All agencies, subject to the Freedom of Information Act 1989, are required to publish in the Government Gazette, an up-to-date Summary of Affairs. The requirements are specified in section 14 of Part 2 of the Freedom of Information Act.

The Summary of Affairs has to contain a list of each of the Agency's policy documents, advice on how the agency's most recent Statement of Affairs may be obtained and contact details for accessing this information.

The Summaries have to be published by the end of June and the end of December each year and need to be delivered to cmSolutions two weeks prior to these dates.
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SECTION 1 – POLICY DOCUMENTS

The following policies and documents are held by the Ambulance Service of NSW:

Ambulance Officer Curriculum Guide 2001
Annual Reports 1996/97 to 2003/04
ANSTO Research Reactor Lucas Heights, Strategy for offsite iodine distribution, October 2003
Best again 2002-2007 The future direction for the Ambulance Service of NSW
Best again 2002-2007 – Report card on the first 12 months
Certificate to Practice Discussion Paper 2003
Chemical, Biological, Radiological (CBR) Course Awareness 2003
Chemical, Biological, Radiological (CBR) Course Response 2003
Code of Conduct March 2001
Clinical Bulletins (issued from time to time to update staff on clinical matters)
Clinical News (newsletter for staff, first issued August 2002 and then on a regular basis from March 2003)
Delegations of Authority
Disability Action Plan 2000-2003
Draft Final Regional NSW Operational Review
Equity and Diversity Management Plan 2001-2004
Information Management and Technology Strategic Plan 2001-2004
Instructional Circulars to Staff
Interim Asset Strategic Plan 2001
NSW HEALTHPLAN 1997 – The NSW Health Services Functional Area Supporting Plan to the NSW State
Disaster Plan (NSW DISPLAN)
Operational Review-Sydney Interim Report 2001
Operational Review-Sydney Interim Report 2001 summary brochure
Operational Review-Sydney Final Report 2002
Operational Review-Sydney Final Report 2002 summary brochure
Personnel Policy and Procedures Manuals
Policy on Honorary Ambulance Officers 2003
Protocols and Pharmacologies
Rugby World Cup 2003, Health Operational Master Plan, September 2003
Sirens 2000- 2004 (fortnightly newsletter for staff)
Standard Operating Policies and Procedures
SECTION 2 – STATEMENT OF AFFAIRS

SECTION 3 – CONTACT ARRANGEMENTS
To access these policy documents and for applications under the Freedom of Information Act 1989, please contact:

FOI Coordinator
Ambulance Service of NSW
Locked Bag 105
ROZELLE NSW 2039

Telephone 9320 7609 or fax 9320 7802.
Enquiries can be made between 9am and 5pm Monday to Friday.
Applications under the Freedom of Information Act 1989 should be accompanied by a $30 application fee.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
CENTRAL COAST AREA HEALTH SERVICE
(Known as CENTRAL COAST HEALTH)
(FOI Agency No. 2286)

SECTION 1 – POLICY DOCUMENTS
The major policy documents held by Central Coast Health include:

- By-Laws
- Rules & Regulations
- Policy & Procedures Manuals
- Equal Employment Opportunity Management Plan
- Occupational Health & Safety Plan
- Health Promotion Strategic Plan
- Women's Health Strategic Plan
- Disability Plan
- Aboriginal Health Strategic Plan
- Health Access Plan
- Mental Health Plan
- Area Health Plan
- Asset Strategic Plan
- Clinical Services Plan
- Environmental Health Plan
- Information Management Strategic Plan
- Human Resources Plan

SECTION 2 – STATEMENT OF AFFAIRS
The most recently published Statement of Affairs for Central Coast Health (as required under the Freedom of Information Act) is dated June 2004. It is available from the Freedom of Information Officer of Central Coast Health at a cost of $5.00.

SECTION 3 – CONTACT ARRANGEMENTS
Members of the public who wish to inspect the policy documents of Central Coast Health as outlined previously, or who wish to purchase a copy of the Statement of Affairs should contact the Freedom of Information Officer by either telephoning (02) 43203351 or writing to:

FOI Officer
Clinical Information Services Department
Central Coast Health
Holden Street
PO Box 361
GOSFORD. 2250
The Summary of Affairs of the Central Sydney Area Health Service (CSAHS) covers the following facilities:

- Central Sydney Area Health Service Administration Office;
- Central Sydney Supply Services;
- Royal Prince Alfred Hospital (including the Institute of Rheumatology & Orthopaedics);
- Concord Repatriation General Hospital;
- The Canterbury Hospital and Community Health Services;
- Division of Population Health (Community Health Services, Public Health Unit & Health Promotion);
- Balmain Hospital;
- Sydney Dental Hospital;
- Area Mental Health Services Including Rozelle Hospital, Rivendell Child, Adolescent and Family Unit and Area Mental Health Community Centres;
- Department of Forensic Medicine Central Sydney Laboratory Services; and
- Tresillian Family Care Centres.

SECTION 1: POLICY DOCUMENTS

The following policies and documents are produced by CSAHS, individual hospitals and Units, and may be accessed for information:

CSAHS Area Office

- CSAHS/NSW Health Performance Agreement
- Governing Body of Management Manual - Board of CSAHS
- CSAHS By-Laws
- Management Policies and Procedures:
  - Organisation and Administration
  - Staffing and Direction
  - Patients’ Rights and Special Needs
  - Corruption Prevention
  - Recruitment & Employment of Staff & Other Persons - Vetting & Management of Allegations and Improper Conduct
- No Smoking
- Staff Development and Training
- Facilities and Equipment
- Quality Activities
- Equal Employment Opportunity Management Plan
- Annual Report
- Area Newsletter
- Clinical Services Directory
- CSAHS Health Plans:
  - Health Gain for Children & Youth of Central Sydney
  - Disability Plan
  - Women’s Health Strategic Plan
  - Domestic Violence Protocols
  - RTP Service Delivery Plans
  - Hep C Plan
  - Strategic Directions HIV Health Promotion in CSAHS 1999/01
  - Strategic Plan for Sexual Health Services 1999/02
  - Tobacco Control Plan
Mental Health Strategic Plans 2000/03
Child and Youth Health Report Card
Drug Health Plan
Palliative Care Plan
General Geriatric & Rehabilitation Medicine (GGRM) Strategic Plan 2002 – 2006

- Delegations Manual
- Human Resources Manual
- Critical Incident Management Plan
- Aboriginal & Torres Strait Islander Employment Strategy
- Human Resources Strategic Plan
- Guidelines for Service Planning
- Waste Management Plan
- A 2001 Demographic Profile of the CSAHS
- CSAHS Staff Handbook
- Infection Control Manuals
- CSAHS HealthPlan (Disaster Plan)

Hospitals, Community Services and Units

- Hospital and Departmental Policy and Procedure Manuals
- Quality Management Plans
- Admission and Discharge Policy
- Patient Information Booklets/Brochures
- Hospital Newsletters:
  - Royal Prince Alfred Hospital
  - Concord Repatriation General Hospital
  - Sydney Dental Hospital
  - Canterbury Hospital
- Occupational Health and Safety Manuals
- Management Structures
- Disaster Plans
- Staff Handbooks and Brochures
- Complaints Policy and Procedures

SECTION 2: STATEMENT OF AFFAIRS

The current CSAHS Statement of Affairs is incorporated into the 2003/2004 Annual Report. The Annual Report provides information on the objectives, functions and structure of the Central Sydney Area Health Service. All inquiries can be made by contacting the appropriate FOI Officer listed in Section 3 of this document. A processing charge of $0.27 (including GST) per page will be charged for photocopies of documents.

SECTION 3: CONTACT ARRANGEMENTS

Inquiries in relation to the inspection or purchase of the CSAHS policy documents, Annual Report or the Summary of Affairs can be made with any of the officers listed below between the hours of 8.30 am and 5.00 pm or through the CSAHS Area Office on 9515 9600.

CSAHS (Area Office)
Mrs Gayle Berg
Area FOI Coordinator
Level 1, Building 11
Missenden Road
CAMPERDOWN NSW 2050
Telephone (02) 9515 9632

Balmain Hospital
Mr Les Hillier
Manager, Finance
Balmain Hospital
Booth Street
BALMAIN NSW 2041
Telephone (02) 9395 2111
Canterbury Hospital  
Ms Eva Fares  
Health Information Manager  
The Canterbury Hospital  
Canterbury Road  
CAMPSIE NSW 2194  
Telephone (02) 9787-0262

Concord Repatriation General Hospital  
Ms Karen Dawe  
A/Manager, Medical Record  
Concord Repatriation General Hospital  
Hospital Road  
CONCORD NSW 2139  
Telephone (02) 9767 5452

Division of Population Health  
Ms Samantha Adel  
Health Information Manager  
Queen Mary Building  
Level 4 Grose Street  
CAMPERDOWN NSW 2050  
Telephone (02) 9515 9552

Department of Forensic Medicine  
Ms Alicia Dong  
A/Manager of Administrative Services  
Department of Forensic Medicine  
50 Parramatta Road  
GLEBE NSW 2037  
Telephone: (02) 8584 7800

Royal Prince Alfred Hospital/Institute of Rheumatology and Orthopaedics  
Ms Charlotte Roberts  
Manager, Medical Records  
Royal Prince Alfred Hospital  
Missenden Road  
CAMPERDOWN NSW 2050  
Telephone (02) 9515 8397

Rozelle Hospital  
Mr Sam Leung  
Medico-Legal Officer  
Rozelle Hospital  
PO Box 1  
ROZELLE NSW 2039  
Telephone (02) 9556 9100

Tresillian  
Mrs Jane Kookarkin  
Health Information Manager  
Tresillian Family Care Centres  
McKenzie Street  
BELMORE NSW 2192  
Telephone: (02) 9787 0875

United Dental Hospital  
Mr Graeme Angus  
A/General Manager  
United Dental Hospital  
2 Chalmer Street  
SURRY HILLS NSW 2010  
Telephone: (02) 9293 3326
SUMMARY OF AFFAIRS

of the

FAR WEST AREA HEALTH SERVICE


SECTION 1: POLICY DOCUMENTS

The following policies and documents are produced by the NSW Health Department, the Area, individual Hospitals and Units and may be accessed for information:

Area Office

- By-laws
- Organisational Chart
- Annual Report
- Area Policy and Procedures Manual
- Far West Area Health Services Plan, March 1998
- Appropriate Conduct Guidelines
- Delegation of Authority Manual
- Emergency and Fire Procedures Manual
- Purchasing and Supply Manual
- Building and Equipment Manual
- Department Procedures Manual
- Human Resources Manual
- Equal Employment Opportunity Management Plan
- Leave Matters
- Priority Setting in the Broken Hill Health Services
- Review of Health Related Transport in the UWS FWAHS
- Collarenebri MPS Service Plan
- Brewarrina MPS Service Plan
- Lightning Ridge MPS Service Plan
- Bourke MPS Service Plan
- Menindee Service Plan
- Balranald Service Plan
- Strategic Resource Plan for Far West Area Health Service
- Rural AIIP Project – Final Report and Recommendations
- Rural AIIP Project – Issue and Activity Codeset
- Health in the Far West: The health of the people of the Far West Area - 13 volume set (2000)
- Far west Area Health Service’s 2001 Population Book
- Injury Hospitalisation Patterns, Far West Area Health Service, 2003
- Goodooga Review
- Facility Occupational Health and Safety Policies
- Guidelines and Procedures for Recruitment and Selection
- Complaints Policy and Procedures

Patient Care Policies

- Area Policy and Procedure Manual
- Area Infection Control Manual
- Child Protection Manual
SECTION 2 : STATEMENT OF AFFAIRS

A Current Statement of Affairs is available from the Far West Area Health Service. This is printed in the Annual Report. Enquiries can be made by contacting the officer listed in Section 3.

SECTION 3 : CONTACT OFFICER

Applications under the Freedom of Information Act 1989 for Access to documents in the possession of the Far West Area Health Service should be accompanied by a $30.00 application fee and directed to:

Ms Michele Pitt
The Freedom of Information Co-Ordinator
Far West Area Health Service
PO Box 457
BROKEN HILL
NSW 2880

Telephone enquiries should be directed to the Freedom of Information Co-Ordinator on (08) 8080 1475. Normal Office hours: 8:00 am - 4:00 pm Central Standard Time.
SUMMARY OF AFFAIRS
of the
GREATER MURRAY AREA HEALTH SERVICE

Hospitals and Multi Purpose Services
- Albury Base Hospital
- Albury Mercy Hospital (Schedule 3)
- Barham-Koondrook Soldiers Memorial
- Batlow District Hospital
- Berrigan War Memorial Hospital
- Coolamon–Ganmain Health Service
- Cootamundra, Hospital
- Corowa Hospital
- Culcairn Health Service
- Deniliquin District Hospital
- Finley Hospital
- Griffith Base Hospital
- Gundagai District Hospital
- Hay Hospital
- Henty District Hospital
- Hillston District Hospital
- Holbrook District Hospital
- Jerilderie Health Service
- Junee District Hospital
- Leeton District Hospital
- Lockhart Hospital
- Narrandera District Hospital
- Temora & District Hospital
- Tocumwal Hospital
- Tumbarumba Health Service
- Tumut District Hospital
- Wagga Wagga Base Hospital
- West Wyalong Hospital
- Urana Health Service

Community Health Networks
- Network 1 – Western Riverina
- Network 2 – Murrumbidgee
- Network 3 – Golden
- Network 4 - Wagga Wagga
- Network 5 - South West Slopes
- Network 6 - Southern Riverina
- Network 7 - Greater Albury
- Network 8 - Mid Murray
- Network 9 - Twin Rivers

Area Business Units
- Asset Management
- Capital Works
- Centre for Public Health
- Clinical Support Services
- Contracts, Outcomes and Performance Evaluation
- Engineering and Biomedical Services
- Executive Services
- Financial Accounting
- Health Promotion Unit
- Hotel Services Unit
- Information Services Unit
- Internal Audit
- Management Accounting
- Materials Management Unit
- Organisational Development and Learning
- Public Affairs
- South West Brain Injury Unit Area
- South West Pathology Service

SECTION 1 – POLICY DOCUMENTS

The Greater Murray Area Health Service (GMAHS) has a vast range of policies across the organisation. These are divided into site specific and area wide documents. Area wide documents reflect the need for standardisation of some processes across the region whereas site specific policies reflect the individual needs and delineation of each facility.

Area Policy Documents
- Aboriginal Employment and Career Development Strategy
- Aboriginal Health Strategic Plan
- Area Health Plan
- Area Policy Manual - includes all policies directly determined by the Board and minuted or determined by the Chief Executive Officer and/or Executive in relation to matters of Area Administration. These policies may also appear in other policy documents as appropriate. Table of Contents:
  - Aboriginal Health Administration
  - Advertising
Aggression - Minimisation and Management
Board Minutes
Character References
Child Abuse - Management of Allegations
Complaint Management Conduct and Ethics
Complaints Commission
Confidentiality
Correspondence Management
Corruption Prevention - ICAC Reporting Arrangements
Critical Incident Management
Delegations and Approval
Donations to Charity Institutions
Drug and Alcohol Services
Emergency Specialists - Qualifications
Ethnic Media
Expenses - Allowances/Reimbursement
Facility Usage - Meeting Rooms Facsimile Machines - Board Directors
Flag protocols
Fraud/Theft Prevention
Freedom of Information
Freedom of Information - Communication
Fundraising
Identification Badges
Information Policy
Interpreters
Issues Management
Media Liaison
Media Releases
Medical Appointments - Locum/Temporary
Medical Records Confidentiality
Members of Parliament - Visits information
Mobile Telephones - In hospitals
Motor Vehicle - Fleet Management
Motor Vehicle - Usage
Ombudsman’s Requests
Paperwork for Department of Health Policy Formation
Patient Transfers
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Privacy
Protected Disclosures Act
Public Sector Housing
Purchasing
Quality Management
Racial Hatred & Harassment Prevention
Recommending Service Providers
Records Management
Recruitment
Sales Persons Smoking
Student Placements and Participation
Surplus Stores/ Equipment
Tendering
Travel - Bookings
Travel - Overseas
Victims Charter of Rights
Visually Impaired/Blind People - Hospital Care
Water Conservation
Witnessing Wills and Legal Documents
• Asset Strategic Plan (1997)
• By-laws of Greater Murray Area Health Service
• Code Of Conduct
• Complaints Policy and Management Guidelines
• Employee Services Manual (interim) - contains policy directives and information to Managers and staff concerning such matters as personnel procedures, etc.
• Internal Vacancy Circulars (Issued fortnightly)
• Oral Health Plan
• Orientation Manual
• Palliative Care Plan
• Privacy Manual
• Sexual Assault Strategic Plan

Site and Business Unit Specific Policy Documents

• Admissions and Discharge Policy
• Cleaning Standards
• Disaster Plans (Emergency Fire Procedures)
• Hospital and Departmental Policy & Procedure Manuals
• Infection Control Manuals
• Occupational Health and Safety Manuals
• Orientation Packages
• Quality Management Plans
• Security Policy and Procedures
• Service Provision Procedures (individual Department Focus)
• Staff Handbooks
• Waste Management Policy

SECTION 2 – CONTACT ARRANGEMENTS

Enquiries in relation to the inspection or procurement of the Area’s Policy documents and most recent Statement of Affairs can be made by contacting the officer listed below between the hours of 8.30am and 5.00pm.

Barry Jacobs
Freedom of Information Co-ordinator
Greater Murray Area Health Service
Locked Bag 10
WAGGA WAGGA NSW 2650
Telephone: (02) 6933 9107
Facsimile: (02) 6933 9104
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
Illawarra Health Service
JUNE 2003 – JULY 2004

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INTRODUCTION
The Freedom of Information Act came into effect on 1 July 1989. Under the terms of Section 14 of the Act, the Illawarra Health Service is required to publish a ‘Statement of Affairs’. This document is the Illawarra Health Service Statement of Affairs for the period 1 July 2003 – 30 June 2004. It is correct as at 29 November 2004.

Telephone enquires regarding Freedom of Information may be made to:

Ms Denise Heinjus
Area Director of Nursing
Area Freedom of Information Officer
Illawarra Health Service
Level 8, Block C
Wollongong Hospital
LMB 8808, SCMC 2521.

Telephone: 4253-4872
heinjusd@iahs.nsw.gov.au.

Information contained in this document may be quoted or reproduced without prior reference to the Illawarra Health Service. However acknowledgement of the source is appreciated.
BACKGROUND

The Illawarra Health Service was established under the Area Health Services Act 1986, revised as Health Services Act 1997 and is a statutory health corporation as constituted under Section 41 and specified from time to time in Schedule 2.

POPULATION PROFILE

The major portion of the population is in the northern part of the region with over half residing in the Wollongong LGA (53%, 181,612 people). In comparison, the Shoalhaven LGA has over 80% of the land area of the Health Service and 24% of the population (83,548 people). Shellharbour LGA has 16.1% of the total population and Kiama 5.5%.

Population projections show that by the year 2006, the population of the Illawarra region will be 365,460 and by the year 2016, it will be 393,490. Between 1996 and 2016, the Shellharbour and Shoalhaven LGAs will make up 85% of this increased population (49,994 people). Following State and National trends the Illawarra population is ageing. In 2001, the proportion of people over 65 years was 14.9% (50,935 people) and is expected to increase to 68,910 people (18%) by 2016. It is expected that the Shoalhaven and Kiama LGAs will have the highest proportion of people over 65 in the region.

The Aboriginal and Torres Strait Islander (ATSI) population makes up 2.1% of the population of the Illawarra (7,085 people). The Shoalhaven LGA has the highest ATSI population, 3.6% of its population (2,491 people). The NSW proportion is 2%.

People born overseas represent 19% of the Health Service population, with 12% from a country where English is not their main language; the proportion for the NSW population is 16%. The largest non-English-speaking countries represented by migrants in the Illawarra include Italy, Macedonia, Germany, Netherlands, Former Yugoslavia, Spain, Greece, Portugal and the Philippines.

SUMMARY OF HEALTH PROFILE

The main service development issues to arise from the Illawarra’s health profile are:

- The ageing of the population - this will impact on the demand for health services in the future and the complexity of this demand.
- The health of the Aboriginal and Torres Strait Islander population - this is much poorer than the health of the general population.
- Addressing health inequalities caused by social and economic disparities.
- The risk factor profile of the Illawarra - specific areas still need to be targeted, such as obesity and nutrition, to improve the health status of the population.
- The health conditions that Illawarra residents most commonly suffer from indicates the need for particular types of services (eg. services for cardiovascular, cancer and injury) or that particular population groups need to be targeted to ensure access to services (eg people from culturally diverse backgrounds and people who are socioeconomically disadvantaged).

STRUCTURE AND FUNCTIONS

VISION

Better Services, Better Health

MISSION

To achieve this, the Area Health Service will:

- Aim to excel in the range of services provided.
- Work with stakeholders to meet the health needs of the diverse communities both now and in the future.
- Work together to improve the health of patients, clients and their carers, and the community
- Strive to be held in high esteem by the community and peers.
VALUES
The people working within the Illawarra Health Service are committed to:

• Consumer and customer focus in everything.
• Ethical, honest and open systems that show that the Area Health Service manage resources effectively and efficiently and demonstrate sound clinical and corporate standards.
• Safety for consumers and staff within the Area Health Service.
• Services working together as a team, to plan and provide services to the community, communicating openly with staff and consumers.
• Best practice in clinical care and business services.
• Access to services based on need and the knowledge to make informed choices.
• Valuing contributions that staff, community, technology, innovation, learning and research can bring to constantly improve services.

THE BOARD
The Board of the Illawarra Health Service is made up of men and women from the community who have strong community links and management and health expertise. The Board comprises the Chairperson who is appointed by the Minister of Health, the Chief Executive Office who is appointed by the Governor, an elected staff representative and nine other members who are appointed by the Minister of Health, following the calling of applications. Appointments to the Board are made for a term of four years.

THE EXECUTIVE MANAGEMENT TEAM
The Executive Management Team comprises the following:

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<th>Position</th>
<th>Name</th>
<th>Period</th>
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</thead>
<tbody>
<tr>
<td>Acting Chief Executive Officer</td>
<td>Ms T Robinson</td>
<td>(July 2003 – November 2003)</td>
</tr>
<tr>
<td>Chief Executive Officer</td>
<td>Dr L Gale</td>
<td>(November 2003 – June 2004)</td>
</tr>
<tr>
<td>Acting Deputy Chief Executive Officer</td>
<td>A/Prof S Kirby</td>
<td>(Seconded July 2003 – November 2003)</td>
</tr>
<tr>
<td>Director of Finance and Administration</td>
<td>Mr B Morfis</td>
<td></td>
</tr>
<tr>
<td>Acting Director of Health Services Development</td>
<td>Mr E McGarrell</td>
<td>(July 2003 – November 2003)</td>
</tr>
<tr>
<td>Director of Health Services Development</td>
<td>Ms T Robinson</td>
<td>(November 2003 – June 2004)</td>
</tr>
<tr>
<td>Director of Nursing Services</td>
<td>Ms D Heinjus</td>
<td></td>
</tr>
<tr>
<td>Director of Medical Services</td>
<td>Dr R Murthy</td>
<td>(July 2003 – November 2003)</td>
</tr>
<tr>
<td>Director of Human Resources</td>
<td>Mr I Tobin</td>
<td></td>
</tr>
<tr>
<td>Director of Information Services</td>
<td>Mr O Smalley</td>
<td>(resigned 26 September 2003)</td>
</tr>
<tr>
<td>Acting Director of Information Services</td>
<td>Mr T Lynch</td>
<td>(Appointed March 2003)</td>
</tr>
<tr>
<td>Joint Director of Research</td>
<td>Prof A Hodgson</td>
<td></td>
</tr>
<tr>
<td>Manager – Internal Audit</td>
<td>Ms N Gear</td>
<td></td>
</tr>
<tr>
<td>Manager – Public Affairs</td>
<td>Ms M Johnson</td>
<td></td>
</tr>
</tbody>
</table>

The Area Executive Team meets fortnightly to determine strategies for management and to review the performance of the Area Health Service.

