly when applying for your personal medical records. Hospital contact details are available on <http://www.myhospitals.gov.au/>

Open Access Information

MLHD is committed to openness with regard to government information. MLHD maintains a comprehensive website at www.mlhd.health.nsw.gov.au. Each year, MLHD will consider and review what information can be proactively released.

Hospital performance

Information on hospital performance can be found at <http://www.bhi.nsw.gov.au/>

Health statistics

Information on health statistics can be found at <http://www.healthstats.nsw.gov.au/>.

Accessing Information

If the information you want is not already available on MLHD's website at www.mlhd.health.nsw.gov.au or any of the websites listed, you can contact the MLHD Right to Information Officer on 02 6933 9146 or MLHD.Executive@health.nsw.gov.au.