The General Managers/Service Directors of each individual Unit/Service meet with the members of the Area Executive on a monthly basis to discuss policy issues and to raise matters that may affect the operation of individual units of the Illawarra Health Service.

In addition, the Administration and Finance Meeting (disbanded in November 2003) was held monthly preceding the Board meeting to enable the entire local executive of each Unit/Service to meet with the Area Executive to discuss issues of relevance to their service and to review matters going to the Board. The Administration and Finance Meeting involves all the General Managers, Directors of Nursing and Medical Administrators of the hospitals within the Illawarra Health Service, Service Directors of Mental Health, Rehabilitation, Drug and Alcohol Services, and Director of Community Health Service.
MAJOR FUNCTIONS

**Corporate Services** refers to all non-clinical services within the Illawarra Health Service. These include Human Resources, Learning and Development, Transport, Purchasing and Supply, Pathology Services, Linen Services, Legal and Contractual matters, Occupational Health and Safety, Risk Management and Properties, Information Services Department.

**Finance and Administration** is the services responsible for the provision of financial data to the Board, Area Executive, individual managers to ensure that they have relevant information on which to base decisions.

**Health Services Development** refers to the development of health services to meet the changing health needs in the community. This includes research into health and population patterns to enable the Illawarra Health Service to determine the requirements for particular health services now and in the future.

**Medical Services** organises and coordinates medical services, coordinates medical recruitment, monitors clinical privileges and provides policy advice on medical policy to the Board and Area Executive.

**Nursing Services** provides advice to the Board and Executive on matters relating to nursing. The Director of Nursing is responsible for nursing recruitment and retention, clinical practice development, learning and development and for undertaking reviews of nursing services. The Director of Nursing is also responsible for Area Policy and Procedure Coordination, Freedom of Information, Privacy Coordinator, Disaster Management, Child Protection and State Records.

**Internal Audit and Performance Review Unit** is responsible for the coordination of the investigation, review and reply to complaints relating to corporate matters. This unit also reviews compliance with all corporate operating policies, procedures and standards.

**The Public Affairs Unit** is responsible for all media releases and media contact, the preparation of pamphlets and brochures, marketing the various services of the Illawarra Health Service and the management of special events such as Ministerial visits.

**Public Health Unit** monitors health status in relation to environmental health and infectious diseases in the local community.

LEGISLATION APPLICABLE TO THE ILLAWARRA HEALTH SERVICE

A large number of Legislative Acts are applicable to the operation of the Illawarra Health Service and on a wider scale to the functioning of health services in NSW. The Department of Health retains a list of all those Acts, however, those most relevant to the Illawarra Health Service are:

- Area Health Services Act 1986 – revised
  Health Services Act 1997 No 154
- Health Administration Act 1986 – revised
  Health Administration Regulation 2000
- Medical Practitioners Act 1938 – revised
  Medical Practice Act – 1992 No 94
- Mental Health Act 1983 – revised
  Mental Health Act 1990 No 9
- Notification of Births Act 1953 – revised
  Births, Deaths and Marriages Registration Act 1995 No 65
- Nurses Registration Act 1953 – revised
  Nurses Act 1991 No 9
- Pathology Laboratories Accreditation Act 1987 - current
- Pharmacy Act 1964 - current
- Public Health (Amendment) Act 1937 – revised
  Public Health Act 1991 No 10
- State Records Act 1998

The Area Health Service retains copies of many other Acts, which have some impact on the operations of the service.
PUBLIC PARTICIPATION IN THE ILLAWARRA AREA HEALTH SERVICE

Public participation in the Illawarra Health Service comes in many forms.

The Board comprises members of the local community who have an interest in health matters and expertise in management.

The Board of the Illawarra Health Service participates in Consumer Forums and participation in established groups. The Board seeks the opinions of the community on service planning issues.

The Illawarra Health Service and the University of Wollongong has established Co-Joint Director of Research position. This position actively promotes teaching and research partnerships between the two organisations. There is a close working relationship between the Department of Nursing at the University and Area Health Service promoting nursing as a career choice.

The Area Health Service also has close links with a wide range of agencies and interest groups such as local industries and councils, Service Clubs and government department such as Education, Police, Housing Departments and the Roads and Traffic Authority have an opportunity to discuss matters that may generally affect the health status of the community.

From time to time the Illawarra Health Service conducts public meetings which are open to all interested members of the local community to explain specific health service issues. In addition an Annual General Meeting is conducted at the end of year calendar year.

Illawarra Consumer Health Council acts as a coordinating body for the six Health Consumer groups and is an advisory body to Illawarra Health on consumer issues. The Consumer Health Council also provides a forum where Health Consumer groups can report their activities and seek advice.

DOCUMENTS HELD BY THE ILLAWARRA HEALTH SERVICE

The following policies and documents have been produced by the Area and may be obtained for information.

SECTION 1: SERVICE PLANS

Area Strategic Objectives 2003-2007
Dental Health Business Plan 2000-2003
Dental Health OH&S Plan
Dental Health Strategies Plan 1999-2003
Illawarra Aboriginal Health Plan 2001-2004
IAHS 2000-2006 Health Plan (14/9/01)
NSW Health Strategy for the Electronic Health Record
Options Paper for the IAHS: A Six-Year Health Plan
Oral Health Branch Strategic Plan
Strategic Direction for Health 1998-2003
Supplementary volume to the Six Year Health Plan for the Illawarra (2005/6)

SECTION 2: PUBLICATIONS/REPORTS

Aboriginal Chronic and Complex Care Program – Aunty Jeans Health Plan
Area Health Plan – IAHS 2000-2006
Best of Health Newsletter
Consumer Consultation and Participation Manual (0.2mb)
Dental Health Reports to Oral Health Branch – Activity Reports
Directory of Services
Doc Mail Report (5/12/00)
FAQ about Consumer Participation in Health (10/01/02)
Health Council Report
Health Pregnancy for a Health Boori

SECTION 3: GUIDELINES

Appropriate Conduct Guidelines
Support Level Agreements
Business Case Development

SECTION 4: NEW POLICY AND PROCEDURE

This Statement of Affairs lists all new Area-wide Policies/Procedures. Previous Area-wide policies remain current unless otherwise specified. This does not include facility, service, department and specialty specific policies and procedures which were developed in this period.

**Clinical**
Pressure Ulcer Prevention Policy/Tool
Safe Introduction of New Interventional Procedures
Human Resources
Chemical Substance Management and Procedure
Fire and Safety Policy
Manual Handling Policy
OH&S Rehab and Workers Compensation Policy and Procedure Manual
Recruitment and Selection Policy and Procedure

**IT Matters**
Computer Communication: Email, Intranet, Internet
Work Requests for work on Out-of-Warranty or Non-Standard Computer Hardware

SECTION 5: BUSINESS CORRESPONDENCE/MINUTES OF MEETINGS

- Minutes of the Board meetings and Board Sub-committee meetings
- Minutes of Area Executive Meetings
- Minutes of OH&S Committee
- Minutes of Clinical Quality Council

SECTION 6: DOCUMENTS AVAILABLE FREE OF CHARGE FROM THE AGENCY

- Health Plan 2000/01 – 2005/06

**STATEMENT OF AFFAIRS**

The current Statement of Affairs of the Illawarra Area Health Service is incorporated into the 2003/2004 Annual Report, which will be published in November 2004. The Annual Report provides information on the objectives, functions and structure of the Illawarra Area Health Service. This report can be obtained by contacting the Freedom of Information Officer at the Illawarra Area Health Service on Tel: (02) 4253-4872 or by writing to the address below.
CONTACT ARRANGEMENTS

Enquiries in relation to the inspection or procurement of the Area Policy Documents and Statement of Affairs can be made by contacting the officer listed below between the hours of 8.30 am and 5 pm.

Ms Denise Heinjus
Freedom of Information Officer
Illawarra Area Health Service
Level 8, Block C
Wollongong Hospital
LMB 8808, SCMC 2521.
Telephone: 4253-4872
heinjusd@iahs.nsw.gov.au.
SUMMARY OF AFFAIRS
of the
MACQUARIE AREA HEALTH SERVICE

The Summary of Affairs of the Macquarie Area Health Service covers the Area Administration, Drug & Alcohol Services, Mental Health Services, Population Health Services, Dubbo Community Health Centre, South Dubbo Dental Health Clinic, Baradine Multi Purpose Health Service, Cobar Health Service, Coolah Health Service, Coonabarabran Health Service, Coonamble Health Service, Dubbo Base Hospital, Dunedoo Health Service, Gilgandra Health Service, Gulargambone Health Service, Gulgong Health Service, Mudgee Health Service, Narromine Health Service, Nyngan Health Service, Trangie Multi Purpose Health Service, Warren Multi Purpose Health Service and Wellington Health Service.

SECTION 1: POLICY DOCUMENTS

The following policies and documents are produced by the Area, individual health services and units and may be accessed for information:

Area Administration

Management Policies and Procedures:

Leadership and Management Manual:
- Organisational Structure
- By-Laws
- Delegations Manual
- Code of Conduct
- Fraud Control Strategy
- Protected Disclosures
- Reportable Incidents Policy
- Internal Audit Unit Charter

Corporate Services Policy Manual:
- Complaints Policy
- Reportable Incidents
- Management and Maintenance of Assets
- Equal Employment Opportunity
- Freedom of Information
- Grievance Management
- Conduct and Disciplinary Policy & Guidelines
- Industrial Relations
- Leave
- Occupational Health and Safety
- Manual Handling Policy
- Confined Spaces Policy & Procedures
- Risk Management Policy
- Claims Reporting Policy and Procedures
- Noise Conservation Policy
- Patient Manual Handling Policy
- Occupational Health and Safety Training Policy
- Orientation
- Managing for Performance
- Grading Procedures
- Recruitment
- Occupational Rehabilitation Policy
- Salary Deductions Options
- Superannuation
• Travel and Subsistence
• Motor Vehicle Policy
• Uniform Policy
• Waste Management
• Salary Packaging
• Employee Assistance
• Annual Reports
• CEO Newsletters
• Clinical Services Directory
• Macquarie Area Health Service/NSW Health Performance Agreement
• Macquarie Area Health Service Strategic Directions for Health Improvement
• Area Demographic Profile
• Protocol for Appointment of Senior Medical and Dental Staff
• Clinical Services Plan 2002-2005
• Macquarie Area Health Service Circulars

Health Services, Community Services and Units
• Hospital and Departmental Policy and Procedure Manual
• Business Plans
• Admission and Discharge Policy
• Patient Information Booklets/Brochures
• Infection Control Manuals
• Occupational Health and Safety Manuals
• Management Structures
• Disaster Plans
• Staff Handbooks and Brochures
• Complaints Policy and Procedures
• Community Health Resource Manual
• Clinical Supervision Policy
• Community Health Data (FISCH) Manual
• Area Mental Health Policy and Procedure Manual

SECTION 2: STATEMENT OF AFFAIRS

The current Statement of Affairs of Macquarie Area Health Service is incorporated into the 2003/04 Annual Report. The Annual Report provides information on the objectives, functions, structure and performance of the Macquarie Area Health Service. Copies are available on request from Manager Public Affairs, telephone (02) 6841 2327.

SECTION 3: CONTACT ARRANGEMENTS

Inquiries in relation to the inspection or purchase of the Area’s policy documents and Statement of Affairs can be made with the officer listed below between the hours of 8.30 am and 5.00 pm.

Area Office

FOI Coordinator
23 Hawthorn Street
EAST DUBBO NSW 2830
Telephone: (02) 6841 2222
SUMMARY OF AFFAIRS
of the
MID NORTH COAST AREA HEALTH SERVICE
Period ended December 2004

SECTION 1: POLICY DOCUMENTS:

1.1 Manuals and Rules of Procedures, Memoranda, etc

- By-laws of the Mid North Coast Area Health Service.
- Mid North Coast Area Health Service Organisation Chart.
- Code of Conduct
- Emergency Handbook
- Purchasing and Storekeeping Manual
- Building and Equipment Manual
- Human Resources Manual and related Employee literature
- Quality Improvement Manuals
- Departmental Procedure Manuals
- Patient Matters Manual
- Waste Management
- Fees Manual
- Disaster Plan, Internal and External
- SHOP – Sexual Health Operational Procedures
- Community Health Service Emergency Procedures Handbook
- Hospital Cleaning Operators and Procedures Manuals
- Delegations Manual

1.2 Patient Care Policies and Patient Literature

- Discharge Planning Policy
- Clinical Services Policy Manuals
- RMO's Handbook
- Infection Control Guidelines
- Alcohol and Other Drugs Manual
- Emergency Dept. Brochure
- Hospital Patient’s Guide
- Patient Handbook
- Various brochures and information pamphlets.
- Smoke Free Workplace
- Area Renal Services Plan
- Area Clinical Services Plan 2002-2007
- Dementia Care Plan
- Mental Health Plan
- Women’s Health Strategic Plan
- Women’s Health Nurse Policy
- Domestic Violence Implementation Plan
- Tobacco Plan
- Sexual Health and Hepatitis C Plan
- HIV/Sexual health and Hepatitis C Service Plan 2003 – 2006
- Latex Allergy and Prevention Pamphlet for Health Care Consumers
- HIV/HCV Policy
- Aboriginal Health Plan
- Critical Care Network Plan
1.3 Computer Applications
- HOSPAS – Patient Administration System
- HOSBIL – Accommodation and Diagnostic Billing System
- MPAS – Patient Administration System
- Pathology Laboratory System and Billing System
- Preventative Maintenance, Asset Management and Safety Analysis System
- SUNSystem Financial Accounting and Reporting
- VMONEY Sessional Payments System
- Theatre Utilisation
- Rights of Private Practice
- Management Information System
- Emergency Department Information System
- CBORD Dietary System
- Pharmacy Systems
- SHIP – Sexual Health Information System

1.4 Other Documents
- Area Asset Strategic Plan
- Area Strategic Plan
- Information Technology Plan
- Child, Youth and Family Plan
- Environmental Scoping Plan
- Various Documents Associated with Building Redevelopments
- Grading Policy
- Grievance Policy
- PEP – Post Exposure Prophylaxis for occupational & Non-occupational Exposures Policy, Guidelines & Clinical Flowchart
- Protected Disclosures Policy
- Bullying, Harassment and Discrimination Policy
- Code of Conduct
- Reasonable Personal Use of Communication Devices
- Mobile Phone and Pager Policy
- Electronic Messaging Policy
- Network Use Policy
- Internet Use Policy
- Fleet Safe Policy
- Write-off and Deductible fees Policy
- Domestic Service Policy
- Asset Register
- Energy Management Policy
- Food Policy
- Isolation of Plan, Equipment and Building Services Policy
- Orthodontics Policy
- Performance Based Increases Policy
- Permits to work Policy
- Procedure for Signposting Areas Containing Asbestos
- Procedure for testing UPS Un-interruptable Power Supply
- Area Policy Statement
- General Security Policy
- Identification Badging – Inhouse Licensed Security Staff Policy
- Restricted Master Key and Electronic Systems Policy
- Manual Handling Policy
- Fitness to Continue Work, Evaluation by Healthquest and Other Approved Providers Policy
- Mid North Coast Research Ethics Fees Policy
- Clinical Supervision Policy
- Mobile Phone/External Pager Policy
- Telehealth Services – User Charges Policy
- Opportunistic Immunisation Policy
- Ordering of Pathology and Radiology requests and referral to specialists by non-medical clinicians Policy
• Entertainment – Hospitality Expenses Policy
• Payment to Visiting Medical Officers, Visiting Dental Officers and General Practitioners, for Attending Area Health Service Meetings Policy
• Write off of “excess” amounts from private inpatients hospital accounts Policy
• Area Policy Processes including Endorsement and Registration Procedures
• Cash Handling Policy
• Incident Management Policy
• Secondment Policy
• Long Term Residential Care Patients – Smoke Free Workplace
• Identified Special Needs Patients, Smoke Free Workplace Policy
• Expensive Drug Reimbursement Policy
• Monitoring and Follow up of Attempted Access to Inappropriate Internet Sites Policy
• Reconciliation Policy and Procedures for the Management of Local Client Identifiers v1.1 (June 2002)
• Management of a Complaint or Concern about a Clinician
• Employee Relations Related Policies
• Policy, Guidelines and Procedures for involving consumers and community representatives within the Mid North Coast Area Health Service
• Latex Pamphlet for Employees
• Pamphlet for Latex Sensitive Employees

SECTION 2: STATEMENT OF AFFAIRS:

The Statement of Affairs is included in the Annual Report of the Mid North Coast Area Health Service and can be obtained from the contact officer.

SECTION 3: CONTACT ARRANGEMENTS:

For access to the above documents please contact:

Ms Vanessa Edwards
FOI Coordinator
Mid North Coast Area Health Service
PO Box 126
PORT MACQUARIE NSW 2444
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
NORTHERN RIVERS AREA HEALTH SERVICE
DECEMBER 2004

The Summary of Affairs of the Northern Rivers Area Health Service covers the Area Office, Division of Population Health and Planning, Community Health Services, Ballina Hospital, Bonalbo Hospital, Byron Bay Hospital, Casino Hospital, Campbell Hospital, Grafton Hospital, Kyogle Hospital, Lismore Base Hospital, Maclean Hospital, Mullumbimby Hospital, Murwillumbah Hospital, Nimbin Hospital, Tweed Heads Hospital and Urbenville Rural Hospital and Health Service Project (RHHSP).

SECTION 1: POLICY DOCUMENTS

The following policies and documents are produced by the Area, individual Hospitals and Services and may be accessed for information.

AREA OFFICE

• By-Laws
• Quotations and Tender Policy
• Complaint Management Policy
• Effecting a Health Service Change
• Manual Handling Policy and Procedure
• Writing Policies and Procedures
• Use of Mobile Telephones in Health Care Facilities
• Asset Management Policy
• Motor Vehicle Policy
• Media Policy
• Pre-employment Criminal Records Screening
• Records Management and Reception Services
• Revenue Policy
• Quality Policy Statement
• A Planning Framework for NRAHS
• Critical Incident Policy
• Food and Nutrition Policy for Health Care Catering
• Leave Without Pay for Senior Medical Practitioners Policy
• Senior Medical Appointments in Mental Health Policy
• Selection Techniques Training Policy
• School Health Nursing Policy
• Orientation of New Staff
• Management of Abuse of Disabled and Older People
• Records Management Policy
• Risk Management Policy
• Management of Mail Policy
• Grievance Management Policy and Guidelines
• Needle and Syringe Program Policy
• Policy on the Introduction (By Healthcare Professionals) of Complementary Therapies and Complementary Medicines
• Cash Handling Policy
• Reporting of Critical Incidents
• Revenue Recovery for Clinical Nurse Consultants
• Postnatal Depression/Perinatal Mood Disorders Area Policy
• Management of Clinical Adverse Events and Near Misses Policy
• Restraint Policy
• NRAHS Personal Information Privacy Policy
• Administration of Medications by Enrolled Nurses
• Early Notification of Severe Trauma
• No Cardio Pulmonary Resuscitation Policy
• Professional Accountability and Clinical Governance for Northern Rivers Area Health Service Nurses

Other Reference Material
• Annual Report
• Area Health Plan
• Progressing Quality in the NRAHS
• Mental Health Strategic Plan
• Sexual Health and Blood-borne Viruses Strategic Plan
• Aboriginal Health Strategic Plan
• Healthbites Newsletter
• Fraud Prevention and Control Plan

Manuals
• Manual of Delegations
• General Reference Manual

HOSPITALS and COMMUNITY HEALTH SERVICES

Community Health Services

Ballina Primary Health
• NRAHS Recruitment Manual including Staff Selection Policies
• NRAHS General Reference Manual
• Delegations and Purchasing Manual
• Team Planning Manuals containing
  • Area Health Plan
  • Performance Agreements
  • Strategic Directions
  • Demographic Profiles
• Occupational Health and Safety Manual
• Policy and Procedures Manual containing
  • Complaints Policy
  • Fraud Prevention Policy
• NRAHS Orientation Manual
• Local Orientation Manuals
• NSW Disaster Planning Manual
• Hospital/Shire and DOCS Welfare Disaster Plans
• NRAHS Infection Control Manual
• Child Protection Policy Manual
• NRAHS Manual Handling Policy Manual
• Safety and Security Manual - Ballina Site
• Safety and Security Policy - Byron Hospital/CHC
• Victims of Crime Policy (NSW Health Department)
• Visiting Medical Officers Liaison Policy
• Standard Procedures for the use of Health Care Interpreters
• Motor Vehicle Policy
• Writing Policies and Procedures
• Use of Facilities by Visiting Clinicians Providing Services to Privately Referred Outpatients Policy
• Administration and Reception Policy and Procedure Manual - Ballina Site
• Risk Management and Claims Manual - Ballina Site
• Leave Matters Manual - Ballina Site
• HACC Policy and Practice Manual
• Critical Incident Policy Manual - Ballina Site
• Complaints Manual - Ballina Site
• Aboriginal Health Information Guidelines
• Manual on Payroll - Local
• Awards
• Emergency Procedures Manual
• Eastern Cluster - Team Structure Proposal (Organisational Chart)
• School Health Nursing Policy
• Counselling Mental Health Psychology - Social Work Intake
• Papanicolau (PAP) Test Policy
• Policy and Procedures for Use and Transportation of Beds for Clients of Ballina Primary Care
• Needle Exchange Service
• Guidelines for Work Experience Programmes
• Freedom of Information Requests
• Conflict of Interest - Non Government Organisation Management Committees
• Guidelines for Follow Up of Broken Appointments
• Code of Conduct
• Prescribed Services for Commonwealth Funded Hostel and Nursing Home Residents
• Modification to the Stores Department Operating Procedures
• Circular 98/36 Policy for Management of Ad Hoc Requests for Funding from Organisations External to NSW Health
• Complaints Management Policy
• Complaints Monitoring
• Managing Complaints - Guidelines for Area Health Organisation Providing Mental Health Services
• Green Card - Commonwealth Health
• OH & S (First Aid) Regulation 1989 - Circular 98/38
• Mullum Community Health Elective Surgery Transport Scheme
• Tram Meeting Policy
• Principles for Creation, Management, Storage and Disposal of Health Care Records - Circular 98/59
• Policy and Guidelines for the Development of Protected Disclosures Procedures in Health Services - Circular 98/101
• Staff Recruitment and Selection Policy
• NRAHS Rights and Responsibilities - Draft
• Department of Health Safety and Security - Minimum Standards for Health Care Facilities - June 1995
• Advertising Request Form
• Critical Incident Policy Circular 98/1
• NRAHS Media Policy
• Department of Health Victims of Crime Policy December 1995
• Standard Procedures for the use of Health Care Interpreters
• Staff Responsibilities Regarding Notification of Child Abuse Circular 97/133
• Registered of Training in Child Protection - Policy Circular 98/8
• Subpoena of Health Records in Sexual Assault Matters
• Interviewing and Preparation of Court Reports - Social Workers and the Law
• Health Promotion Policy

Bonalbo Primary Health Care

• NRAHS General Reference Manual
• Security and Safety Policy
• Manual Handling Policy and Procedures
• Occupational Health and Safety Manual
• Orientation Manual
• General Nursing Procedures
• Health Promotion Manual
• ECIPP ECN Injury Prevention Program
• Far North Coast Multicultural Resource Manual
• Health Records and Information
• NSW Health Plan (Disaster)
• CHASP Manual
• Rights and Responsibilities Pamphlet
• Before School and School Health Policy
• Silver Chain Wound Care Manual
• Diabetes Manual
• Local Bonalbo Community Health Newsletter
• 2000 Draft Interagency Guidelines for Child Protection
• NSW Frontline Procedures for the Protection of Young Children
• Detoxification clinical practice guidelines
• Mens Health and Substance Use Disorder Service Delivery Guidelines
• NSW General Practice Policy
• NSW Strategic Plan Aboriginal Health

**Byron Bay Primary Health**

• NRAHS Recruitment Manual including Staff Selection Policies
• NRAHS General Reference Manual
• Delegations and Purchasing Manual
• Team Planning Manuals containing
  • Area Health Plan
  • Performance Agreements
  • Strategic Directions
  • Demographic Profiles
• Occupational Health and Safety Manual
• Policy and Procedures Manual containing
  • Complaints Policy
  • Fraud Prevention Policy
• NRAHS Orientation Manual
• Local Orientation Manuals
• NSW Disaster Planning Manual
• Hospital/Shire and DOCS Welfare Disaster Plans
• NRAHS Infection Control Manual
• Child Protection Policy Manual
• NRAHS Manual Handling Policy Manual
• Safety and Security Manual
• Safety and Security Policy - Byron Hospital/CHC
• Victims of Crime Policy (NSW Health Department)
• Visiting Medical Officers Liaison Policy
• Standard Procedures for the use of Health Care Interpreters
• Motor Vehicle Policy
• Writing Policies and Procedures
• Use of Facilities by Visiting Clinicians Providing Services to Privately Referred Outpatients Policy
• Administration and Reception Policy and Procedure Manual
• Risk Management and Claims Manual
• Leave Matters Manual
• HACC Policy and Practice Manual
• Critical Incident Policy Manual
• Complaints Manual
• Aboriginal Health Information Guidelines
• Manual on Payroll - Local
• Awards
• Emergency Procedures Manual
• Safe Operating Procedures
• NRAHS Media Policy and Procedures Manual
• Diabetes Service Manual
• Wound Management Policy
• Department of Veterans Affairs Information for Providers
• Physiotherapy Policy and Procedure Manual
• Speech Pathology Policy Manual
• Service Delivery Plans
• Dementia Care Policy Manual
• Guidelines to the Mental Health Act
• Community Health Services Brochure
• Drug and Alcohol Service Brochure
• Child and Family Services Brochure
• Community Nursing
• Dementia Care Service
• Early Childhood Services Brochure
• Parenting Education Brochure
• Immunisation Brochure
• Wound Management Brochure
• Community Options Project Newsletter
• Health Promotion Policy

Casino Primary Health
• NRAHS General Reference Manual
• Domestic Violence Policy and Protocol Manual
• Primary and Extended Care Policy and Procedures Manual
• PHC Policy and Procedure Manuals
• Occupational Health and Safety Manual
• Manual Handling Manual
• Discipline Policy and Procedures
• Disaster Plans - NSW Health Plan, Local Plan
• CHASP Manuals
• CHASP Development Agreement - Casino Primary Health Care
• Quality Plan for Casino PHC
• NSW Health Safety and Security Manual
• Far North Coast Multicultural Resource Manual
• Orientation Manual
• Delegations Manual
• Core Orientation Manual
• Health Records and Information - Manual for Community Facilities
• Right and Responsibilities Pamphlet
• Staff and Services Pamphlet
• Immunisation Accreditation Manual
• Infection Control Manual
• School Screening/Before School Screening Manual
• Wound Care Manual
• Diabetes Manual
• Stomal Therapy Manual
• Palliative Care - Practical Guide for Health Care Professionals
• Palliative Care Nursing Learning Package
• Heart Health Resource Manual
• DVA Discharge Planners Resource Kit
• HACC Personal Care Manual
• Cancer Council
• Breast Cancer Co-ordinators Manual

Coraki Primary Health
• NRAHS General Reference Manual
• Cord Blood Collection Policy
• Fraud Prevention and Control Plan
• Rehabilitation Unit Policy and Procedure Manual
• Emergency and Special Procedures Manual
• Critical Incident Manual
• Intravenous Therapy
• Operational Policy and Procedure Manual
• Security and Safety Policy and Procedure Manual
• Backcare and Manual Handling Policy and Procedure
• Occupational Health and Safety Policy and Procedure Manual
• Safe Operating Procedure Manual
• Information Privacy - Code of Practice
• Warmup Exercises
• Cleaning Service Standard Guidelines
• Environmental Policy
• General Reference Manual
• Infection Control Manual
• Management of Obstetric Emergencies
• Protocols and Standing Orders for Medication Administration
• Policy and Guidelines for Parental Administration of Medications
• Human Resource Management Manual
• Discharge Planning Kit
• NRAHS Delegations Manual
• Standardised Procedures: Cash Handling, Receipting and Banking
• Working Safely with Chemicals
• Information Policy
• Dangerous Goods Register
• Hazardous Chemicals Register
• Methadone Administration Procedure Manual
• Management of Burns
• Multicultural Resource Manual
• Radiology Procedures

_Grafton Primary Health_

• EEO Standards
• Occupational Health and Safety Guide
• Patient Matters Manual
• Healthplan
• Information Policy
• Code of Practice
• Performance Agreement
• Guidelines for Handling Medications
• Information Bulletins
• Records and Information
• Safety and Security Manual
• Health Care Complaints Commission Manual
• Inebriates Act
• NRAHS Policy and Procedures Manual
• NRAHS PECS Policy and Procedures Manual
• Community Health Policy and Procedures Manual
• CHASP Standards
• Emergency Information Handbook
• Counter Disaster Plan
• Domestic Violence Policy & Procedures
• NRAHS Conduct and Discipline Manual
• Child and Family Policy & Procedures
• Mental Health Policy and Procedures
• Audiometry and School Screening Policy and Procedures
• Infection Control Policy and Procedures
• Occupational Health and Safety Policy
• Manual Handling Policy
• Aboriginal Health Policy and Procedures
• Livingskills Policy and Procedures
• Far North Coast Multicultural Resource Manual
• Womens Health Policy and Procedures
• Cervical Area Pap Smear Policy
• Family Planning Association Clinical Guidelines
• Detoxification from Alcohol and Other Drugs Manual
• Child Protection Policy and Procedures
• Adult Sexual Assault Manual
• Mandatory Notification Child SA Manual
• Sexual Assault of Persons with Development Disability Manual
• Sexual Assault Information and Education Manual
• “Nothing But the Truth” Court Preparation Manual
• Sexual Assault Policy and Procedures
• HIV Workers Manual
• HIV/AIDS Workplace Manual
• Needle and Syringe Exchange (NESP) Policy and Procedures
• NUAA Complaints Package Manual
• Understanding Substance Abuse Manual
• NSEP Workers Training Manual
• Speech Pathology Policy and Procedures
• Clarence Valley Aged Care Assessment
• ACAT Acts and Guidelines
• Aged Care Assessment and Approval Guidelines
• Certification of Aged Care Residential Facilities
• The Residential Care Manual
• Clarence Valley ACAT Policy and Procedures
• Clarence Valley QI Manual
• Aged Care Bill 1997
• DVA Discharge Planners Resource Kit
• ACAT National Register Manual
• Early Childhood Policy and Procedures
• Community Nursing Policy and Procedures
• Wound Care Manual
• Immunisation Manual
• Infection Control Manual
• Infectious Diseases
• QI Manual
• Palliative Care Policy and Procedures and Resource Manual
• Chest Clinic Policy and Procedures
• Diabetes Policy and Procedures
• Podiatry Policy and Procedures
• Standards and Guidelines for Residential Aged Care Services
• Mental Health Act Guide Book
• Aged Care Act
• Community Consultative Committee Guide Book
• Guidelines for Health Workers Contact with Perpetrators of Domestic Violence Manual
• Aboriginal Health HECS Fees Draft Policy
• Aboriginal Health 60/40 Specialist Roles Draft Policy
• Aboriginal Health Cars Draft Policy
• Aboriginal Elders Officiating at NRAHS Functions Draft Policy
• DVA Information for Providers Manual
• Psychiatric Medications for Teenagers Manual
• Dental Department Policies and Procedures
• SOKS - Newsletters and Information folder
• Baby’s Smile pamphlet
• Modern Conservative Dentistry pamphlet
• Your Children’s Teeth pamphlet
• Sealing Out Decay pamphlet
• Avoiding Bad Breath pamphlet
• Care of Dentures pamphlet
• Various Dietary pamphlets
• “Draft” NRAHS NSP Policies and Procedures
• Area Reference Manual
• Updated Emergency Information Handbook
• DOH Information Privacy Code of Practice
• The Country Web - Rural Women’s Network Newsletter
• Veterans Affairs Information for Providers Manual
• The Australian Immunisation Handbook 7th Edition 2000
• Menadue and Sinclair Reports
• Resource Allocation in the HACC Program”A Framework for Service Providers” Health and Aged Care Bereavement Manual
• NSW Aboriginal Health Strategic Plan
• “Parenting the Teenage Years” magazine
• Draft Report NSW Consumer and Community Participation
• Information Manual for Preceptors (Nursing)
• Updated DVA Information for Providers Manual
• “In Control” Dental Magazine
• Dental QI Activities Folder
• Dental Material Safety Data Manual
• Dental Radiation Dosage Reports Folder
• National Hepatitis C Resource Manual

**Kyogle Primary Health**

- Cardiac Rehabilitation Program Manual
- Community and Primary Health Care Services Module 1999
- Complaints Policy and Procedure Manual
- Delegation Manual
- Disaster Emergency Procedure Manual
- Far North Coast Multicultural Resource Manual
- General Reference Manual of Health Records and Information
- Health and Community Services Core Modules 1998
- Heart Health Manual
- Health Promotion Manual
- Human Resources Management Manual
- Kyogle Community Health Brochure and Right of Consumer
- Kyogle Memorial Hospital EQuIP Manual
- Kyogle Memorial Hospital General Reference Manual
- Manual Handling Policy and Procedures
- NSW Health Plan Handling Policy and Procedures
- NSW Health Plan
- Policy and Procedure Manual
- Policy and Procedures for Physiotherapy Department
- Policy and Procedures for Speech Department
- Quality Assurance Program Manual
- Safety Manual
- Safety and Security Manual
- Staff Handbook
- Staff Orientation Manual

**Mullumbimby Primary Health**

- NRAHS Recruitment Manual including staff Selection Policies
- Delegations and Purchasing Manual
- Team Planning Manuals containing
  - Area Health Plan
  - Performance Agreements
  - Strategic Directions
  - Demographic Profiles
- Occupational Health and Safety Manual
- Policy and Procedures Manual containing
  - Complaints Policy
  - Fraud Prevention Policy
- NRAHS Orientation Manual
- Local Orientation Manuals
- NSW Disaster Planning Manual
- Hospital/Shire and DOCS Welfare Disaster Plans
- NRAHS Infection Control Manual
- Child Protection Policy Manual
- NRAHS Manual Handling Policy Manual
- Safety and Security Manual
- Safety and Security Policy - Byron Hospital/CHC
- Victims of Crime Policy (NSW Health Department)
- Visiting Medical Officers Liaison Policy
- Standard Procedures for the use of Health Care Interpreters
- Motor Vehicle Policy
- Writing Policies and Procedures
- Use of Facilities by Visiting Clinicians Providing Services to Privately Referred Outpatients Policy
• Administration and Reception Policy and Procedure Manual
• Risk Management and Claims Manual
• Leave Matters Manual
• HACC Policy and Practice Manual
• Critical Incident Policy Manual
• Complaints Manual
• Aboriginal Health Information Guidelines
• Manual on Payroll - Local
• Awards
• Emergency Procedures Manual
• Safe Operating Procedures
• NRAHS Media Policy and Procedures Manual
• Diabetes Service Manual
• Wound Management Policy
• Department of Veterans Affairs Information for Providers
• Physiotherapy Policy and Procedure Manual
• Paediatric Occupational Therapy Policy Manual
• Speech Pathology Policy Manual
• Service Delivery Plans
• Dementia Care Policy Manual
• Podiatry Policy Manual
• Guidelines to the Mental Health Act
• Community Health Services Brochure
• Drug and Alcohol Service Brochure
• Child and Family Services Brochure
• Community Nursing
• Dementia Care Service
• Day Therapy Unit
• Early Childhood Services Brochure
• Parenting Education Brochure
• Immunisation Brochure
• Post Tooth Extraction Brochure
• Orthodenture Brochure
• SOKS Brochure
• Wound Management Brochure
• Community Options Project Newsletter
• Health Promotion Policy

Murwillumbah Primary Health

• By-Laws
• Management Policies and Procedures
  • Organisation and Administration
  • Staffing and Direction
  • Patient’s Rights and Special Needs
• Policies and Procedures
  • Corruption Prevention
  • Complaints
  • FOI
  • Protected Disclosures
  • Sexual Harassment
  • Grievance/Disciplinary
  • Staff Development and Training
  • Facilities and Equipment
  • Quality Activities
  • Equal Employment Opportunity Policy
• Annual Report
• Area Newsletters
• Clinical Services Directory
• Corporate Plan
• NRAHS/NSW Health Performance Agreement
• NRAHS Health Plans
• Disability Plan
• Women’s Health Strategic Plan
• Domestic Violence Protocols
• Clinical Performance Indicators
• Delegations Manual
• Human Resources Manual
• Guidelines for Service Planning
• Management Structure
• Area Profile
• Community Health Policy Manuals
• Department and Policy and Procedure Manuals
• Quality Management Plans
• CHASP Development Agreement Plan
• Patient Brochures
• Newsletters - Interactions
• Infection Control Manuals
• Occupational Health and Safety Manuals
• Guidelines and Procedures for Recruitment and Selection
• Management Structures
• Disaster Plans
• Complaints Policy and Procedures

Primary & Extended Care Services (PECS) Western Cluster
• Accreditation Review Reports
• Allocated Days Off Policy
• Australian Health and Community Services Standards Core Module
• Australian Health & Community Services Standards Primary Health Care Module
• Cardiac Rehabilitation Program Manual
• Cash Handling, receipting and banking
• Clients Rights and Responsibilities Policy
• Community Health Western Business Plan
• Community Health Western Strategic Plan
• Complaints Policy and Procedure Manual
• Critical Incident Procedures
• Dangerous Goods Register
• Delegation Policy/Schedule
• Disaster Policy
• Discipline Policy and Procedure
• Domestic Violence Policy and Procedures
• East of West Quality Improvement Plan
• Environmental Policy
• Fraud Prevention and Control
• General Reference Manual
• Hazardous Chemicals Register
• Health and Community Services Core Module
• Health brochures
• Health Improvement Plan
• Health Improvement Literature
• Health Promotion Plans
• Human Resource Management Documentation
• Immunisation Accreditation Manual
• Interagency Guidelines for Child Protection
• Manual Handling Policies and Procedures
• Mobile and Satellite Phones Policy
• Monthly Reporting Cycle Policy
• NSW Health Policies
• Occupational Health, Safety and Rehabilitation Policies and Procedures
• Official Visitors Policy
• Orientation of New Staff Policy
• Performance Appraisal Policy
• Quality Improvement Policy
Tweed Heads Primary Health

- By-Laws
- Management Policies and Procedures
  - Organisation and Administration
  - Staffing and Direction
  - Patient’s Rights and Special Needs
- Policies and Procedures
  - Corruption Prevention
  - Complaints
  - FOI
  - Protected Disclosures
  - Sexual Harassment
  - Grievance/Disciplinary
  - Staff Development and Training
  - Facilities and Equipment
  - Quality Activities
  - Equal Employment Opportunity Policy
- Annual Report
- Area Newsletters
- Clinical Services Directory
- Corporate Plan
- NRAHS/NSW Health Performance Agreement
- NRAHS Health Plans
  - Disability Plan
  - Women’s Health Strategic Plan
  - Domestic Violence Protocols
  - Clinical Performance Indicators
- Delegations Manual
- Human Resources Manual
- Guidelines for Service Planning
- Management Structure
- Area Profile
- Community Health Policy Manuals
- Department and Policy and Procedure Manuals
- Quality Management Plans
  - CHASP Development Agreement Plan
- Patient Brochures
- Newsletters
  - Interactions
- Infection Control Manuals
- Occupational Health and Safety Manuals
- Guidelines and Procedures for Recruitment and Selection
- Management Structures
- Disaster Plans
- Complaints Policy and Procedures
- A Policy and Notifying - Child Abuse and Neglect
- A Policy for Protecting Children and Young People
- Community Health Framework - Discussion Report
- Critical Incident Manual : Policy and Guidelines
- Directory of Mental Health Services
- Evaluation Rewards and Sanctions Framework for Health Service Performance Agreements
- Evaluation of the National Mental Health Strategy
- Mental Health - Women and Safety
- Mental Health Promotions in NSW -Conceptual Framework for Developing Initiatives - November 1997
• NSW - Queensland Border
• Performance Agreement 1997 - 1999
• Performance Management Framework
• Primary Care Psychiatry - The Last Frontier
• Primary Health Planning 10 February
• Psychiatric Bulletin
• Resource Guide
• Standing Operating Procedures
• The Australian Immunisation Handbook
• Working Group for Mental Health Care and Emergency Departments
• Working Group for Mental Health and Primary Care
• Advisory Committee on Homelessness
• Area Health Plan
• Caring from Mental Health - Framework
• Case Management Centre
• Criminal Justice System
• Department of Health Annual Report
• Domestic Violence
• Health Records and Information - Policies and Guidelines
• Infection Control Policy - Circular 95/13, 1998
• Mental Health Act Guide Book
• Mental Health Strategic Plan 1998 - 2003
• PJD Facilitator Training
• Practice Essentials - Medical Journal of Australia
• Procedure Manual - Community Health Facilities Policies
• Second National Mental Health Plan
• Standards for Community and Health Services - Infrastructure Module 1998
• Standing Operating Procedures for MHS
• Strategic Directions for Health 19098 - 2003
• Strategic Directions in Men's Health
• Summary of National Mental Health Strategy Projects
• Tweed Council Disability Information Directory
• Understanding Loss of Control
• Australian Taxation Reform Information
• Measuring and Classifying PECS in Northern Rivers
• Policy Manual Draft - January
• Safety Rules OH & S
• Workplace Bullying and Employers Guide
• Aboriginal Mental Health Awareness
• Bugalwena Service - Inaugural Annual Service Report 97 - 98
• Mabourah Dubay
• NSW Aboriginal Policy in NSW
• Social Justice for the First Australians
• CHASP External File Audit (March 1998)
• CHASP Generic Standards and Indicators
• CHASP Self Assessment and Service Development Primary Health Care Workback (April 1998)
• CHASP Site Inspection Report
• CHASP Staff Profile and Management Structures (as at 1/4/98)
• CHASP Standards Manual
• Dual Diagnosis Circular
• File Audits - Policy and Procedures Manual DOCS
• Manual Handling Circulars
• National Standards for MHS
• NRAHS Performance Agreements
• CHASP Self Assessment and Service Development
• TVHS Emergency Information Handbook
• A Story of Ian Green Handout
• Acla Psychiatric Scandinavica Handout
• Apropax in the Management of Panic Disorder Handout
• TRVF Grounds Maintenance Team
• What is Schizophrenia
• What is Depression - Mental Illness the facts
• What is Stigma
• What is Anxiety
• Care and Support pack for families and friends bereaved by suicide
• Evaluation of suicide risk among adolescents
• Guide to the management of patients with possible suicidal behaviour in -
  • general chc
  • general hospital wards
  • emergency department
  • Mental Health inpatient facility
  • youth suicide strategy
• Medical Journal of Australia 20 July 1998
• NSW Health Nov 1997
  • Preventing and managing reported increases in suicide in local community
  • Local management of media reporting on suicide deaths
• Regional Youth at Risk Prevention Project
• Rose Education Pty Ltd Resource Guide 1997
• Suicide - We can all make a difference 1997
• Suicide Prevention Australia Yards Project Clinician Questionnaire
• Suicide Help - a quick look handbook
• Understanding and preventing teen suicide
• Youth at Risk of Deliberate Self Harm
• Youth Suicide Prevention - Commonwealth Department Health and Family Services
• Understanding and Involvement
  • a projects beginning
  • a project unfolds
  • a project concludes

**Sexual Health and Needle and Syringe Exchange**

• NSW HIV/AIDS Statement of Strategic Directions 2002-2003
• NSW HIV/AIDS Health Promotion Plan 2001-2003
• NSW Health Review of HIV/AIDS Care and Treatment Services in NSW (2000)
• HIV/AIDS, Hepatitis C and Sexually Transmitted Infections in Australian Surveillance Report 2000
• HIV/Viral Hepatitis – a Guide for Primary Care ASHM
• National Hepatitis C – Resource Manual
• All ASHM Printed Resources
• ANCAHRD The National Indigenous Australian’ Sexual Health Strategy 2001/02 to 2003/04 (DRAFT)
• NSW Health Department (2000) NSW Hepatitis C Strategy 2000-2003, Sydney, NSW Health
• NSW Health Department (1999) Core Competency Standards for Aboriginal and Torres Strait Islander HIV/Sexual Health Workers in NSW Sydney: NSW Health Department
• NRAHS HIV/BBC Strategic Plan
• NRAHS Sexual Health Promotion Plan
HOSPITALS

Ballina District Hospital

- Breast Feeding Management Manual
- Clinical Pathways Manual
- Diabetes Manual
- Disaster Plan Manual
- Discharge Planning Information Kit
- Emergency Procedures Manual
- Environmental Policy and Procedures
- First Aid Register
- Immunisation Manual
- Infection Control Manual
- Manual Handling Policy and Procedures
- Material Safety Data Sheets
- NSW Health Plan
- Occupational Health and Safety Manual
- Pain Management Manual
- Patient Information Booklet
- Performance and Quality Indicators
- Policy and Clinical Practice Manual
- Policy and Guidelines for Parental Administration of Medications
- Protocols and Standing Orders for Medication Administration
- Safe Operating Procedures
- Stomal Therapy Manual
- TQM Manual
- Work Site Inspection Manual
- Workplace Injury Employees Kit

Bonalbo Hospital

CLEAN UTILITY ROOM

- Area Drug Committee Draft Terms of Reference
- Guardianship Tribunal Report 98–99
- NRB Boardworks
- Health Care Maintenance Annual
- Public Health Bulletins
- In Touch With the Law
- Quality Magazine
- Hospital and Healthcare
- Aged Care News
- Australian Health and Aged Care
- Nursing Branch Update
- Directions
- Health Council Update
- Government Equipment News
- Crisis Care Protocol for Adult Victims of recent Sexual Assault
- Strategic Framework for the advance of the health of women 2000
- Government Equip News
- NSW Policy for Protecting Children and Young people March 1997
- NSW Health Child Sexual Assault Procedure Manual March 1997
- NSW Health Procedure Manual for Health Workers– Abuse and Neglect of Children March 1997
- Consumer Complaint Management Policy Draft 2 2/9/99
- Critical Incident Policy Draft August 1997
- Policy Manual for Mental Health Workers Review March 2000
- Policy and Procedure of Management of Migraine March 1999
- Palliative Care guidelines
- Management of substance Abuse in the Workplace Draft
• Information Bulletins  NSW Health
• Circulars  NSW Health Department
• Patient Matters Manual
• Leave Matters Manual
• Promoting Heart Health- Heart Foundation
• Better Practice Guidelines for Patient Management
• Best Practice - Evidence Based Practice Information Sheets
• NRAHS Managing Our Human Resources -Policy and Practice Manual
• Human Resource Manual Lismore 1995
• Interagency Guidelines for Child Protection Intervention
• Recognising and Notifying Child Abuse and Neglect
• Policy for Protecting Children and Young People from Abuse
• Review of the Children ( Care and Protection Act 1987) Law and Policy Discussion Papers
• NSW Health Department Guidelines for the Hospitalisation of Children July 1998
• Environmental Guidelines Assessment and Management of Non - Liquid wastes
• NSW Aboriginal Health Guidelines
• Information Privacy Code of Practice 2nd Edition 1998
• Memorandum of Understanding —NSW Police and Health Workers
• NSW HIV and AIDS Health Promotion Strategy
• Nursing Care Standards for People with HIV/AIDS
• Sexual Health and Blood Borne Viruses Strategic Plan 1998/2001
• Guardianship in NSW
• NSW Emergency Care Protocol Revised May 2000
• Rehabilitation and Extended Care Plan 1999
• NSW State Trauma System Rural 1997
• Improving Diabetes Care and Outcomes-----Guide and Care 1&2
• Emergency Department Policy Statement
• Improving Asthma Care and Outcomes NSW Health
• Emergency department Manual for Assessment and Treatment of Asthma
• Evidence Base Review 6 step Asthma Management Plan
• Heart Health Pack Lismore Base Hospital
• Migraine Handbook -Brain Foundation
• NRAHS Aboriginal and Torres Strait Islander Employment Strategy
• Better Guidelines for frontline Complaint Handling NSW Health
• Women’s Hospitals Australian Policies 1998
• Mental Health Services Report
• Caring for Older Peoples Mental Health
• Operational Guidelines for Health Related Transport improving Aboriginal and Torres Strait Islander Origin Information in NSW and Identification
• North Coast Plan for Implementing Families First
• NRAHS Health Plan - Strategic Directions
• Understanding Childhood Immunization
• The Australian Immunization Handbook 7th Edition
• Immunization - Further documentation
• Immunization Manual
• NRAHS General Reference Manual
• Protocols and Standing orders for Medication Administration
• Child Sexual Assault Information
• Policy and Guidelines for Parental Administration of Medications
• Pathology Memos
• Poisons Act
• Drug Manual
• Guidelines for the Handling of Medication in Community Based Health Services
• Poisons List 1987
• NSW Health Methadone Maintenance
• Guidelines for the handling of Medication in NSW Public Hospitals
• National Guidelines to Achieve Continuum of Quality use of Medications between Hospital and Community
• The EQUIP Guide
• Richmond Pathology Service Directory 1996-1997
• Maternity Guidelines for Registered Nurses
• NSW Detoxification Clinical Practice guidelines
• Body Substance - Exposure Management
• Diabetes Manual
• Health Department Information
• NSW Newborn Screening Information
• Protection Disclosures Act
• Palliative Care — A Practical Guide for Health Care Professionals
• Environmental Policy Manuals
• Stomal Therapy Manual
• Discharge Planners Resource Kit
• NSW Health Plan
• NRAHS Health plan
• Health Share - Solutions toward Best Practice in OHS
• Instruction Manual
• NRAHS Board Meetings
• Acute Pain Management and Guidelines
• NSW Nurses Association Award
• CEO Information
• Nursing Service Policy Manual
• Newsletters
• Internal Memos
• Southern Cross University - Palliative Care and Dementia
• Practice Guidelines Palliative Care NSW Rural Nurses
• NRAHS Asset Strategic plan
• Better Practice Resources for Hospital Care of People with Dementia
• Infection Control Resource Kit
• Infection Control Policy
• Cleaning Service Policy and Guidelines
• Infection Control in Health Care Facilities Settings
• Infection Control Manual

STAFF ROOM
• Safety and Security Manual
• Waste Management Manual
• Alcohol and Drug Abuse Resource Folder
• Handling Cytotoxic Drugs in Health Care Establishments
• Guidelines for Handling Drugs and Related Waste in Health care Establishments Health and Safety Act 1983
• OH & S Education and Training Directory Unit
• Managing Chemical Hazards in the Workplace
• How to get Workplace Health and Safety Information
• Guidelines for Workplace Rehabilitation Program
• Health and Safety for cleaners
• Skin Cancer and Outdoor Workers Guide
• Working safely with Chemicals
• Floors, Passageways and Stairs
• Backwatch Catalogue
• Lifting and Moving people
• Code of Practice – For safe use of Pesticides in Non – Agricultural Workplaces Working from Home
• Code of Practice for the safe use and Storage of Chemicals in Agriculture
• Applying the new OHS Regulations and Managing Workplace Safety
• Reading Labels and Material Safety data Sheets
• OH & S Committees in the Workplace Regulations 1984
• Due Diligence at work
• Folder — Inspections, Meeting etc
• Manual Handling Competencies for Nurses
• Manual Handling Competencies for Cleaners
• Manual Handling Guide for Nurses
• Implementing Safety and Quality Enhancement in Health Care
• Risk Management File
• SWP’s Manual
• Manual Handling Manual
• Policy Manual
• NSW Health OH & S
• CIAP
• OH & S Policy and Procedure Manual
• OH & S and Rehabilitation Guide
• Fire Safety Identification
• Fire Safety Equipment Register
• Fire Safety Training Manual
• Preventing Slips Trips and Falls
• Safe Use of Solvent
• Providing First Aid at Work
• Lead Safe
• Manual Handling Legislative Requirements

LIBRARY
• Managing I.V. Therapy
• Law for Nurses
• Manual of Clinical Problems in Internal Medicine
• Concepts of Oncology Nursing
• The Aids Manual6 Guidelines for Cancer Nursing Practice
• Nursing and the Law
• Aust. Code of Practice for Transplantation of Cardioveric Organs and Tissues
• Coding and DRGS — Clinical Staff 2nd Edition
• Medical Care of the Cancer Patient
• Care of the high Risk Neonate
• Clinical guidelines for the use of Antineoplatic Agents
• On Death and Dying
• Drug Treatment for the Elderly Patient
• CSL Antivenom Handbook
• Guide to Parental Administration of drugs
• Medical science and Human Goals
• Clinical haematology
• Venomous Creatures of Australia
• MIMS Disease Index
• Geriatric Medicine
• Control of Communicable Diseases Manual
• Practical medication Mathematics
• Illustrated handbook in local Anaesthetics
• Exercises for the Arthritic Patient
• High Risk Newborn Infants
• Management Guidelines Snakebite and Spiderbite
• Suicide Intervention Handbook
• Reptiles of Australia
• A First Notebook of Head Injury
• Respiratory Intensive Care Nursing
• Ear Nose and Throat Surgery
• A guide to Blood Transfusion
• Drug Guide for Nurses
• The Merck Manual
• Tabers Cyclopaedic Medical Dictionary
• Grants Atlas of Anatomy
• Manual of Radiographic Interpretation
• Medical Surgical Nursing Luckman and Sorenson
• Intensive Coronary Care
• ECG Exercises
• Trauma Nursing Care Course
• The Lippincott Manual of Nursing Practice
• Textbook of Medical and Surgical Nursing
• Asthma Kit
• Asthma — Patient Instruction Kit Leaflet
• Improving Asthma Care and Outcomes
• The Paediatric Asthma Management Plan
• The Use of High Dose Beclomethasone Dipropionate in the Treatment of Asthma
• Report on the cost of Asthma in Australia
• Asthma Management Improvement Council
• HELP HepC Care Workers Guide to Hep C
• Hep C Review Edition 18
• Hep C Management Guide for General Practitioners
• Hep C Information
• Better Health Outcomes Magazines
• Benchmarking Activities
• National Health Priorities and Outcomes Magazines
• Healthcare Supplies Magazines
• Therapeutic Goods Magazines
• AHA Healthcare Brief Magazines
• NSW Public Health Bulletin Magazines
• Australian Training Magazines
• Quality Bulletin Magazines
• Equip News Magazines

NURSES DESK
• Mental Health Information Site
• NRAHS Domestic Violence Protocol/Policy 1998
• Incident / Accident Register
• Guidelines for Medicated Management of Alcohol and Other Drug Withdrawal Syndromes
• Alcohol and Withdrawal Syndrome Information
• St Vincents Rehabilitation and Aged Care Services Information and What to do
• Guide to the Management of Patients with possible Suicidal Behaviour
• NSW Suicide Prevention Strategy 1999
• Circular 98/3 Policy Guidelines for the Management of patients with possible Suicidal Behaviour
for NSW Health Staff and Staff in Private hospitals
• Guidelines for Parents and Carers Boarding in Hospital
• Heart Health Pack 1998
• Directory of Australian Cardiac Rehabilitation Programs 1999
• Better Practice Guidelines for Frontline Complaints Handling 1998
• NSW Health Victims of Crime Kits
• Victim of Crime Protocol July 1996

OBSERVATION ROOM
• Chemical Register
• Disaster manuals
• Management Protocols for Various Problems (Binder)
• NSW Management Guidelines for people with Burn Injury 1996
• NSW Health Transfer guidelines for people with Burn Injury 1996
• Management of Obstetric emergencies
• The management of Acute Neurotrauma in Remote and Rural Locations 1992
• Emergency Care Protocol Reviewed May 2000
• Pulse Oximeter Manual 1998
• Defibrillator Manual

MEDICAL RECORDS
• Medical Records Information, Extracts from Clinical Procedures
• Department of Veterans Affairs
• Patients Fees, Admissions/ Memos / Circulars
• Health Funds/ Memos / Information
• Instruction Manuals
• Instruction for the NSW Inpatient and Statistic Collection
• ICD 9cm Codes Update
• Accounts and Order Determination 1998
• NSW Health Bench Marking Activities 1998
• NSW Health Bulk Billing Handbook 1996
• NSW Health Accounting Manual Amended 1999
• Fees Procedures Volume 1 and 2 -----1999----2000
• Hospas ATS Manual
• Hospas Disease Index
• Hospas Patient Master Index User Manual 1997
• Hospas User CS Update ATS 2000
• ICAC Department Health - Cash Handling
• Medipath Pathology Laboratory Management System Text Based Ward Enquiry
• Hospas User Notes for version 21.0 1999
• Medicare Benefits Schedule Book
• Supplement to Medicare Schedule Benefits 1996

EO/DON OFFICE
• NSW Health Strategic Planning Guidelines for Budget Allocating
• Achievement of Benchmark costs and cross Boundary Purchasing
• NSW Health Management of Nursing Resources Reference Manuals, a Business Planning Model 1998
• Introduction to Emergency Management Course Hazard Analysis
• Health Emergency Operations Centre (EOC) 1999
• Emergency Management Arrangements
• Commonwealth Counter Disaster Concepts
• Y2K Legal Risk Review 1999 NSW Health Plan
• The Government’s Action Plan for Health 2000
• Assets Management
• List of Contracts
• Contract Evaluation Forms
• Daniels corporation — Safety valve Ecology Service
• Service and Agreement b/w Northern Rivers Pathology Service and Bonalbo Hospital
• Inter-Hospital Transports By Ambulance Partnership Agreement
• NRAHS ---- Asset Strategic Plan 1999
• NSW Health Strategic Directions for Health
• Guidelines for Completing the DOHRS
• Human Resources Management Report Nursing Staff Details.
• Mimate Operating Procedures
• Data Power User Manual
• Bud Wiser the cost Centre Roster
• Risk Management and Internal Control
• Audit Checklists
• Cash handling Register of Signatures
• Cash handling Receipting and Banking Procedure
• Internal Audit Cash handling
• Internal Audit Charter
• Customer Satisfaction Evaluation
• Fraud Prevention
• NRAHS Risk Management Implementation
• Draft Risk Management Policy
• Risk Management and Internal Control - Self Assessment Review
• Internal Audit Review
• GST for Hospitals and Health Services Sector
• Fire Reports Plans
• Role Delineation

Byron Bay District Hospital
• Information Privacy Code of Practice
• Notification Suspected Child Abuse
• Performance Agreement with NSW Health and Agreement with Director of Hospital Services
• NSW Inpatients Statistics Collection Manual
• Fees Procedure Manuals
• Memorandum of Understanding between NSW Police and NSW Health
• NSW Health Aging Framework 1998-2003
• Women’s Health Strategic Plan 1998-2001
• Mental Health Strategic Plan 1998-2003
• NSW Public Hospitals Comparison Data Book 1996/97
• Better Practice Guidelines for Patient Management - NSW Health
• HOSPAS Manuals
• Burns Management and Transfer Guidelines
• Safe Use of Hazardous Substances
• Child Protection Policy and Procedure
• Safety and Security Manual
• NSW State Trauma System - Rural
• Management Guidelines Snake and Spider Bite
• Food and Nutrition Directions for NSW
• Purchasing and Supply Manual
• Cleaning Services Standards Guidelines and Policies
• Accounts and Audit Standards
• Patient Matters Manual
• ACHS Accreditation Guidelines
• Australian Standards
• NRAHS By-Laws
• Manual of Delegations
• Waste Management Guidelines
• Complaints Management Policy
• Orientation Manual
• Body Substance Exposure Protocol
• Tender Policy (draft)
• Healthbites Newsletter
• Focus on Nursing Newsletter
• Hazardous Substances Register
• Minutes of Meetings - local and Area
• Asset Register
• Patient Information Manual
• Service Plan
• Occupational Health and Safety Manual
• Safety Manual
• Nursing Policy and Procedure Manual
• Emergency Department Policy and Procedure Manual
• Birthing Unit Policy and Procedure Manual
• Administration Policy and Procedure Manual
• Medical Records Policy and Procedure Manual
• Radiology Policy and Procedure Manual
• Pharmacy Policy and Procedure Manual
• Maintenance Policy and Procedure Manual
• Environmental Policy and Procedure Manual
• Catering Policy and Procedure Manual
• NRAHS General Reference Manual
• Byron Bay General Reference Manual
• Counter Disaster Manual
• Waste Management Policy and Procedure
• Occupational Health and Safety Policy
• Occupational Health and Safety Training Policy
• Staff Induction Policy
• Manual Handling Policy
• Manual Handling Guide
• Human Resources Management Manual
• Policy & Procedure Manual - Maintenance Department
• Policy and Procedure Manual - Nursing
• Infectious Diseases Manual
• Patient Matters Manual
• Disaster Plan
• Infection Control Manual
• Policy and Procedure Manual Administration
• Environmental Procedure Manual
• Policy and Procedure Manual - Medical Records
• Policy and Procedure Manual - General
  • Motor Vehicle Policy
  • Payroll Procedures
  • Emergency Power
  • Educational Leave
  • Received of Goods
• Care of Persons with Same Surname
• Consumption of Alcohol
• Registration/Enrolment Certification
• Long Distance (STD) Telephone Calls
• Emergency Telephone
• Interpreter Service
• Performance Appraisal
• Smoking in the Workplace
• Fire Safety Training
• Occupational Health and Safety Training
• Fire Training
• Hazardous Substances and Dangerous Goods
• Staff Induction Policy - Occupational Health & Safety
• Security Policy
• Assets Register
• Maintenance - Requisition for Work
• Dealing with Aggressive Persons - Advice
• Personal Files
• Access to Medical Records
• Accident/Incident Reporting
• Media Policy Statement 1998
• General Reference Manual
• ACHS Byron Shire Hospitals Accreditation
• Press Ganey – ED/I/PT Survey Reports

Casino & District Memorial Hospital

• COSOPS
• Nursing Procedure Manual
• Area Health Plan
• Operational Policy Manual
• Nursing Policy Manual
• Departmental Policy and Procedure Manuals
• Drug Manual
• Safety Manual
• Safe Work Procedures Manual
• Emergency Procedures Manual
• Manual Handling Manual
• Infection Control Manual
• Victims of Crime/Sexual Assault Manual
• Child Protection Manual
• Staff Orientation Manual
• Orientation Manuals
• Patient Information booklets and handouts
• Quality Activity Plans
• Performance Agreement between Casino and District Memorial Hospital and Northern Rivers Area Health Service
• Pain Management Protocol
• Chemical Register
• DOH issued Manuals
• Patients Matters Manual
• Fees Procedures Manual
• Leave Matters Manual
• Cleaning Services Standards Manual
• Occupational Health and Safety and Rehabilitation Manual
• State Disaster Plan NSW Health Plan
• Safety and Security Manual
• Purchasing and Supply Manual
• Accounting Manual
• Accounts and Audits Manual
• Building and Equipment Manual
• Staff Newsletter
• Occupational Health and Safety Update

Coraki Hospital
• Department of Health Circulars
• Patient Matters Manuals
• Fee Procedures Manuals
• Leave Matters
• Accounting Manual
• Booked Patient and Waiting Time Management - Operating Guidelines
• Occupational Health and Safety and Rehabilitation Guide
• Guidelines for DOHRS Human Resources Management and Nursing
• Management of Nursing Resources Reference Manual
• Accounts and Audit Determination for Area Health Service
• NRAHS Health Plan
• Department of Health Environmental Policy
• Critical Incident Manual Policy and Guidelines
• Infectious Disease Manual
• NSW Health Better Practice Guidelines for Admission and Discharge of Patients for Elective Procedures
• NSW Health Better Practice Guidelines for Patient Management
• NSW Health Policy for Protecting Children and Young People from Physical Abuse, Sexual Abuse, Emotional Abuse and Neglect
• NSW Health Department Implementation of the Economic Statement for Health
• NSW Department of Health Information Policy
• NSW Health Smoke Free Workplace Implementation Manual
• NSW Health NSW Inpatient Statistics Collection
• NRAHS General Reference Manual
• Fraud Prevention and Control Plan
• Protecting People and Property NSW Health Policy & Guidelines for Security Risk Management in Health Facilities
• Intravenous Therapy
• Operational Policy and Procedure Manual
• Security and Safety Policy and Procedure Manual
• Backcare and Manual Handling Policy and Procedure
• Occupational Health and Safety Policy and Procedure Manual
• Safe Work Practices Manual
• Information Privacy - Code of Practice
• Cleaning Service Standard Guidelines
• Infection Control Manual
• Human Resource Management Manual
• Discharge Planning Kit
• NRAHS Delegations Manual
• Standardised Procedures : Cash Handling, Receipting and Banking
• Dangerous Goods Register
• Hazardous Chemicals Register
• Methadone Administration Procedure Manual
• Management of Burns
• Multicultural Resource Manual
• Freedom of Information Procedure Manual
Grafton Base Hospital

- Accounting Manual (NSW Health)
- Accounts and Audit Determination (NSW Health)
- Accommodation Centre - Information for Visitors
- Accommodation - Other Hospitals
- Acute Pain Management
- ACHS - The EQuIP Guide
- Adoption Information Act
- AEM Disaster Medicine
- Aggression Policy
- Alcohol/Substance Abuse (Staff)
- Alcohol Consumption by Patients
- Amfac Chemdata Hospital Pharmacy Software Version 1.1
- Asbestos Report - Grafton Base Hospital
- Asthma Management Manual
- Australian Emergency Manual
- Australian Injectable Drugs Handbook
- Australian Immunisation Handbook
- Australian Pharmaceutical Formulary
- Baby Massage Brochure
- Better Waste Management Manual
- Blind and Vision Impaired People
- Boarders Information
- Bereavement Packages
- Building Code of Australia
- Bulk Billing Handbook
- Cancer Services Directory
- Capital Project Procurement
- Cardiac Rehabilitation Physiotherapy Programme Handout
- Carer’s Guide to Financial Support, Respite Co-ordination and information
- Cardiac Information Folder
  - Infusion Protocols
  - Cardiac Rehabilitation Information
  - Relevant Literature
- CBORD for Beginners Manual
- Centrelink Information
- Charles Sturt University Documents 1 and 2
- Checking your baby’s health before birth
- Chest Physiotherapy
- Cleaning Service Standards - Guidelines and Policy for NSW Health Facilities
- Clinical Guidelines in Emergency Medicine for Medical Practitioners
- Code of Conduct
- Community Care Packages
- Conduct and Discipline Procedures Manual
- Complaints Policy
- Consent Policy
- Contact Tracing Manual - HIV and STD Related
- Coroners Court Pamphlets
- COSOPS/Physiotherapy Department Safety and Security Rules
- Cytotoxic Drug Administration - Staff Log Book
- Department of Health Policy Manuals
- Destrue Funeral information
- Day Surgery Policy Manual
- Debriefing Policy
- Deceased Patients - Clothing after Post Mortem
- Deceased Patients - Removal from Hospital
- Delegations Manual [NRAHS and GBH]
- Detoxification Policy
- Dietetics Policy and Procedure Manual [GBH]
• Disability Services and Guardianship Act
• Disaster Plan
• Disaster Medicine Manual
• Discharge Planning Information
• Discharge Planner’s Resource Kit [Veterans’ Affairs]
• Disciplinary Process
• D.O.A. (Reception - Organ Donation)
• DOHRS Manual
• Domestic Violence Policy and Protocols
• Drug Interactions Analysis and Management
• Drug Facts and Comparisons
• Drugs and Breastfeeding - Royal Women’s Hospital Melbourne
• Drug Protocols
• Early Childhood Information Service
• Education Package - Basic Midwifery
• Elderly Abuse
• Emergency Childcare - Guardianship
• Emergency Information Handbook
• Emergency Nursing Guidelines
• Emergency Care Protocols
• Employee Assistance Programme
• Envenomation Guidelines
• Environmental Policy
• Equipment Manual
• Epidural Anaesthesia Patient Information Brochure
• Equity and Ethical Behaviour in Workplace
• Escorting Officers
• Exercise After Wrist Fracture Brochure
• Farm Health and Safety for Farm Workers
• Fees Procedures
• Fighting Osteoporosis
• Fire Training Policy
• Fraud Prevention and Control
• General Disposal Authorities (State Records and NRAHS)
• Good Bowel Habit Handout
• Grafton Base Hospital - About Your Menu
• Grafton Base Hospital Procedure Manual
• Grafton Base Hospital Maintenance Department Policy and Procedures
• Grievances - Policy and Procedure
• Guardianship Tribunal
• Guide to Parental Administration of Drugs
• Handbook on Injectable Drugs - I.A. Trissel
• Hazardous Substances Register
• Health Bites Newsletter [NRAHS]
• Health and Community Services - Discharge Planning Made Easy
• Healthcare Interpreter Panels
• Health Related Community Transport
• Hepatitis A Immunisation
• Hepatitis C - Look Back Programme
• HIV/AIDS and Confidentiality
• Homeless Persons
• Hospital and Departmental Policy and Procedure Manuals
• Hospital Newsletter - “Synapse”
• Hospital Cleaning Operators Manual
• Hospital Leave Manual/Leave Matters Manual (NSW Health)
• Housekeeping Department Manual
• Incident/Accident and Hazard Register
• Infection Control Manual
• Interagency Guidelines for Child Protection
• Institute of Hospital Catering NSW Newsletter
• Infection Control Association of NSW Manual
• Infection Control Training and Information Resources Kit
• Infectious Diseases Manual
• Immunisation Manual
• Information Brochure for Fathers
• Information for Providers [Veterans’ Affairs]
• Intravenous Cannulation Accreditation [GBH]
• Intravenous Therapy
• Information Private Code of Practice [2nd edition]
• Information for Employees
• Identification of Deceased Persons
• IPTAAS
• Kangaroo Pump Policy
• Library Policy and Procedure Manual
• Library Resources
• Leave Matters Manual
• Manual of Indicators for Drug Use in Australia Hospitals
• Manual Handling Policy
• Management Guidelines for Burns Patients
• Management of Neurotrauma in Rural and Remote Locations
• Material Safety Data Sheets
• Martindale - The Extra Pharmacopoeia
• Memorandum of Understanding Between NSW Police and NSW Health
• Media Policy
• Medications (Nurse Initiated)
• Methadone Dispensing
• Midwives Data Collection Instruction Manual
• MIMS Annual
• Minutes of the Drug and Therapeutics Committee
• Missing Persons Protocol
• Miscarriage Information Booklet
• Mission Statement (NRAHS)
• Mortuary - Bodies
• Motor Vehicle Policy
• Multilingual Guidelines / Information
• Muslim Health and Care
• Needlestick Injury Protocol
• Neonatal Death
• Non-Hazardous Substances Register
• NRAHS Asset Strategic Plan
• NRAHS Clinical Policies/Clinical Standards/Practice Guidelines
• NRAHS Human Resource Manual
• NRAHS General Reference Manual
• NRAHS Site Safety Instruction Handbook
• NSW Health Plan
• NSW Health Department Technical Services [reference code for a Conventional Cooked Chill Food System]
• NSW Cancer Council Patient Booklets
• NSW Poisons Schedules Guide
• Nursing Home Type Patient Placement Arrangements
• Occupational Health and Safety Manual [GBH]
• Occupational Health, Safety and Rehabilitation Guide [NSW Dept. Health]
• Occupational Health and Safety at Work
• Oncology Nursing Forum Journal
• Oncology Unit Policy and Procedure Manual
• Organ Donation
• Orientation for Registered Nurses
• Orientation for Enrolled Nurses
• Orientation for Work Experience/Volunteers/Students
• Orientation for New Staff - NRAHS and Site
• Osteoarthritis
• Outpatient Department Policy
• Pain Management [GBH]
• Paediatric Pharmcpeia - Royal Women’s Hospital Melbourne
• Paediatric Guidelines
• Palliative Care Policy
• Patient Information Handbook
• Patient Brochures
• Patient Matters Manual [NSW Health]
• Patient Medical Escorts
• Patient Teaching Library
• Pelvic Floor Brochure
• Pharmacy Department Policy and Procedure Manual [GBH]
• Pharmaceutical Benefits Schedule
• Physical Evidence - Preservation of Evidence
• Physiotherapy Clinical Policy and Procedures
• Plaster Cast - Care of
• Play Therapy Manual
• Post Cholecystectomy Diet Sheet
• Post Natal Physiotherapy booklet
• Post Mastectomy Exercise and Education Handout
• Post Mastectomy Exercises for Recovery Brochure
• Practice Standards & Definitions - SHPA
• Preparation for Parenthood Class Handout - Physiotherapy
• Preceptors Information Folder
• Prescribing Medicines in Pregnancy - ADEC
• Principles of Ventilation
• Prison Officers (see Escorts)
• Product Manual
• Procedure for Reporting Injuries [NRAHS]
• Pulmonary Rehabilitation - Breathing Retraining and Positioning for Postural Drainage
• Purchasing and Supply Manual [NSW Health]
• Principles of Care for Clinical Management of Diabetes Mellitus
• Proven and Unproven Remedies
• Public Hospital Fees Manual (NSW Health)
• Purchasing and Supply Manual (NSW Health)
• Queensland Cancer Fund Patient Booklets
• Quality Assurance Manual
• Recommending Persons or Firms to Patients or Relatives
• Reference to Aged Care Assessment Team
• Rehabilitation Policy
• Restraint - Patient
• Safe Food Australia (Australia & New Zealand Food Standards Code)
• Safety and Security Manual
• Security of Children in Hospital
• Selection Techniques - a manual of Policy and Procedure (NRAHS)
• Sexual Assault Standards and Procedures [Adult]
• Sexual Assault Standards and Procedures [Child]
• Single Use Items
• Snakebite Detection Kits
• Speech Pathology Policy and Procedure Manual
• Standards Australia (various)
• Standard for the Uniform Scheduling of Drugs and Poisons
• Staff Handbook, brochures and Orientation Manual
• Strategic Directions for Health 1998-2003
• Stomal Therapy Manual
• Stores and Equipment Manual
• Student Training and Rights of Patients
• Structured Drug Codes - S.H.P.A.
• Surviving Rape [Sydney Rape Crisis Centre]
• Suicide Policy
• Sudden Infant Death
• The EQuiP Manual
• Therapeutic Guidelines:
  - Antibiotic
  - Analgesic
  - Neurology
  - Respiratory
  - Cardiovascular
  - Endocrinology
  - Psychotropic
  - Dermatology
• TGA Requirements
• TKR Physiotherapy Exercise Diary [Post acute orthopaedic care program NRAHS]
• Transport Vehicle - Patient Transport
• Trial Equipment
• Unidentified Persons Admitted to Hospital
• Visiting Medical Officer Policy and Procedure Manual
• Victims of Crime
• Volunteers
• Waste Management Plan NRAHS (November 1999)
• Waste Management Guidelines for Health Care Facilities - August 1998
• Wills (making of)
• WorkCover Information
• Waste Management

Kyogle Memorial Hospital
• Nurses Quality Manual
• Patient Matters Manual
• Nursing Service Orientation Manual
• Nursing Policy and Procedure Manual
• Maintenance Quality Manual
• Health Service Plans
• Kyogle General Reference Manual
• Infection Control Manual
• Safety Manual
• Pharmacy Quality Manual
• Policy and Procedure Manual
• Role Delineation
• EQuiP Workbook
• Environmental Policy
• Emergency/Disaster Manual
• Delegations Manual
• Human Resource Manual
• Site Administration Manual
• Support Services Quality Manual
• Admission and Discharge Policy
• Occupational Health and Safety Manual
• NSW Department of Health Circulars
• NSW Department of Health Information Bulletins
• Guidelines and Procedures for Recruitment and Selection
• Complaints Policy and Procedures
• NRAHS General Reference Manual
• Booked Patient and Waiting Time Management Operating Guidelines
• Child Protection
• Radiation Safety Manual
• Accident and Incident Manual
• COSOP Manual
• Grievance Management System and Procedures
• Child and Adolescent Mental Health Inpatient Service Plan
• NRAHS Drug and Alcohol Plan
• Quotations and Tender Policy
NSW Health, Information Privacy – Code of Privacy
Patient Information Books
Patient Brochures
Staff Handbooks and Brochures
Management Structures

Newsletters:
- Coding Matters
- Case Management Centre
- Focus on Nursing
- NSW Health Nursing Branch
- Rural Health Support Unit
- NRAHS HealthBites
- AA Reviver
- Supply Link
- Better Health Outcomes

Lismore Base Hospital
- NSW Health Plan
- NSW Health - Better Practice Guidelines
- NSW Health - The Clinician’s Toolkit
- NSW Health - Cleaning Service Standards, Guidelines and Policy for Health Facilities
- NSW Health - Infection Control Training and Information Kit
- NSW Health - Patient Matters Manual (part1 and 2)
- Delegations Manual - DOH
- NRAHS Delegations Manual
- NRAHS Infection Control Manual
- NRAHS Body Substance Exposure Management Package (Occupational Exposures)
- NRAHS Orientation Package
- NRAHS Immunisation Manual
- LBH Business Plan 2001-2004
- LBH General Reference Manual - Corporate
- LBH General Reference Manual - Clinical
- LBH OH & S & R Manual
- LBH Nursing Policy Manual
- LBH Clinical Practice Manual
- LBH Patient Information Guide
- LBH Security Officer Manual
- LBH Wardperson Procedure Manual
- Accounting Manual
- ACHS EquiP Manual Version 3
- ACHS Clinical Indicators Revised Edition 2004
- Acute Pain Management
- Anaesthetic Orientation Manual
- Anaesthetist’s Reference Manager
- Australian Standards 4187
- Best Practice Manual
- Breast Cancer Network Group
- Building and Equipment Manual
- Burns Protocol and Information Manual
- Cardiac Rehab Program
- Cash Handling, Receipting and Banking
- Cancer Care Treatment Procotols
- Caring for Your Baby in a Pavlick Harness
- CERNER Manual
- Chemotherapy Learning Package
- Child Protection
- Clinical Council
- Code of Good Manufacturing Practice for Therapeutic Goods
• Coding and DSRG’s - HIMMA
• Community Services and Resources for Cancer Care
• Crisis Service Manual
• Dialysis Machine Operators Manuals
  – DW 480
  – COBE C3
  – GAMBRO AK100
  – GAMBRO AK90
  – GAMBRO AK95
  – GAMBRO AK200
• Dietetics and Nutrition Services Manual
• Dinamap Operators Manual
• Discharge Planning Kit
• Discharge Planning Information
• District PMI Manual
• Domestic Services Infection Control Manual
• Drager Evita 4 User Manual
• Early Bird Advocacy
• Early Birds “Sunnydays” Collection
• Emergency Department Procedures Manual
• Emergency Procedures Manual
• Environmental Policy
• EquiP - Getting Started
• External Disaster Response
• Fees Procedures Volumes 1 and 2
• Guidelines for the Handling of Medications in NSW Public Hospitals
• Hazardous Substances Register
• Help Desk Manual
• Home Oxygen Procedure
• Human Resources Management Manual
• Infectious Diseases Manual
• Information for GPs (Cancer Care)
• Information Technology
• Inpatients Statistics Collection Manual for Public Hospitals
• Inservice Record Manual
• Instructions of the NSW Waiting Times Collection
• Intensive Care Clinical Practice Manual
• Internal Audit Manual - 1 and 2
• Intravenous Therapy Manual
• Investigations Manual
• IT & T Procedure Manuals
• Leave Matters Manual
• Look Good Feel Better Program
• Manual Handling Policy Manual
• Material Safety Data Sheet Manual
• Maternity Emergency Guidelines for Registered Nurses
• Medical Records Department Manual
• Medical Records Orientation Manual
• Medicare Benefits
• MEDIRAD Manual
• Midwife Resource Manual
• Minutes of Meetings
• NSW Infant and Child Restraint Manual
• Occupational Therapy Policy and Procedure Manual
• Operation Suites Policy and Procedure Manual
• Orientation Manual
• Orientation to Paediatric Ward
• Orientation to Physio Department
• Optiflex CPM User Manual Chattanooga Group, Inc 2000 USA
• Paediatric Clinical Practice Manual
• Pain Management Manual
• Pathology Manual
• Patient Services Department Admissions Referral Manual
• PD Procedure Manual
• Personnel Policy and Procedures Manual
• Pharmacy Policy and Procedures
• Physio LBH Outpatients Manual
• Physio LBH Medical Manual
• Physio LBH Surgical Manual
• Physio LBH Paediatric Manual
• Physio LBH Clinical Manual, Women’s Care Unit
• Physio LBH Clinical Manual, Special Care Nursery
• Physio LBH Orthopaedic Manual
• Physio LBH Stroke Manual
• Physio LBH Burns Management
• Physio Policy and Procedure Manual (include Appendix A)
• Physio Policy and Procedure Manual (include Appendix B)
• Physio Department QI Manual
• Physio LBH - Administration Manual
• Policy - Child and Family
• Policy - Families First
• Policy - Child Protection
• Policy - Opportunistic Immunisation
• Policy and Guidelines for the Parental Administration of Medication
• Policy and Procedure Manual - Radiology
• Port-a-Cath Package
• Preparation for Endoscopy
• Privatisation (Cancer Care)
• PROACT Manual - Polyoptimum
• Procedures and Job Description Domestic Services
• Protocols - Anaesthetic Department
• Protocols - Standing Orders for Medication Administration
• Protocols and Procedures for Medication Administration
• Purchasing and Supply Manual
• Quality Improvement Manual
• Quality Management Program
• Radiation Safety Manual
• Recovery Orientation Manual
• Recovery Policy and Procedure Manual
• Recruitment Manual (Physio)
• Renal Unit Policy and Procedures Manual
• Resident Medical Staff Policy and Procedure Manual
• Safe handling of Medical Gases
• Sands Queensland Resource Manual
• SCVIR Standards Manual
• Security Manual
• SHAIDS Health Promotion Policy
• SHAIDS Policy and Procedure Manual
• Spacelab Monitoring User Manual
• Speech Pathology Policy and Procedures Manual
• Special Care Nursery Policy and Procedures Manual
• SSD Reference Manual
• SSD Staff Orientation Manual
• Staff Selection/Clinical Standards (Cancer Care)
• Standard Operating Procedures Manual
• Steriliser Manual
• Stoma Therapy Manual
• Surgeon’s Preference
• Surgical Audit Procedure Manual
• Total Hip Replacement
• Total Knee Replacement
• Unit Specific Policies Women’s Care Unit
• Vision Bipap User Manual
• Waiting List Reference and Audit Manual
• Zimmer Patient Care Products Catalogue produced and distributed by Zimmer Inc 97-5000-559 USA
• Zoll Defibrillator User Manual

JOURNALS
• Cancer Nursing
• Oncology Nursing
• Seminars in Oncology Nursing
• USA National Association of Orthopaedic Nurses Journal

NEWSLETTERS
• Continence Support Group
• Continuum of Care Update
• Focus On Nursing
• Gasbags – Anaesthetic Newsletter for staff
• Health Bites
• LBH Quality/Safety News
• Stomal Therapy North Coast Ostomy Newsletter
• Wound Management Newsletter

ARTICLES, BROCHURES & BOOKLETS
• 3TC Lamivudine Fact Sheet
• Aboriginal Otitis Media
• A Guide to Relaxation
• A guide for the partners of women with gynaecological cancer how to help
• A helping Hand for New Mothers
• Abdominal Pain
• Acute Back Pain
• Acute Leukaemia
• Acute Lymphoblastic Leukaemia
• Acute Myocardial Education Package
• Admission Procedure
• Adult Hepatitis B Vaccination Fact Sheet
• Aerosol Inhalers (Puffers and Autohalers)
• Anaesthesia and You
• Angina
• Angina Education Package
• Angiogram – after care
• Angiography Handbook
• Animal Bites
• Ankle injuries
• Anti-Coagulant Therapy patient Booklet
• ARCHI is Here ANCARD (Australian National Council on AIDS and Related Diseases) – a comprehensive help line for information on Hepatitis C
• Area-wide Help Desk Pamphlet
• Arm exercises when in a cast
• Asthma
• Asthma in Children
• Asthma Medication for Children
• Asthma Action Plan for Adults
• Asthma Care – Breathing Life into Asthma Management
• Asthma Care – Daily Reward Care
• Asthma Checklist
• Australian Organ Donation register - brochure
• Aust. Society for HIV Medicine: Directory of HIV Services
• Australian Red Cross – Circular of Information
• AZT Zidovudine Fact Sheet
• Baby Massage
• Balanitis
• Bandages/Splints/Casts
• Bath Time and Infant Massage
• Bedwetting
• Being Active with Asthma
• Bereavement Information
• Bilateral Antrum Washout/Septoplasty
• Bleeding in Pregnancy
• Blood who Needs It – brochure from NHMRC
• Bone Marrow Biopsy
• Bone Marrow Transplantation for Patients and Families
• Bowel Preparation Information
• Bowel Cancer
• Breast Cancer
• Breast Feeding
• Breast Feeding Positioning and Attachment
• Breast Lump Biopsy
• Breast Milk the Perfect Gift
• Breast Surgery – post operatively
• Breast Warmers
• Bronchiolitis
• Bronchoscopy
• Burns Care
• Burns & Scalds : Advice for Parents
• Cancer
• Cancer Helpline Poster
• Cancer of the Testicle
• Cancer Care – Patient Information Booklet
• Carbohydrate Containing Foods
• Cardiac Rehabilitation Program Flier
• Care and after Incision & Draining of Abscess
• Caring for Your Baby In a Pavlick Harness
• Carer Caring for people with Leukaemia
• Carotid Endarterectomy
• Cast Care
• Catheter Care in the Community
• Caesarian Section
• Chest Pain Non Cardiac
• Children & Surgery
• Children for General Anaesthetic
• Chickenpox
• Chlamydia
• Cholesterol
• Chronic Leukaemia
• Chronic Myeloid Leukaemia
• Circumcision
• Clear Liquid Diet
• Coeliac Disease – Facts about Coeliac Disease (2nd Ed 2000)
• Colostomy Handouts
• Common Skin Problems in Infants
• Constipation
• Congratulations, You’re a Grandparent
• Coping with Childhood Leukaemia in the Family
• Conjunctivitis
• Consumer Medicine Information – company produced available on request
• Consumer Medicine Information – summarised version produced by LBH Pharmacy
• Coping with Crohn’s Disease and Ulcerative Colitis - a booklet for Children and Teenagers
• Corneal Abrasion/Flash Burns
• Crohn’s Disease and Ulcerative Colitis - Inflammatory Bowel Disease
• Crohn’s Disease and Ulcerative Colitis - Questions and Answers about Diet & Nutrition
• Croup
• Crying Baby
• Cystoscopy
• Cardiocard
• Depo-Provera
• Diabetes – pt education pamphlets.
• Diabetes Program NRAHS – A Guide for Newly diagnosed Children with Type 1 Diabetes
• Diaphragms and Caps
• Dietary Fibre Guide
• Dilatation and Curettage
• Discharge Instructions Following Hernia Repair
• Dislocated Shoulder
• Division of General Practice Immunisation Program
• Domestic Violence Kit
• Drug Information and Education Sheets
• Dry Powder Devices
• Duodenal and Gastric Ulcer
• Ear Problems in Children
• Early Childhood Nurses’ Brochures
• Eating Well
• Education Brochures regarding Kidney Disease
• Endoscopic Retrograde Choledocho-pancreatography (ERCP)
• Epidural Analgesia
• Epidural Analgesia Discharge Planning – Bridging the Gap
• Expressing Milk for Baby
• Eye Injury
• Febrile Convulsions
• Feed-Play-Sleep for Breast Fed Babies
• Fevers
• First Aid for Asthma
• For Mothers Postnatal
• Gardnerella
• Gastroenteritis in Children
• General Practice – The Modern Patient-Doctor Relationship is a Partnership
• General Surgery
• Genital Herpes
• Genital Wart Virus Infection
• Gestational Diabetes
• Getting the Body Back into Shape
• Gonorrhoea
• Griffith University information Booklet
• Grommets
• Guidelines for Post Arthroscopy
• Guidelines for post op Acromioplasty
• Haemochromatosis - Information Service and Support Group Inc
• Haemochromatosis (Iron Overload Disorder) – a most common inherited disorder today!
• HCCC- How To Get The Best From Your Health Service.
• HCCC- Conciliation of Health Complaints.
• HCCC – Patient Support Officer
• Head Injury
• Head Injury Precautions
• Headache
• Health Care Workers Guide to Hepatitis C: NRAHS
• Heart Attack Pack
• Heart Failure
• Heartburn – a Guide to Reflux Disease
• Heartburn – You Can Live Without It
• Helicobacter Pylori – Patient Guidelines
• Help is only a Phone Call Away
• Helping Kids Deal with Death
• Hepatitis
• Hepatitis A
• Hepatitis A Fact sheet
• Hepatitis B
• Hepatitis B Immunoglobulin Fact Sheet
• Hepatitis B virus fact sheet
• Hepatitis C
• Hepatitis C – a brief introduction
• Hepatitis C – Fact Sheet
• Hepatitis C – Injecting Drug Use
• Hepatitis C – Sexual Health
• Hepatitis C – the facts
• Hepatitis C – Understanding is the answer
• Hepatitis C – What you need to know
• Hepatitis C Review: Regular Feature – Interferon Update
• Hip and Knee Exercises
• HIV from a Needle Stick Injury – What is the risk?
• Hodgkinds Disease
• Hold Me
• Home after Prostatectomy
• Home Care Guide for Hickman Catheter
• Home Oxygen Treatment
• Hospital Admission
• Hospital Admission for Chest Pain
• How to Sterilise Bottles and Feeds
• How to use a Volumatic Spacer Device
• How to use a spacer with your puffer
• How to use Antibiotics
• How to use Interferon
• How to use Turbuhalers
• How to use your Respolin and Respocort Autohaler
• Hysterectomy
• ICU/CCU Orientation Package
• Illeostomy Handouts
• Immunise Australia Program
• Impetigo
• Indinavir – Crixivan Fact Sheet
• Infectious Diseases of Children
• Influenza and Asthma
• Information Cleft Palate
• Information for mothers of a Special Baby
• Information for Parents of Children Following Tonsillectomy
• Information for Post Surgical Gynaecological Patients
• Information for Prostatectomy
• Information Jaundice
• Information sheet for Parents
• Information Sheet for Patients
• Information Vitamin K
• Instruction for Parents of Children Having CT Scan/GA
• Instruction for the use of Crutches
• Instructions for Supporting Persons in Operating Theatre
• Intra vesical BCG
• Irritable Bowel Syndrome
• It’s all right to cry’ A survival guide for the bereaved. Produced by The Australian Funeral Directors Association
• IUD Information Sheet
• Keeping Baby Safe – a guide to Nursery Furniture
• Kids and SIDS. Three ways to Reduce the Risk
• Laparoscopic Gall Bladder Surgery
• Latex Allergy Information
• LBH Social Work Department
• LBH Women’s Care Unit information
• Lending the immune System a Helping Hand
• Life Support – nIntensive Care Foundation brochure.
• Lismore Accommodation Information
• Liver Biopsy
• Living With kidney Failure Handbook
• Lomotil Advice Sheet
• Losec Helicopak – Losec prepares the ground for Helicobacter
• Management of Exercise Induced Asthma
• Mastitis
• Medical Certificate
• Medical Staff Brochure
• Melanoma
• Meningitis
• Midwifery Home Care Service
• Miscarriage
• Modified Barium Swallow
• Modified Barium Swallow – Information for Clients and Carers.
• Molluscum Contagiosum
• Multiple Causes of Death – Australian Bureau of Statistics
• Multiple Myeloma
• Natural Family Planning
• Nausea and Vomiting and Diarrhoea
• Nebulizers
• Neck Pain
• Newborn Screening Test to Protect Your Baby
• Non Hodgkins Lymphoma
• Northern Rivers Brochures X 2 (Tourism)
• Nose Bleeds
• Now You’ve Had Your Baby
• NRAHS – Mantoux Skin Test
• NSW Health: Controlling Tuberculosis
• NSW Health: Controlling Tuberculosis
• NSW Health Zero Tolerance Zone
• Nursing Mothers Association of Australia
• Nursing Mothers Association of Australia Information Pamphlets
• Nursing Mothers Increasing Milk Supply
• Nutrition Fact sheet 5
• Osteoporosis
• Our Baby Died
• Pacemaker Information Booklet
• Passive Smoking
• Pain Management
• Pain Management after Surgery
• Parents With Empty Arms
• Patient Controlled Analgesia
• Patient Education brochures/videos/guides to therapy
• Patient information – Bronchoscopy
• Patient Information – Colonoscopy
• Patient Information – ERCP & Associated Endoscopic Treatments
• Patient Information – Gastroscopy
• Patient Information – Hospital Admission
• Patient Information – Liver Biopsy
• Patient Information – Oesophageal Dilatation
• Patient Information – Percutaneous Endoscopic Gastrostomy
• Patient Information – Upper Gastrointestinal Endoscopy
• Patient Services
• Pavlick Harness Care
• PEG – Percutaneous Endoscopic Gastrostomy – a guide to understanding the procedure
• Pelvic Floor for Man
Pelvic Floor for Women
Pepcidine – there is no better H2 Antagonist
Pepcidine for Fast Relief
Personal Alarm Systems
Perthes’ Disease
Physio and Back Pain
Physio and Neck Pain
Physio and Sports Injuries
Physio and the Pelvic Floor
Plaster Cast Precautions
Plaster Removal for Talipes Casting
Plasters
Pneumonia
Post Acromioplasty/Rotator Cuff Surgery for Physiotherapists
Post Anaesthesia Discharge
Post Lumbar Puncture
Post Mastectomy Exercises
Post Op Gynaecology Instructions
Post Operative Management of Varicose Veins
Post Procedural Instructions – Colonoscopy
Postnatal Feelings
Pregnancy and Being on Methadone Program
Pregnancy and Birth
Pregnancy Care
Pregnancy Increases the risk of Domestic Violence
Preparation of Formula Feeds
Preparing for Testing Hepatitis C
Prostate Surgery
Protecting Your Baby From Hepatitis B
Public Lice & Scabies
Pulmonary Infections
Quitting Smoking/Nicotine Replacement Therapy
Radiotherapy Chinese
Radiotherapy – English
RCA Team Instructions
Rectal Bleeding – it could happen to anybody
Reflux – First Line Confidence in,
Reflux – Lifestyle Tips to Help with,
Removal of Pins/Plates from Bones
Repair of Hernia
Rethinking Rhinitis
Risk Factors for Gestational Diabetes
RMO Handbook
Safe Toys for Kids
Safety Improvement Program
Sands Staff leaflet
Shoulder Immobilise
Singular – Consumer Medicine Information
Skin Cancer
Slipped Capital Femoral Epiphysis
Social Work Department
Special Care Babies
Special Care Nursery Parents Information Booklet
Speech Pathology service
Splint and Plaster of Paris Precautions
Stomach Cramps
Storage of Breast Milk for Home Use
Stroke Information
Stuttering
Stuttering : Fact or Fiction (Laryngectomy Association of Australia)
Syphilis
• Systemic Heart Stress Test Booking Protocol
• TED Stockings
• The Active Living Colouring Book
• The Art of Patient Education – keep the peace
• The Child With Cancer A Guide for Parents
• The Digestive System
• The Digestive Tract – Patient Education Guide
• The Healthy Gut
• The Joy of Breast Feeding
• The Mini Pill
• The Morning After Pill
• The Pill
• The Team Approach to Easier Breathing (Atrovent)
• Thrush
• Thyroidectomy
• Tips for Successful Breast Feeding
• Toward a better Understanding of Urinary Bladder Cancer
• Tonsillitis
• Torticollis
• Total Hip Replacement
• Total Knee Replacement
• Touch of Love
• Traveller’s Diarrhoea
• Trichomoniasis
• Tubal Ligation
• Tuberculosis – The Facts
• Turbohaler – A Guide for Patients
• Twin Club Information
• Understanding Childhood Immunisation
• Understanding Colostomy
• Understanding Lung Cancer
• Understanding the Ovaries and Ovarian Cancer
• Understanding Cancer of the Cervix
• Understanding Chemotherapy Chinese
• Understanding Chemotherapy – English
• Understanding Emotions
• Understanding Sexuality
• Urethritis
• Urinary Stomas
• Urinary Tract Infection
• Urinary Tract Infection in Children
• Using an Accuhaler
• Using a Nebuliser At Home
• Using Oxygen from a cylinder
• Vaginal Warts
• Vasectomy
• Viral Illness
• Warfarin Handbook
• What is a Midwife
• What You Need to Know About Breast Feeding and Drugs
• ‘What’s happening to Mum’ Helping children cope with breast cancer
• When a Baby Dies
• Whooping Cough
• Women & Hepatitis C – a Resource for Women with Hepatitis C
• You and Your Body After Childbirth
• Young Mums
• Your Baby has Died
• Your Guide to Intron A therapy
• 10 Tips for safer Health Care
VIDEOS:

• A Guide to Self Injection – Intron A Pedipin
• Accidents Don’t Have To Happen
• ACHS – EquiP
• Agro’s Asthma Camp
• Agro’s Asthma Sleepover
• Anorexia Nervosa
• Asthma in the Under 5’s
• Asthma Talk With Jo-Beth
• Asthma-man Asthma Fighter
• Back Care
• Been There Done That ‘ A resource for Teenagers with cancer. From Canteen The Australian Teenage Cancer Patients Society.
• ‘Understanding chemotherapy’ From the Queensland Cancer Fund
• ‘Chemotherapy’ Some thoughts on What to expext. From Novartis Pharmaceuticals Australia Pty Ltd
• After diagnosis: Regaining control (From Adelaide Children’s Hospital)
• Breast Reconstruction: Your Decision. An information video for women and their families. From the Wesley Hospital.
• A guide to self injection of intron A Scheering Plough Pty Ltd. Patient Assistance.
• Testimonials of Melanoma Patients. Interon A Redipen
• Cardiac – A passion for Living
• Cardiac – Anatomy of the Heart
• Cardiac – Angina
• Cardiac – Heart Attack 1 & 2
• Cardiac – Joe’s Heart
• Cardiac – Pacemaker & Valve Surgery
• CF – 4 stories helping parents focus on adherence
• CF - Managing the Fundamentals
• Colonoscopy
• Colonoscopy (Australian Gastroenterology Institute)
• Diabetic Children in the School Environment – Part 1
• Diabetic Children in the School Environment – Part 2
• Diabetic Children in the School Environment – Part 3
• Dornase Alpha in Cystic Fibrosis – An Australian Consensus
• Endoscopy of the Upper Digestive System
• Endoscopy of the Upper Digestive System (Australian Gastroenterology Institute)
• EPO
• KabiPen – it doesn’t hurt at all
• Kangaroo 324 Feeding Pump
• Kidney Failure
• Kidney Transplant
• Living with Asthma
• Modalities of Dialysis
• Our Fishing Trip – A video for Children with Epilepsy
• Planning Parenthood
• Poferon A Pre-filled Syringes – the easy answer (Roche)
• Positive Control of Heart Burn (Somac)
• Positive Control of Peptic Ulcer (Somac)
• Protect your Baby for Life – Immunisation Preventable Diseases in Children
• Reducing the Risk of Cot Death
• Ronald McDonald House – Royal Women’s Hospital Brisbane
• Talking about CF
• Talking about CF 2
• The Active Living Asthma Video
• The Challenges of Increasing Adherence to Medical Treatments for CF
• The Foradile Approach to Asthma
• The Triple A Program – Adolescent Asthma Awareness
• The Way to Win Life with Cystic Fibrosis
• The Wheezy Lung and How to Make it Better
• THR “Amy’s Story”
• Tilade GP Video
• Total Hip Replacement
• Total Knee Replacement
• Your Child’s Growth and Development

CD VIDEOS
• Asthma
• Childhood Seizures
• International Epilepsy Congress – September 1999
• Managing Mild Asthma
• Spacelabs Operating Manual

Maclean Hospital
• Information Privacy Code of Practice
• NRAHS Domestic Violence Policy and Protocol 1998
• Safety and Security Minimum Standards 1998
• Framework for Managing the Quality of Health Service in NSW
• Better Practice Guidelines for Frontline Complaints Handling 1998
• NSW Action Plan on Dementia 1996
• Principles of care and consensus Guidelines for Management of Diabetes Mellitus in children 1998
• Better Practice Guidelines for Patient Management
• Maclean Occupational Health and Safety Manual 1999
• Maclean Manual Handling Manual 1999
• Occupational Health and Safety Manual of relevant documents
• Notification Suspected Child Abuse
• Infectious Diseases Manual
• Performance Agreement with NSW Health
• NSW Waiting Times Collection Manuals
• NSW Inpatient statistics Collection Manual
• Fees Procedure Manuals
• Booked Patient and Waiting Time Management Operating Guidelines
• Information Policy
• HOSPAS Manuals
• IBIS newsletter
• Burns Management and Management Guidelines and Transfer Guidelines
• Safe Use of Hazardous Substances
• Smoke Free Workplace Policy
• Child Protection Policy and Procedure
• Safety and Security Manual
• NSW State Trauma System NSW Rural
• Management Guidelines Snake and Spider Bite
• Meals on Wheels Code of Practice Implementation Guide
• Food and Nutrition Directions for NSW
• Purchasing and Supply Manual
• Cleaning Services Standards Guidelines and Policies
• Accounts and Audit Standards
• Patient Matters Manual
• EQuiP Manual
• Australian Standards
• Miscarriage Information for Parents and Families - SANDS
• When a Baby Dies Information - SANDS
• ACORN standards
• Food Services Guidelines for Health care - Institute of Hospital Catering
• Nutrition Manual WA Health Dept
• Quality Improvement Manual
• NRAHS Bylaws
• Manual of Delegations
• Waste Management
- Complaints Management Policy
- Orientation Package
- Body Substance Exposure Protocol
- Tender Policy (draft)
- Occupational Health & Safety Policy
- Interpreter Services Protocol and Procedures
- Infection Control Manual
- Motor Vehicle Policy
- Manual Handling
- Critical Incident Policy
- Domestic Violence Policy
- Intravenous Therapy Policy
- Thrombolytic Protocol
- Immunisation Manual
- Code of Conduct
- Revenue Policy
- Pharmacy Policy and Procedures
- NRAHS Service Agreement
- Asset Management - TS 14
- Emergency Care Protocol
- Drink Check Document
- Health Bites - Newsletter
- Safe Operating Procedures Manuals - Departmental (also includes safety rules)
- Radiology Policy and Procedures Manual
- Incident and Accident Reporting
- Orientation Package Hospital and Departmental
- Occupational Health & Safety Manual and Policies
- Chemical and Material Safety Data Sheets Register
- Emergency Procedures Handbook
- Committee Structure
- Maclean Hospital Policies - (and Departmental Service Policies)
- Manual Handling Resource Kit
- Nursing Division Policy and Procedures
- Maternity Service Policy and Procedures
- Maclean Hospital Policies and Procedures Staff Matters
- Admissions Medical Records Manual
- Waste Management
- Guidelines for Establishing Breastfeeding
- Minutes of Meetings - Hospital and Departmental
- Environmental Services Policies and Procedures
- Incident and Accident Reports
- Telephonist Manual
- Patient Valuables Process
- Operating Theatre Manual
- Anaesthetic and Recovery Policies and Procedures
- Domestic Violence Protocol
- Emergency Procedures Catering Service Equipment
- Asset Details
- Sexual Assault Protocols
- Policies and Procedures Emergency Department
- Housekeeping Service Manuals
- Dietary Service Manual
- Uniform Policies
- Quality Manual
- Meals on Wheels Policies and Procedures
- Maclean Hospital Newsletter (Machos)
- Patients Rights and Responsibilities
- Patient information booklet
- Maclean Hospital Patient Satisfaction Survey
- Day Surgery Unit Patient Instruction Booklet
- Service Agreements and Contracts - Maintenance Services
- Staff Information
- Day Surgical Unit - Post Operative Instructions
- Social Work Service Information for Clients
- CPR program
- HealthShare
- Occupational Health, Safety and Rehabilitation Guide
- Hazard Register
- Coding Matters Newsletter
- From the CEO’s Desk - Medical Staff Newsletter
- Focus on Nursing
- Rural Health Support Unit Newsletter
- Australia Standards

Mullumbimby & District War Memorial Hospital
- Information Privacy Code of Practice
- Notification Suspected Child Abuse
- Performance Agreement with NSW Health and Agreement with Director of Hospital Services
- NSW Inpatients Statistics Collection Manual
- Fees Procedure Manuals
- Memorandum of Understanding between NSW Police and NSW Health
- NSW Health Aging Framework 1998-2003
- Women’s Health Strategic Plan 1998-2001
- Mental Health Strategic Plan 1998-2003
- NSW Public Hospitals Comparison Data Book 1998/99
- Better Practice Guidelines for Patient Management - NSW Health
- HOSPAS Manuals
- Burns Management and Transfer Guidelines
- Safe Use of Hazardous Substances
- Child Protection Policy and Procedure
- Safety and Security Manual
- NSW State Trauma System - Rural
- Management Guidelines Snake and Spider Bite
- Food and Nutrition Directions for NSW
- Purchasing and Supply Manual
- Cleaning Services Standards Guidelines and Policies
- Accounts and Audit Standards
- Patient Matters Manual
- ACHS Accreditation Guidelines
- Australian Standards
- NRAHS By-Laws
- Manual of Delegations
- Waste Management Guidelines
- Complaints Management Policy
- Orientation Manual
- Body Substance Exposure Protocol
- Tender Policy (draft)
- Healthbites Newsletter
- Focus on Nursing Newsletter
- Hazardous Substances Register
- Minutes of Meetings - local and Area
- Asset Register
- Patient Information Manual
- Service Plan
- Occupational Health and Safety Manual
- Safety Manual
- Nursing Policy and Procedure Manual
- Emergency Department Policy and Procedure Manual
- Birthing Unit Policy and Procedure Manual
- Administration Policy and Procedure Manual
- Medical Records Policy and Procedure Manual
• Radiology Policy and Procedure Manual
• Pharmacy Policy and Procedure Manual
• Maintenance Policy and Procedure Manual
• Environmental Policy and Procedure Manual
• Catering Policy and Procedure Manual
• NRAHS General Reference Manual
• Mullumbimby & District War Memorial Hospital General Reference Manual
• Infection Control Manual
• Counter Disaster Manual – Updated 2003
• Waste Management Policy and Procedure
• Occupational Health and Safety Policy
• Occupational Health and Safety Training Policy
• Staff Induction Policy
• Manual Handling Policy
• Manual Handling Guide
• Human Resources Management Manual
• Policy & Procedure Manual - Maintenance Department
• Policy and Procedure Manual - Nursing
• Infectious Diseases Manual
• Patient Matters Manual
• Disaster Plan
• Infection Control Manual
• Policy and Procedure Manual - Suzanne Jamieson Birth Unit
• Policy and Procedure Manual Administration
• Environmental Procedure Manual
• Policy and Procedure Manual - Medical Records
• Policy and Procedure Manual - General
  • Motor Vehicle Policy
  • Payroll Procedures
  • Emergency Power
  • Educational Leave
  • Receival of Goods
  • Care of Persons with Same Surname
  • Consumption of Alcohol
  • Registration/Enrolment Certification
  • Long Distance (STD) Telephone Calls
  • Emergency Telephone
  • Interpreter Service
  • Performance Appraisal
  • Smoking in the Workplace
  • Fire Safety Training
  • Occupational Health and Safety Training
  • Fire Training
  • Hazardous Substances and Dangerous Goods
  • Staff Induction Policy - Occupational Health & Safety
  • Security Policy
  • Assets Register
  • Maintenance - Requisition for Work
  • Dealing with Aggressive Persons - Advice
  • Personal Files
  • Access to Medical Records
  • Accident/Incident Reporting
  • Media Policy Statement 1998
• General Reference Manual
• Protecting People and Property (Health Policy and Guidelines for security risk management in health facilities)

Murwillumbah District Hospital
• Murwillumbah District Hospital General Manual (3 Volumes)
• Patient’s Rights and Responsibilities Brochures
- Accounts and Audit Determination
- NSW Health Plan
- Area Health Plan
- Purchasing and Supply Manual
- Area General Reference Manual
- Hotel Services Information Brochure
- Pre-Admission Clinic Brochure
- Drug and Alcohol Manual
- Complaints Policy and Procedure
- Quality Management Plan
- Admission and Discharge Policy
- Selection Techniques Manual
- Leave Matters Manual
- Infection Control Manual
- Occupational Health and Safety Manual
- Disaster Manual
- Airport Emergency Plan
- Emergency Preparedness Manual
- Manual Handling Policy
- Nursing Manual
- Breast Feeding Manuals
- Nursery Manual
- Obstetric Manual for Labour
- Better Practice Guidelines for Patient Management
- Patient Matters Manual
- Accounting Manual
- The EQuIP Guide
- Wound Management
- Palliative Care Manual
- Epidural Protocol
- Medical Ward Policy and Procedure Manual
- Diabetes Education
- Medical Imaging Policy and Procedure Manual
- Emergency Department Policy and Procedure Manual
- Emergency Nursing Guidelines
- Sexual Assault Manual
- Safety and Security Manual
- IV Therapy Protocol
- Assessment and Rehabilitation Policy and Procedure Manual
- Inpatient Statistics Collection Manual
- Medical Records Policy and Procedure
- Information Privacy Code of Practice
- Code of Conduct
- Delegations Manual
- Orientation Manual
- Medical Officers Hand Book
- Motor Vehicle Policy
- Best Practice Guidelines
- Infectious Diseases Manual
- Acute Pain Management Policy (NRAHS)
- Immunisation Manual (NRAHS)
- Guidelines for Handling of Medications in NSW Public Hospitals (Circular 95/37)
- NRAHS Waste Management Guidelines
- Drug Administration Policy and Procedure Manual
- Pain Management Practice Guidelines
- Tweed Valley Division of General Practice Newsletter
- UDRH Newsletter
- CISI Newsletter
Nimbin Hospital

- Acute Pain Management - Clinical Standards Practice Guidelines Education Package
- Acute Pain Management - Scientific Evidence
- ACHS Standards Review
- Alcohol and other drugs service resource folder (NRAHS)
- Better Practice Guidelines for Patient Management NSW Health 1998
- Better Practice Resources for the Hospital Care of People with Dementia Behaviour
- Blood and Blood Products - Storage, observations
- Brain Injury - North Coast Program
- Bodies - Removal of Policy
- Case Plans Policy
- Child Abuse - Notification of Suspected Abuse Policy
- Child Sexual Assault Policy/Plus Services Provided by Lismore Base Hospital
- Child Safety handbook
- Chemical Hazard Register
- CIAP Manual (Clinical Information Access Program)
- Code of Conduct
- Complaints Policy
- Consent Policy
- Critical Incidents Policy
- C.V.A. - Safe Swallowing and Prevention of Aspiration Following C.V.A. Policy
- Death - Instructions Specific to Nimbin Hospital: Diabetics/Insulin - Literature
- Delegations Manual
- Diagnostic Procedures
- Grievance Management Policy
- Glucometer - Use of Soft Touch
- Hazard Register
- Hepatitis C Patient Fact Sheets
- Hospital Situation Reports for Disaster Management
- Hot Packs - Use of and Storage of
- Incident/accident register
- Infection Control Cleaning Manual
- Inhalers - Patient Education
- Interagency Guidelines for Child Protection Intervention
- Joanna Briggs Evidence Based Nursing and Midwifery Practice
- Leg Bags
- Manual Handling Hazard Register
- Manual 3 Health Aspects of Chemical Biological and Radiological Hazards
- New Born Screening Program
- NRAHS Domestic Violence Manual
- NRAHS General Policies and Procedures
- NRAHS - Acute Pain Management
- NRAHS Clinical Services Plan
- Draft NRAHS Drug and Alcohol Plan
- Draft Drug and Alcohol Assessment Tool
- National Child Protection Newsletter
- Nimbin Hospital Situation Reports for Disaster Management
- NSW Health Recognising and Notifying Child Abuse and Neglect
- NSW Detoxification Clinical Practice Guidelines (Better Health 1999)
- NSW Detoxification clinical practice guidelines
- NSW Health Frontline Procedures for the Protection of Children and Young People
- NSW Medical Recruitment for Clinical Year 2002 – Resident Medical Officers
- Prosthesis: Don’t in Care of Total Hip Replacement
- Patient Matters Manual
- P.E.P. Breathing - Information
- P.E.P. Technique - (Positive Expiratory Pressure)
- Policy on Critical Incident Reporting
  - Post Confinement
  - Mother and Baby
  - Statistics and Medical Records
  - Nursing Care Plan
  - Post Natal Charts to be used
- Post Natal Care (mother and baby)
- Purchasing and Supply Manual
- Promoting health health Manual
- Psychiatric Patients - Transporting of - Health Department Circular Amendment to Mental Health Act 1900
- Records Management Policy
- Records Policy Index
- Richmond Clinic - Referral to
- Rehabilitation Co-ordinator Manual
- Sexual Assault - Child Policy
- Smoking in the Workplace Policy
- Sudden Infant Death Syndrome and Associated Risks Factors Health Department Circular 91/44
- Treating an AMI in the 1990's
- Universal Precautions
- Valuables - Deceased Patients
- Vitamin K Administration to New Borns
- Workforce Matters
- Wound Management Guidelines
- Guidelines for the Use of Patient Physical Restraints
- EN Medication Policy
- Use of Health Care Interpreters
- Admission Policy
- Admission - Request for
- Admission and Discharge Procedure of Patients
- Ambulance Service - NSW
- Boarders - Charging of
- Escorts - Use of
- Election Form on Admission - Patient
- Electrical Appliances - Patients Personal
- Faulty Equipment - Danger Tags
- Guidelines to be Observed by Nursing Staff
- Helicopter Transport - Procedure for Requesting
- Hepatitis B Immunoglobulin - Storage/Carriage of
- Linen Consumption
- Linen Ordering
- Medications
- NRAHS Critical Incident Reporting
- Nursing Administration Cover
- Nursing Home/Hostel Letters - Samples
- Nurse Manager - Matters to be notified to
- Nursing Staff Required to Leave Hospital to Assist with Emergencies
- Occupational Health and Safety
- SARS updates NSW Health
- SARS Flow Chart for Suspect Cases NRAHS
- Smoking Policy
- Staff Accommodation During Flood Times
- Volunteers Policy
- Work Experience Students Policy
- Drug and Alcohol Manual
- Network Disaster Plan (Ambulance)
- Nursing Service Policy and Procedure Manual
- Pain Management Manual
- Sexual Assault Manual
• Diet Manual: Nursing and Medical
• Discharge Planning Manual
• Emergency and Special Procedures Manual
• Emergency Department Policy and Procedure Manual
• Maintenance and Hotel Services Policy and Procedure Manual
• Occupational Health and Safety Manual

**Tweed Heads District Hospital**

• Patient Information Guide at Tweed Heads District Hospital
• Bi-monthly Executive Officer’s Newsletter
• Infection Control Newsletter
• Redevelopment Newsletter
• OH&S Newsletter
• NSW Health Disaster
• Tweed Heads Emergency Preparedness
• Area Manual Handling
• NSW Health Safety & Security Manager
• Area Waste Management Manual
• The Tweed Hospital General Reference Manual
• NRAHS Infection Control Manual
• Incident/Accident Register
• Hazard Register
• NSW Health Patient Matters Manual
• Drug Manual
• Tweed Heads District Hospital Committee’s Manual
• Pain Management Manual
• National Guidelines for Organ and Tissue Donation Manual
• Palliative Care Manual
• Parenting Education Resource Folder
• Neonatal Manual
• Breast Feeding Resource Guidelines
• Birthing Suite Policies and Procedures
• Maternity Emergency Guidelines for RNS
• Medical Administration Manual
• Tweed Heads Clinical Practice Manual
• ED Clinical Practice Guidelines
• ED Registrar Training Logbook
• ED Adult Policies and Procedures Manual
• ED Orientation Manual
• ED Registrar Training Programme
• Flight Physicians Handbook
• ED Paediatric Policies and Guidelines
• Triage Guidelines for Mental Health
• Guidelines for Handling Medications in NSW Public Hospital
• Alcohol and Other Drug Services
• Tweed Heads District Hospital Discharge Planning Resources Folder
• Area Reference Manual
• RMO’s Handbook

**Urbenville Rural Hospital & Health Service Project**

• Accounting Manual
• Accounts and Audit Manual
• Better Practice Guidelines
• Booked Patient and Waiting List Management
• Building Equipment Manual
• Cleaning Services Standards Guidelines and Policy for NSW Health Facilities
• Manuals - Electronic Information Systems - DOHRS, HOSPAS User Manuals.
• Fees Procedures Manual
• Health Share Manual
• ICD-10 AM User Manuals
• Infectious Diseases Manual
• Leave Matters Manual
• NSW Government Circulars
• NSW Health Plan
• Patient Matters Manual
• Purchasing and Supply Manual
• Risk Management and Claims Manual -GIO
• Safety and Security Manual
• Injury Management Act 1998
• Medical Practice Act 1992
• Occupational Health and Safety Act 1983
• Freedom of Information Act - 1989
• Health Services Act 1997
• Public Hospitals Act - 1929
• Public Health Act - 1990
• Public Health Act & Regulations
• Food Act & Regulations
• Workers Compensation Act
• Documentation and Accountability Manual 1998
• Guide to Development of Resident Care Policies Quality Improvement Program - 1994
• Guide to Occupational Health and Safety in Aged Care Facilities - 1996
• Residential Classification Scale Training Workbook - 1998
• Residential Care Manual - 1998
• Standards and Guidelines for Residential Aged Care Services - 1998
• Aged Care Act 1997
• Aged Care Principles - 1997
• General Reference Manual
• Area Health Service By-laws
• Health Plans
• Delegations Manual
• Environmental Policy (draft)
• Human Resources Manual (draft)
• Proposal for a service change policy
• Manual Handling Policy
• Writing Policies and Procedures
• Use of mobile Telephones Policy
• Asset Management Policy
• Motor Vehicle Policy
• Media Policy
• Pre-employment Criminal Records Screening Policy
• Records Management and Reception Services Policy
• Revenue Policy
• Quality Policy Statement
• Planning Framework for NRAHS
• Use of Facilities by Visiting Clinicians Policy
• Critical Incident Policy
• Acute Pain Management Policy - 1998
• Complaints Management Policy - 1997
• User Manuals - Electronic Information Systems: Datapower, Sunsystems, Mimate
• First Line Emergency Protocol - 1998
• Infection Control Manual
• Manual Handling : Programs, Policies and Procedures
• Pathology Handbook
• Policy and Guidelines for Parental Administration of Medications
• Protocol and Standing Orders for Medication Administration
• Services to Privately Referred Outpatients
• Stomal Therapy
• Waste Reduction and Purchasing Plan
• A Guide for Sighted People - Royal Blind Society
• Diabetes Manual
• Insulin Injection Guide - Beckton Dickson
• Infection Control - Training and Information Resources Kit. Ellis & Associates for NSW Health 1996
• Infection Control Association NSW - Standards for Practice
• Cleaning Procedures
• Documentation Policy (draft)
• Emergency - Clinical Procedures
• Fire and Evacuation Procedures
• Injury Management
• Management of Medications (draft)
• Nursing Clinical Procedures
• Community Nursing Clinical Procedures
• Occupational Health and Safety Policy
• Office Manual
• Orientation Policy
• Immunisation Protocol - Northern Rivers Area Health Service
• Australian Immunisation Handbook
• School Screening Protocols
• Controlling Tuberculosis in NSW - NSW Department of Health
• Rehabilitation Policy
• Safe Operating Procedures and Material Safety Data Sheets for All Areas.

Directorate of Population Health and Planning
• Notifiable Diseases Manual
• General Reference Manual
• Purchasing and Supply Manual
• Motor Vehicle Policy
• Delegations Manual
• Accounting Manual for AHS
• Step by Step Guide to CU Project Baseline and Follow Up Interviews
• Cash Handling Procedure
• Consent Forms
• Home Visits Protocol
• Procedure for Initial Screening
• Step by Step Guide to CU Project Recruitment and Initial Screening
• Procedure for Recruitment
• Procedure for Handling Results
• Notifiable Diseases Manual (Communicable Diseases Surveillance and Control Unit) NSW Department of Health February 2000
• Public Health Delegations Manual
• NSW Healthplan
• List of Appointed Medical Referees
• NSW Guidelines for Urban and Residential Use of Reclaimed Water
• Water Conservation by Reuse
• Accreditation of Sewerage Management Facilities List
• Australian Water Quality Guidelines for Fresh and Marine Waters
• Health Risk Assessment and Management of Contaminated Sites
• Protocol for Minimising the Risk of Cryptosporidium Contamination in Public Swimming Pools and Spas
• Public Swimming Pools and Spa Pool Guidelines
• Skin Penetration Guidelines
• NSW Code of Practice for the Control of Legionnaires Disease
• AS 3666 - 1989 Air Handling and Water Systems of Buildings
• Public Health Act 1991
• Public Health Regulation 1991
• Local Government Act 1993
• Environment and Health Protection Guidelines. On-site Sewerage Management for Single Households
• Australian Drinking Water Guidelines 1996
• Health Impact Assessment of Proposed Developments
• NSW Hazmatplan
• Self-Determination Background Paper - Aboriginal Health Promotion Project
SECTION 2: STATEMENT OF AFFAIRS

The Northern Rivers Area Health Service (NRAHS) covers North Eastern New South Wales, extending from Tweed Heads in the North, to Tabulam and Urbenville in the West and to Nymbodia in the South. It covers an area of 24,555 square kilometers and includes approximately 255,647 residents. It encompasses a diverse mix of rural, remote, urban and semi-urban areas, with differing health needs and differing health delivery systems.

The region is split into 10 local government area (LGAs); Ballina, Byron, Copmanhurst, Grafton, Kyogle, Lismore, Maclean, Pristine Waters (previously Nymbodia and Ulmarra), Richmond Valley (previously Casino and Richmond River) and Tweed. The majority of the population lives in the coastal LGAs of Tweed, Ballina and Byron, although Lismore has the greatest inland population and the second highest population in the Northern Rivers. In general, the coastal LGAs have more mobile populations whilst the inland LGAs are more stable, with lower proportions of the total population.

Northern Rivers Area Health Service (NRAHS) was created on 16 March 1996 under the provision of the Public Hospitals Act (1929) and incorporates the former health districts of Tweed Valley, Richmond and Clarence. Health Services had their beginning in Grafton in the early 1860’s with the founding of Grafton Hospital. Today, NRAHS includes 20 community health centres together with 10 hospitals and 4 Rural Hospital Health Services. The NRAHS became an Area Health Service under the Health Services Act 1997 on July 1, 1998 bringing it in line with the metropolitan health services.

Health services and support services are organised into 6 divisions depicted in the organisational chart which appears in the NRAHS Annual Report. Budgets and activity are aligned within the following programs:

- Population Health Services
- Primary and Community Based Services
- Aboriginal Health
- Outpatient Services
- Emergency Services
- Overnight Acute Inpatient Services
- Same Day Inpatient Services
- Mental Health Services
- Rehabilitation and Extended Care Services
- Teaching and Research

Program activities are managed across hospital, community health, non-government organisations and public health settings.

All information pertaining the matters in relation to the Statement of Affairs can be accessed in the NRAHS Annual Report. The Annual Report is issued free of charge on application to the Chief Executive Officer.

SECTION 3: CONTACT ARRANGEMENTS

Area Office Inquiries in relation to the inspection or purchase of the Area’s policy documents and Statement of Affairs can be made with any of the officers listed below between the hours of 8.30am and 5.00pm.

Director of Nursing and Quality
Northern Rivers Area Health Service
Locked Mail Bag 11
LISMORE NSW 2460
Telephone: 02 66 202100

Ballina District Hospital
Ms Meryl Brown
Executive Officer/Director of Nursing
PO Box 523
BALLINA NSW 2478
Telephone: 02 66 86 2111
Bonalbo Hospital
Ms Cheryl Ducat
Executive Officer/Director of Nursing
Urbenville Road
BONALBO NSW 2469
Telephone: 02 66 66 65 1203

Byron District Hospital
Ms Jane Ackerman
Executive Officer/Director of Nursing
PO Box 118
BYRON BAY NSW 2481
Telephone: 02 66 85 6200

The Campbell Hospital, Coraki
Mr Peter Jeffree
Executive Officer/Director of Nursing
PO Box 93
CORAKI NSW 2471
Telephone: 02 66 83 2019

Casino & District Memorial Hospital
Mr Peter Jeffree
Executive Officer/Director of Nursing
PO Box 268
CASINO NSW 2470
Telephone: 02 66 62 2111

Grafton Base Hospital
Mr John Wickham
Executive Officer
PO Box 269
GRAFTON NSW 2460
Telephone: 02 66 40 2222

Kyogle Memorial Hospital
Mrs Sue Ellis
Executive Officer/Director of Nursing
PO Box 125
KYOGLE NSW 2475
Telephone: 02 66 32 1522

Lismore Base Hospital
Mr Dan Madden
Executive Officer
PO Box 419
LISMORE NSW 2480
Telephone: 02 66 21 8000

Maclean District Hospital
Mr Paul Schofield
Executive Officer/Director of Nursing
PO Box 93
MACLEAN NSW 2463
Telephone: 02 66 40 0111

Mullumbimby & District War Memorial Hospital
Ms Jane Ackerman
Executive Officer/Director of Nursing
PO Box 240
MULLUMBIMBY NSW 2482
Telephone: 02 66 84 2266
Murwillumbah District Hospital
Mr Ian Murray
Executive Officer
PO Box 821
MURWILLUMBAH NSW 2484
Telephone: 02 66 72 1822

Nimbin District Hospital
Mr Ray Phelps
Executive Officer/Director of Nursing
Cullen Street
NIMBIN NSW 2480
Telephone: 02 66 89 1400

The Tweed Hospital
Ms Trish Hogan
Executive Officer
PO Box 904
TWEED HEADS NSW 2485
Telephone: 07 55 36 1133

Urbenville Rural Hospital and Health Services Project
Mr Mark Laird
Executive Officer/Director of Nursing
45 Beaury Street
URBENVILLE NSW 2475
Telephone: 02 66 34 1319

Division of Population Health and Planning
Mr Vahid Saberi
Acting Director
31 Uralba Street
LISMORE NSW 2480
Telephone: 02 66 207500

Ms Maureen Lane
Eastern Community Health Manager
Primary and Extended Care Services
Northern Rivers Area Health Service
Ballina Community Health
BALLINA NSW 2478
Telephone: 02 66 86 8977

Mr Paul Starr
Northern Community Health Manager
Primary and Extended Care Services
Northern Rivers Area Health Service
Tweed Heads Community Health
TWEEDE HEADS NSW 2486
Telephone: 07 55 360 540

Mr Peter Scolari
Southern Community Health Manager
Primary and Extended Care Services
Northern Rivers Area Health Service
Grafton Primary Health
GRAFTON NSW 2460
Telephone: 02 66 402 402

Ms Lisa Besaley
Western Community Health Manager
Primary and Extended Care Services
Northern Rivers Area Health Service
29 Molesworth Street
LISMORE NSW 2480
Telephone: 02 66 20 2843
Community Health Centres
Alstonville Community Health
Suite 4/106 Main Street
ALSTONVILLE   NSW 2477
Telephone: 02 66 28 0849

Ballina Community Health
Fox Street,
BALLINA    NSW 2478
Telephone: 02 66 86 8977

Bangalow Community Health
Granuaille Road
BANGALOW   NSW 2479
Telephone: 02 66 87 1302

Bonalbo Community Health
Urbenville Road
BONALBO    NSW 2469
Telephone: 02 66 65 1203

Byron Bay Community Health
Shirley Street
BYRON BAY   NSW 2481
Telephone: 02 66 85 6254

Casino Community Health
North Street
CASINO    NSW 2470
Telephone: 02 66 62 4444

Coraki Community Health
Surrey Street
CORAKI    NSW 2471
Telephone: 02 66 83 2019

Evans Head Community Health
Shop 6/7 Johnny’s Arcade
EVANS HEAD   NSW 2472
Telephone: 02 66 82 4899

Child and Family Health
37 Oliver Avenue
GOONELLABAH   NSW 2480
Telephone : 02 66 25 0111

Grafton Community Health
Arthur Street
GRAFTON   NSW 2460
Telephone: 02 66 40 2402

Kingscliff Community Health Centre
Turnock Street
Kingscliff   NSW 2487
Telephone: 02 66 74 9500

Kyogle Community Health
Summerland Way
KYOGLE    NSW 2474
Telephone: 02 66 32 2598
Adult Health
31 Uralba Street
LISMORE    NSW   2480
Telephone: 02 66 20 2967

Maclean Community Health
Union Street
MACLEAN    NSW   2463
Telephone: 02 66 40 0123

Mullumbimby Community Health
Azalea Street
MULLUMBIMBY    NSW 2482
Telephone: 02 66 84 1677

Murwillumbah Community Health
Ewing Street
MURWILLUMBAH    NSW 2484
Telephone: 02 66 72 0277

Nimbin Community Health
Cullen Street
NIMBIN    NSW 2480
Telephone: 02 66 89 1288

Tweed Heads Community Health
Florence Street
TWEED HEADS    NSW 2485
Telephone: 07 55 36 0540

Sexual Health Services
Clinic 145
145 Wharf Street
Tweed Heads    NSW 2485
Telephone: 07 55 066 850

Urbenville Community Health
45 Beaury Street
URBENVILLE    NSW 2475
Telephone: 02 66 34 1319

Chris Crawford
Chief Executive Officer
Northern Rivers Area Health Service
The Summary of Affairs of the South Eastern Sydney Area Health Service for December 2004 covers the following:

- Area Health Service Administration Office, Primrose House, Dolls Point
- Area Purchasing Unit (Materials Resources Division)
- Area Public Health Unit
- South Eastern Area Laboratory Services (SEALS)
- St George Hospital and Community Health Service
- Sutherland Hospital and Community Health Service
- Sydney & Sydney Eye Hospital
- Prince of Wales Hospital
- Royal Hospital for Women
- Sydney Children’s Hospital
- Garrawarra Centre

### AREA ADMINISTRATION OFFICE

**Area Executive Unit**

- Advertising Guidelines 2001
- Area By Laws Dec 2000
- Area Health Service Board Agendas and Minutes 1995-2004 (Dec)
- Area Health Service Office Records Management Policy & Protocols April 1999
- Complaints Management Policy & Procedures Feb 2002
- Fleet Policies and Procedures May 2004
- Guidelines for Consumer and Community Consultation and participation with SESAHS 1998
- Guidelines for Recognition of Sponsorship, Naming of Buildings and Wards in SESAHS 1999
- Media Policy 2003
- Mobile Telephone Policy Dec 2003
- Policy on Internet/Intranet Services Mar 2002
- Principles for Open Disclosure Feb 2004
- Research and Publication Report 2003
- South East Health Integrated Risk and Incident Management Policy May 2004
- South Easterly Monthly Newsletter Volumes 1-10

### Clinical Services Planning Unit

- A Strategy for Improving Organ & Tissue Donation in SESAHS 2002-04 July 2002
- A Strategy for Stroke Improvement in South East Health Dec 2000
- Clinical Services Plan: Bed Requirements Analysis 2001-06 October 1999
- Communicable Diseases Strategic Directions Statement May 1999
• Confidentiality Policy October 2003
• Getting Back on Track: Early Intervention in Psychosis for Young People Strategic Plan October 2003
• GP Hospital Affiliation Policy October 2003
• Guide Dog Policy August 1997
• Guidelines for Mental Health Consumer Employees Requiring Psychiatric Inpatient Care Within SEH June 2003
• Hepatitis C Strategy 2000-2003 Nov 2000
• Homelessness and Human Services: A Health Service Response March 2000
• Improving Cardiac Rehabilitation Outcomes May 2000
• Management of Incidents to Ensure Quality of Mental Health Services Policy – 2nd edition June 2003
• Mental Health Acute Bed Management Policy April 2003
• Mental Health Asset Strategic Plan June 2003
• Minimisation of Latex Exposure April 2001
• Movable Heritage Policy July 2001
• Needle and Syringe Program Operating Policies, Procedures and Guidelines Manual February 2003
• New Directions in Services for Emotional, Behavioural and Social Health of Young People in South East Health March 2000
• Palliative Care Strategic Directions February 1999
• Patient Information Confidentiality Code of Practice May 2000
• Policy and Procedures for Child Protection s248 Information October 2003
• Population Health – Directions for South East Health June 2003
• Residential Management Policy July 2002
• Service Development Plan for Intensive Care Units March 2000
• Sexual Health Strategy 2001-2004 April 2002
• Specialist Mental Health Services for Older People Strategic Plan 1999-2004 May 2000
• Strategy for Improving Health Services for Older People in SE Sydney Nov 1999

Employee Relations

• Career Development Guidelines 2000
• Carers’ Responsibilities 2001
• Code of Conduct Policy 2003
• Consultative Arrangements Policy 1998
• Copywriting Guidelines 1999
• Development of Safety Rules Policy 1998
• Diversity Policy 1998
• Employee Assistance Program Policy 2001
• Equal Employment Opportunity Policy 2001
• Executive Development Policy 1998
• Flexible Work Practices Policy 2001
• Grading, Regrading & Reclassification policy 2001
• Grievance Policy 2001
• Hazardous Substances Policy 1998
• HR Strategic Directions Document 2001-2004
• Industrial Relations Policy 1998
• Management of Displaced Staff Policy 1998
• Managing Bullying & Harassment in the Workplace Policy 2003
• Managing the Disciplinary Process Policy 2002
• Mediation Policy & Guidelines 2001
• Occupational Health & Safety Policy statement 2004
• OH&S Guidelines for Flexible Workplace Arrangements 2000
• Performance Management Guidelines
• Pre-Employment Screening of Security Staff 2003
• Probity Screening Policy & Procedures 2001
• Protocol for appointment of Senior Medical and Dental staff 2000
• Recognition & Rewards Corporate Guidelines 1998
• Recruitment and Selection Policy 2001
• References Policy 2001
• Safe Work Practices 1998
• Salary Sacrifice (Superannuation) 1999
• Secondments Policy 2001
• Separation of Employment Policy 1998
• Smokefree Policy 1999
• Staff Exit Policy 2001
• Temporary Appointments Policy 2003
• Travel Package for Senior Medical Practitioners 2003
• Travel Package for all other Staff 2003
• Reasonable Workloads for Nurses Guidelines 2004
• Kronos Sign Off Delegation Policy 2003
• Grading, Re-grading and Reclassification Policy (Non Clinical Positions) 2004
• ESU Users Manual 2000
• Kronos Manual 2003
• Supero Manual 2003
• Seapool Manual 2001

Nursing & Community Development
• Aboriginal Health Strategic Plan
• Area Child Protection Policy & Procedures Kit October 2001
• Area Provision of Information to the Department of Community Services (Under Section 248 of the Children And Young Person (Care and Protection) Act 1998 Policy Jan 2004
• Clinical Affiliation Agreements for Undergraduate Nursing Student Placements
• Complementary Therapies and Nursing Practice Manual 2002
• Dental Health Plan
• Ethnic Affairs Priorities Statement 2002/03 and 2003/04
• Guidelines for Consumer & Community Consultation
• Health Promotion Annual Review 2003/2004
• Health Promotion Strategic Directions 2001-2005 (July 2001)
• Healthier Women Strategic Directions 2003 – 2008
• NSW New Graduate Nurse Recruitment Consortium Reports 2004
• Nursing Matters Editions No.1 (August 1994) – No.31 (Dec 2004) (ISSN 1329-7590 assigned from edition No. 14)
• Nursing Work Experience Implementation Model 1999
• PANOC Policy & Procedures Manual March 2001
• Partnership Agreement between Aboriginal Medical Service Co-operative Ltd Redfern & South East Health May 2001
• SESAHS Child Protection Strategic Directions
• SESAHS Domestic Violence Policy
• SESAHS Homelessness - Strategic Directions (in progress)
• SESAHS Victims of Crime Policy
• Standards of Practice for Utilisation of Interpreter Service 2001
• Strategic Plan for the Health Care Interpreter Service In development
• Strategies to improve access to maternity and early childhood health services for women from Culturally and linguistically diverse backgrounds

**Risk Management & Corruption Prevention**

• An Integrated Risk and Incident Management Framework 2003
• Brochure, Corruption Matters Number One. Questions and Answers and Internal Reporting Channels
• Brochure, Corruption Matter Number Two. Protected Disclosures, Questions and Answers and Internal Reporting Channels
• Ethical Practice - A Foundation Course in Workplace Ethics 2000
• Fraud Prevention Plan 1995
• SESAHS Protected Disclosure Policy 2003

**GARRAWARRA CENTRE**

• Admissions Information Package
• Audit Report (2004)
• Certification Report (2004)
• Complaints, Policy & Procedures
• Departmental Policy & Procedure Manuals (various)
• Emergency Manual (Internal)
• Position Descriptions
• Guidelines and Procedures for Recruitment & Selection
• Newsletters
• Numerical Profile (2004)
• Infection Control Manual
• OH&S Manual
• Orientation Packages
• Permanent Residential & Respite Agreements (2002)
• Quality Management Procedures & Plans
• Security Manual
• Training & Education Plans
• Waste Management Plans

**MATERIAL RESOURCES DIVISION**

• Expense Reimburse Policy
• FBT Dispute Resolution Policy
• Hospital Service Agreements 2004
• Performance Management Program 2004
• Policy and Procedure Manual
• Travel Policy SMP’s
• Travel Policy other staff

**PUBLIC HEALTH UNIT**

• Aerated Wastewater Treatment Systems Approval Guidelines, NSW Health Department 1996
• Cytotoxic drugs and related wastes in health care establishments - Guidelines for handling, Adopted by NSW Health Department 1995
• Fluoridation of Public Water Supplies Code of Practice, NSW Health Department 1997
• Guidance on the use of rainwater tanks, NSW Health Department
• Guide to Immunisation & Infectious Diseases – Administration Issues for Preschools & Child Care Facilities (2002)
• Health and Safety Guidelines for Brothels, New South Wales 1997
• Infectious Diseases Manual, Published by: AIDS/Infectious Diseases Branch
• Investigations of Cases of Elevated Blood Lead Levels Guidelines, NSW Health Department, November 1997
• Legionnaires’ Disease Emergency Management Plan
• Legionnaires’ Disease Emergency Management Plan, NSW Health Department 1992 Manual # 000037
• NSW Contingency Plan for Cases of Possible Viral Haemorrhagic Fever, August 1995
• NSW Contingency Plan for Cases of Possible Viral Hemorrhagic Fevers. 4th Edition, 1995, AIDB, NSW Health
• NSW Department of Health (Draft), Guidelines for Prosecution of Breaches of the Food Act 1989
• NSW DISPLAN - South Eastern Sydney Area Health Service
  NSW Health (copy date Dec 1992)
  NSW Health Department 1989
  NSW Health Department 1997
• NSW Health Department, Outbreak Management Plan, for Gastroenteritis in an Institution & Foodborne Illness, Environmental Health, Food & Nutrition Branch
• NSW Health Department, Seizure of Goods under the Food Act 1989
• OH&S Manual
• On-Site Sewage Management for Single Households, Environmental and Health Protection Guidelines
• Pest Control in Health Establishments - Tender Contract Specification - Policy
  Policy and Procedures, Dated October 1993
• Population Health - Directions for SHE (in progress)
• Public Swimming Pool and Spa Pool Guidelines, June 1996
• Safe use of Glutaraldehyde in Health Care Facilities - Guidelines
• Septic Tank and Collection well Accreditation Guidelines, NSW Health Dept 1998
• Skin Penetration Guidelines, NSW Health Department
• Standard Operating Procedures for Public Health Services 1998
• Waste Management Guidelines for Health Care Facilities, NSW Department of Health, August 1998
• Waterless Composting Toilets Approval Guidelines, NSW Health Dept 1997

PRINCE OF WALES HOSPITAL AND COMMUNITY HEALTH SERVICES

Manuals
ACORN Standards for Perioperative Nurses
Emergency Plan
Human Resources Manual
Infection Manual
Medical Imaging Department Protocols
Adult Nursing Standards and Clinical Procedure Manual
Occupational Health and Safety Manual
The PHH/POWH Reference Manual
Post Acute Care Services Manual

Contents of Manuals
Nursing Roles, Guidelines, Position Statements and Competency Standards
Anaesthetic Gas Pollution
Aseptic Technique
Counting of Accountable Items used During Surgery
Disposal of Surgically Removed Human Tissue and Explanted Items
Documentation
Electrosurgical Equipment
Emotional Support for Personnel
Environmental Management
Infection Prevention
Laser Safety
Legal Implications
Management of Latex Sensitivity
Performance Management
Perioperative Attire
Positioning the Patient for Surgery
Professional Development
Quality Management Activities
Reprocessing of Reusable Items: Cleaning, Packaging, Sterilisation and Storage of Sterile Supplies
Risk Management
Skin Preparation
Staffing Requirements
Surgical Plume
Surgical Scrubing, Gowning and Gloving
Use of High Level Disinfectant
Use of Loan Equipment
Visitors to the Perioperative Environment
Anaesthetic Nurse
Circulating Nurse
Enrolled Nurse
Perioperative Nurse Surgeon’s Assistant (PSNA)
Post Anaesthetic Care Unit Nurse
Pre-operative Patient Assessment and Education Nurse
Budget Preparation
Management of the Perioperative Environment
Planning and Design of the Perioperative Environment
Ancillary workers
Bullying and Harassment
Nursing Research
Postgraduate Nursing
Single Use Items
Undergraduate Nursing Students
Competency Standards
Glossary of Terms

Emergency Plan
Brief Overview of Key Functions of Emergency Plan Including an Overview of Action and Interactions
Emergency Procedure Guide (Flipchart)
Generic “Evacuation Flow Chart”
Distribution List
Overview of the Area
Purpose of the Plan
Definitions
Supporting Documents and Plans
Prevention
Components of the Hospitals’ Emergency Plan
Activation of the Plan (Flow Chart)
Stages of Activation
Alert
Investigation
Response
All Clear-Stand Down
Debriefing
Control
Hospital Command Centre
Communications
Documentation
Logistic Supply & Resupply
Public Affairs & Media Management
Use of Volunteers
Cultural Considerations
Key Site Facilities
Recovery
Fire/Smoke
Cardiac Arrest/Medical Emergency
Bomb Threat
Internal Emergency
Loss of Mains Power (7.4.1)
Loss of Emergency Power (7.4.2)
Human Resources Manual

Overview
Amendment Register
Code of Conduct
Workplace Charter and Code of Conduct Summary
Fraud Control Strategy
Corrupt Conduct
PHH/POWH Smoke Free Workplace
Drugs and Alcohol in the Workplace
Work Experience
PHH/POWH Industrial Relations
PHH/POWH Consultative Arrangements
PHH/POWH Management of Displaced Staff
PHH/POWH Grievance Handling
PHH/POWH Managing Bullying and Harassment in the Workplace
PHH/POWH Mediation
PHH/POWH Employee Assistance Program
PHH/POWH Managing the Disciplinary Process
PHH/POWH Aggression Management
Dispute Committee
Disciplinary Action
Summary Dismissal
Personnel Records
PHH/POWH Equal Employment Opportunity
PHH/POWH Diversity
PHH/POWH Flexible Work Practices
PHH/POWH Executive Development - Job Rotation
PHH/POWH Temporary Appointments Policy
PHH/POWH Recruitment and Selection
PHH/POWH Draft Advertisement Pro Forma
PHH/POWH Approval To Replace / Recruit Staff
PHH/POWH Induction Checklist
PHH/POWH References
Reference Check Form
PHH/POWH Probity Screening Policy
Approval to Conduct a Criminal Record Check
Prohibited Employment Declaration Form
Junior Medical Staff for the Clinical Year
PHH/POWH Secondments Policy
Listing of Awards & Conditions
Salaries and Wages
Overpayments and underpayments
Garnishee and Instalment Orders
PHH/POWH Overtime Meals Agreement
PHH/POWH Long Service Medals Policy
PHH/POWH Performance Evaluation Development System “PEDS” Policy and attachments
PHH/POWH Employee Recognition Awards
PHH/POWH Grading, Regrading and/or Reclassifications Policy
PHH/POWH Regrade Application Form
PHH/POWH Regrade Flowchart
Annual Leave
Excessive Annual Leave
Sick Leave
Excessive Sick Leave
Long Service Leave
Parental Leave
Maternity Leave
Paternity Leave
Adoption Leave
Family & Community Services (FACS) Leave
Court Attendance Leave
Military Service Leave
Civil Defence Leave
Repatriation Leave
State Emergency Services Leave
Leave to attend Trade Union Training Courses
Leave without Pay
Local and Interstate
Study and Examination
Overseas travel on official Hospital Business
SEH Travel Package
PHH/POWH Separation of Employment
PHH/POWH Separations Checklist
Appendices

**Infection Manual**

Hospital Infection Group Terms of Reference and Membership
Policy for Standard and Transmission Based Precautions
NSW Health Department Infection Control Policy, Circular 2002/45
Policy for Decontamination, Sterilization and Disinfection of re-useable items used in Clinical Procedures
Policy for Investigation and Reporting of Suspected Food Poisoning
Listerosis information for medical practitioners
Policy for The Packaging, Labelling and Transport of Pathology Specimens
Guideline for The Packaging, Labelling and Transport of Pathology Specimens
Policy for Notification of Infectious Diseases
Policy for Transport of Infectious Patients
Guideline for Transport of Infectious Patients
Policy for Glutaraldehyde Usage and Handling
Policy for Handwashing for Basic Hygiene and Aseptic Procedures
Guideline for Handwashing for Basic Hygiene and Aseptic Procedures (excluding operating theatres)
Policy for Safe Handling and Disposal of Contaminated Sharps
Guideline for the Safe Handling and Disposal of Contaminated Sharps
Policy for Isolation
Policy for Methicillin Resistant Staphylococcus aureus (MRSA)
Guideline for Preventing the Spread of Methicillin Resistant Staphylococcus aureus (MRSA)
Policy for Management of Patients with Viral Hepatitis
Guidelines for Management of Patients with Viral Hepatitis
Policy for Chickenpox and Herpes Zoster
Guideline for the Management of Chickenpox and Herpes Zoster in Adults
Policy for Preventing the spread of acute respiratory infections in Children
Policy for the management of Gastroenteritis in Children
Policy for Creutzfeldt-Jakob Disease (CJD)
Policy for Vancomycin Resistant Enterococci (VRE)
Guideline for Vancomycin Resistant Enterococci (VRE)
Policy for Peripheral Intravenous Therapy in Adults
Guideline for Peripheral Intravenous Therapy in Adults
Policy for Peripheral Intravenous Therapy in Children
Guideline for Peripheral Intravenous Therapy in Children

Medical Imaging Department Protocols

Anaphylaxis Protocol
Angiogram Bookings (Day Only) Protocol
Protocol for the use of the Illumena Injector(DSA)
Protocol for the use of Anaesthetic Equipment
Protocol for the use of Anaesthetic equipment in MRI Unit
Protocol for Cleaning the Paediatric and Adult Anaesthetic Circuits and Equipment
Protocol for the use of the Biotel Power Injector
Protocol for the use of Implantable Devices and Central Lines with the Biotel Injector in CT Scan
Protocol for the Dilution of Adult Barium Studies
Protocol on Paediatric Barium Dilution
Protocol for the set up for Balloon Occlusion of Internal Carotid Artery
Protocol on the use of the Beanie Bag
CO2 Injection Procedure Sheet
Protocol for Cardiac Arrest in Medical Imaging
Protocol for Cardiac Arrest in MRI Unit
Protocol on the Care of Confused Patients
Protocol for the Reporting and Monitoring of Complaints
Protocols for scanning GA and Intubated patients in CT scan.
Protocol for the Administration of Intravenous Contrast - (Adult)
Protocol for the Administration of IV contrast in CT scan - (Paediatric)
Protocol for the Administration of IV contrast for CT Angiography
Protocol for the Administration of Oral Contrast for CT Scanning – Adult
Protocol for the Administration of Oral Contrast for CT Scanning – Paediatric
Protocol for the Administration of Oral Contrast for Paediatric patients undergoing abdominal CT scanning under GA.
Protocol for the use of Contrast Warmers
Protocol on the ordering of Contrast medium
Protocol for the Administration of IV contrast for IVP Patients-(Paediatric)
Protocol on the Reporting/Monitoring of Complaints
Protocol in the Event of a Patient Dying in the Department
Protocol for Documentation of Radiological Procedures
Protocol for Documentation in the Case of a Contrast Reaction
Protocol for the Nursing Care and Discharge of Outpatients Post Invasive Procedures
Protocol for the Administration of Drixine nasal Drops
Protocol for the Evacuation of the Department in the Case of an emergency
Protocol on Cannulation and Management of Extravasation of Contrast Medium
Protocol for Air enema Using the Fluoroscopic Air Reduction technique
Protocol for the Administration of Gadolinium-(MRI)
Protocol for the Administration of Gadolinium (Magnevist) for MRA's
Protocol for the Administration of Gadolinium (Magnevist) for Paediatric MRA’s
Protocol for the Administration of Gadolinium (Gadovist) for MRA’s
Protocol for the Organisation of a General Anaesthesia
Protocol for Accepting a General Anaesthetic in Medical Imaging
Protocol for Administration of Glyceryl trinitrate for Percutaneous Transluminal Angioplasty
Protocol for the Administration of Gentamycin to Paediatric Outpatients
Protocol for the Glutaraldehyde Usage and Handling
Protocol for the Administration of IV Lasix for Paediatric IVP Patients
MRI Safety Protocols
Protocol for Patients requiring Sedation in the MRI Unit
Protocol for Repair of Leaning of Equipment in the Magnet Room
Protocol for the Administration of Sedation in the Medical Imaging Department and MRI Unit
Protocol for MRI Compatible Equipment
Use of the extra long MRI adult star ventilator circuit.
Protocol for the Administration of Magnevist Enteral
Protocol for the preparation of Urografin for MCU’s
Protocol for Booking a Myelogram for an Outpatient
Post-operative Instructions for patients who have had Myelograms using Omnipaque
Protocol on the ordering of Medications
Protocol on contrast administration in MRI
Protocol for the Registered Nurse On-call
Protocol for Oesophageal Dilatation in Adults
Protocol for Oesophageal Dilatation – Paediatrics
Protocol for the Management of Prisoners in the Department
Protocol for guarding Inmate Patients
Protocol for Radiation Safety in the Department
Protocol for restraining Babies / Children for Diagnostic Procedures
Protocol on the scanning of Rats in MRI
Protocol for administration of Resovist in MRI.
Post Sedation Instructions for MRI Patients
Protocol for the Filling Out of Surveillance Forms in MRI
Sclerotherapy Protocol
Cold Sterilisation of Transvaginal Probe
Thrombolysis
Protocol for the Handling of Patients Valuables
Protocol for Using the Warming Lamp

Adult Nursing Standards and Clinical Procedure Manual
Introduction
The Nursing Service Vision, Mission, Values and Objectives
Using this Manual
Authorisation
Acknowledgement
Clinical Practice Review and Update
Standards for the Performance of Nursing Procedures
Guidelines for Report Writing
Preparation for a Clinical Procedure
Termination for a Clinical Procedure
Universal Precautions
Admission/Transfer/Discharge/Death of a Patient
Admission of a Patient
Transfer of a Patient
Discharge of a Patient
Hospital in the Home
Care of the body after death
Escorting Patients
Medications
Medication
Schedule 4D or Schedule 8 Drugs
Administration of Cytotoxic Drugs by Registered Nurses
Medication Administration
Intravenous Medications
Intravenous Access Devices
Peripheral Venous Cannula
Venepuncture by registered nurses
Central Venous Catheters
Long Stay Silastic Central Catheters
Venous Access Ports
Volumetric Infusion Pumps
Insertion of PICC line by Registered Nurses
Wound Care
Wound Assessment
Moist Wound Healing
Aseptic procedure and Basic Dressing Technique
Wound Drains
Nutrition
Enteral Nutrition
Total Parenteral Nutrition
Cyclic Parenteral Nutrition POWH General Wards
TPN Protocol: Prince Henry Hospital
Pain Management
Administration of Intermittent subcutaneous analgesics for the Management of Pain
Insertion of subcut needle and first injection
Repeated injection by subcut needle
Administration of continuous subcut medication via syringe driver
FIVD: Regular Morphine Regimen Redundant Jan 2001
Intravenous Opioid Infusion
Immediate Post-Op Pain Management in Recovery
Patient controlled Analgesia (PCA)
Management of Acute Pain in the Opioid Dependent Patient
Management of Patients with Alcohol Withdrawal on PCA
Intravenous Administration of Naloxone
Continuous Epidural Infusions
Intermittent Epidural Infusion for Chronic Pain
Removal of Epidural Catheter in Patients Receiving Anti-Coagulant Therapy
Continuous Infusional Regional Analgesia
Accessing Implantable Drug Delivery Systems
Intrathecal Pump Delivery Drug Trial for Permanent Implantable Pump
Administration of Continuous Subcutaneous/Intravenous Ketamine for Pain Management
Administration of continuous Subcutaneous/Intravenous Lignocaine for Pain Management
Patient Needs
Oral Hygiene
Tepid Sponge
Passive Limb Movement
Pressure Area Care
General Pre-operative Care
Shaving – Operation Suite
Positioning of the Patient
General Post-Operative Care
Exercises Deep Breathing and Coughing
Nursing Management and Guidelines for Patients Requiring Isolation
Safety – vision Impaired
Management of a Patient Undergoing Therapeutic Irradiation via an Internal Irradiation Source Implants
Use of Physical and Mechanical Restraint(s) in the General Hospital Setting
 Provision of Basic foot Care by Nurses
Cardiopulmonary Resuscitation
Management of chest Drains
Oro-Pharyngeal suctioning
Naso-Pharyngeal suctioning
Tracheostomy Management
Thoracic Paracentesis (Pleural Tap)
Gastrointestinal Tract
Stoma Management
Liver biopsy Assisting with
Assisting with Abdominal Paracentesis
Rectal Examination
Bowel Washout
Manual Evacuation of Faeces
Introduction of Flatus Tube
Musculoskeletal System
Nursing Management of Orthopaedic Patient
Care of Patient following Application of Plaster of Paris splint
Urinary, Renal and Reproductive System
Catheterisation of Urinary Bladder
Flushing of Nephrostomy tube and Ureteric Catheters
Manual Bladder Irrigation
Perineal Hygiene
Vaginal Douche/Irrigation
Collection of Urine Specimens
Application of Uridome
Assisting with Renal Biopsy
Peritoneal Dialysis
Neuroscience and Mental Health Procedures
Lumbar Puncture
Stereotactic Radiotherapy: Care of Patient in the Ward
Turning of Acute Spinal Injured Patients
Electroconvulsive Therapy (ECT)
Special Senses and Endocrine Procedures
Procedures Related to the Eye
Ear Procedures
Nasal Procedures
Endocrine Gland Procedures
Nursing Administration
Uniforms
Leave
Time off in Lieu of Overtime Standard
Nursing division: Study Leave Standards
Appraisal of Nursing Staff standard: Registered Nurses and Enrolled Nurses
Staff Accidents/Incidents standard
Standard and Guidelines for the Minimisation and Management of Aggression in NSW Public Health Care establishments
Standard on misuse of Alcohol and Other Drugs
Skills Lists
Student Nurses Clinical Experience
Resuscitation Procedures

**Occupational Health and Safety Manual**

*NB this is a web-based manual [http://sesinfo/powh/Corporate/HR/OHS&WIM/ohs.asp]*

Accident and Near Miss Reporting Policy
Aggression Management Policy
Asbestos Management Policy
Compressed Medical Gases
Confined Spaces
Consultation Policy and Procedures
Correcting Protocol
Decommissioning Procedures
DOH Guidelines for Fire Safety
DOH Reportable Incidents
First Aid Kit Details
First Aid Policy
Hazardous Substances Policy
Injury Management Program
Laboratory OHS Guidelines
Large Patient Policy Procedures
Managing Bullying and Harassment
Managing OHS Contractors
Manual Handling Policy and Program
Noise Management Guidelines
OHS Act
OHS Constitution
OHS Policy
OHS Policy Statement
OHS Risk Management Procedures
Prince Henry Hospital Filming Protocols
Policy Statement
Pre-employment Screening of Security Staff (Interim Policy)
SESAHS Working Alone Risk Assessment
SESAHS Working from Home Guidelines
Zero Tolerance Framework and Guidelines
The PHH/POWH Reference Manual

Accommodation – Coulter Hostel
Admission/Discharge Policy
Aggression – Minimisation and Management
Cardiopulmonary Resuscitation Training and Assessment in Basic Life Support (BLS)
Chaplaincy and Pastoral Care Services
Clients with Disability Policy
Complaints/Ministerials
Ministerial Enquiries – Responding to
Health Care Complaints Commission Matters - Responding to
Diversity Health Policy
Health Care Interpreter Service – Standard Practices for the Utilisation of
Language Policy
Patient’s Money and Valuables Held in Trust
Patient Rights and Responsibilities
Patient Rights and Responsibilities – English
Patient Rights and Responsibilities – Spanish
Patient Rights and Responsibilities – Greek
Patient Rights and Responsibilities – Arabic
Patient Rights and Responsibilities – Chinese
Patient Rights and Responsibilities – Russian
Patient Transport
Accidents/Incidents – General Reporting
Reportable Infection Control
Reportable Incidents
Accommodation – Staff Residence
Advertising and Ward Naming Rights
ANZAC Parade Units
Car Pool Policy
Catering for Hospital Functions
Circulars and Information Bulletins – Distribution from NSW Health
Coast Chapel- Use of the
Drug and Alcohol Issues
Freedom of Information
Hospital and Area Name – Use of
Intellectual Property and the Use of Official Resources
Medical Records
Entries in the Medical Record
Retention and Disposal of Medical Records
Minutes – Signing of
Notice Boards
Official Farewells
Participation by PHH/POWH Staff at External Seminars and Conferences
Provision of Information to Members of Parliament
Signage
Travel Policy
Unauthorised Salespersons on Campus
Urgent Orders for the Purchase or Repair of Equipment
Vending Machines – Installation of
Visiting Dignitaries and Members of Parliament
Accountable Documents
Cabcharge Vouchers – Issue of
Central Cashier – Cash Handling Procedure
Fundraising and Donations Policy
Petty Cash
Raffles
Special Purposes Funds – Establishment and Operation
Vouchers for Payment – Internal
Post Acute Care Services Manual

Referral to Post Acute Care Services (PACS) for domiciliary rehabilitation

Admission to Post Acute Care Services (PACS) domiciliary rehabilitation

Discharge from Post Acute Care Services (PACS) domiciliary rehabilitation

Admission to the Hospital in the Home (HITH) service

Treatment under the Hospital in the Home (HITH) service

Discharge from the Hospital in the Home (HITH) service

Care under the Post Acute Respiratory Outreach Service (PAROS)

Infection control in the domiciliary setting

Wound Management

Management of Medication in the Domiciliary Setting

Bowel Management in the Domiciliary Setting

Management of the PACS motor vehicle fleet

Access to Patients Home

Insertion and Care of the Peripheral Intravenous Cannula (superseded)

Refer to Standard 5A Prince Henry and Prince of Wales Hospital, Adult Nursing Standards and Procedure Manual

Administration of Intravenous Antibiotics

Blood transfusions in Nursing Homes (superseded)

Refer to Standard 4.E.5 Prince Henry and Prince of Wales Hospital; Adult Nursing Standards and Procedure Manual.

Anaphylaxis

Treatment of Cellulitis Refer to Cellulitis Protocol 11/03

Personal safety operation procedure

Management of the PACS Equipment Loan Pool (ELP)

Provision of transport to patients/clients and their carers by staff

The Management of Elastomeric Infusion Devices in the Hospital in the Home (HITH) Setting including accompanying patient education forms.

ROYAL HOSPITAL FOR WOMEN

• Admissions and Discharge Policy June 2001
• Clinical Policies & Procedures Manual updated regularly
• Complaints Policy and Procedures December 1999
• Delegations Manual Departmental Business Plans
• Departmental Manuals updated regularly
• Disaster Plans & Evacuation Policy & Procedures December 1999
• Human Resources Manual Updated regularly
• Infection Control Manual Updated regularly
• Interpreter Services Policy June 2001
• Management Structure
• Operations Manual Updated regularly
• Orientation Package November 2001
• Patient Information Leaflets September 2002
• Patient Information Package for Obstetric Admissions updated regularly
• Performance Management Program September 2002
• Policy & Procedures for Recruitment & Selection November 2001
• Public Relations Policy June 2001
• Randwick Campus Corporate Services Unit Operational Policies Manual updated regularly
• Quality Framework
• Release of Information
• Strategic Plan updated regularly
• Service Agreements with Area & Campus Services
• Waste Management Policy
ST GEORGE HOSPITAL

Reference Manuals

- Allied Health Departments Policy & Procedure Manuals
- Best Practice Manual - Women & Children’s Health
- Corporate Human Resources Policies & Procedures Manual
- Corporate Operation/Policy and Procedure
- Delegations Manual
- Departmental Manuals
- Discharge Planning Manual
- Emergency Manual
- Fleet Management Transport Policy
- Guidelines for Junior Medical Officers
- Infection Control Manual
- Nursing Practices Manual
- Orientation Manual for Interns, Residents
- Medical Officers and Registrars
- Radiation Safety Manual
- Security Manual
- Standard Practice for the Utilisation of
- Health Care Interpreter Service

Documents

- Admission Policy
- Cancer Outreach Program
- Chemical Spill Policy
- Clinical Documentation Policy and General Standards
- Complaints Policy
- Confidentiality and Release of Patient Information Policy
- Corporate Plan 2000-2003
- Dept of Health Area Privacy Management Policy
- Discharge risk Screening Tool
- Falls Prevention Surveillance Project
- Hospital Orientation & Mandatory Annual Education Program
- Incident Monitoring System
- Information Packages for patients
- Latex Policy
- M.R.S.A. Risk Assessment for Surgical Patients
- Mental Health guidelines for separation
- Mental Health Policy for Triage & Assessment, RCHC
- New Graduate Nursing Program
- NSW Health Framework for measurement of Hospital Capacity
- NSW Health Privacy management Plan & Information Privacy Code of Practice
- Nursing & Medical Orderlies Orientation Programs
- Nursing Re-Connect Program
- Patient Charter “Know your Rights”
- Peritoneectomy Protocol
- Policy and General Standards for Clinical & Corporate documentation
- Pressure Ulcer Policy
- Procedures for Complaints Management
- Rehabilitation Referral Protocol
• Relevant Australian Standards & Codes of Practice
• Rights and Responsibilities Patient Charter
• Safe Handling of Cytotoxic & Related Waste February 2003
• Safe Handling of Cytotoxic Policy and Procedures 2003
• Serious Incident Policy and Procedure
• Smoke Free Workplace
• South East Health By-Laws 2000
• St George Health Service HR Directions 2001-2004
• Stroke Management Guidelines
• The Respiratory Co-ordinated Care Program and the Chronic Heart Failure Program
• The St George Hospital & Community Health Service
• Senior Medical & Dental Appointments Procedures 2001

SUTHERLAND HOSPITAL

Allied Health Services
• Allied Health Operations Manual incorporating:
  - Orientation Package
  - Allied Health Policies and Procedures
  - AHMIS Guidelines
  - Appraisal form
• Allied Health Business Plan
• Job Descriptions
• Departments’ business plans
• Departments’ policies and procedures

Child Youth & Family, Division of
Alcohol & Other Drugs Team
• Policy and Procedures Manual
• Business Plans
• Service pamphlets
• OH&S manual
• Statement of duties and appraisal
• Orientation manual

AIDS Prevention Unit (Unit within Alcohol and other Drugs)
• Policy and Procedures Manual
• Business Plans
• Service pamphlets
• OH&S manual
• News Letter

Child & Family Health (School) Nursing Service
• Policy & Procedures manual
• Business plan
• Client brochures
• OH&S manual
• Orientation manual
• Quality improvement manual
• Statement of duties and appraisal
Child, Youth & Family Counselling
- Business Plans
- Information Pamphlets
- OH&S Manual
- Job Descriptions

Occupational Therapy
- Policy & procedures manual
- Business plan
- OH&S manual
- Quality activities folder
- Service pamphlets
- Induction folder
- Client handouts
- Information for parents
- Client questionnaire and cover letter
- Appointment letters
- Teacher information handouts
- Group program letters

Department of Ambulatory Paediatrics
- Policy & Procedure Manual
- Communication with patients and external bodies following the introduction of the new Privacy Act, 2001
- Patient’s Asthma Management Plan
- Patient Information Handouts/Brochures

Diabetes Education Centre
- Aboriginal Specific Diabetes Services – Terms of Reference
- Business plans
- High Podiatry Risk Clinic – Terms of Reference, Policies and Procedure
- Policy and procedure manual
- Quality improvement
- Reporting on services
- Staff orientation

Early Childhood Service / Possum Cottage
- Policy & procedure manual
- Description of service
- Other policies as per Nursing Division
- Business plan

Child Youth and Family Speech Pathology
- Policy and procedures manual
- Business Plan
- Induction Folder
- Service pamphlet
- Client Handouts
  - Parent training programs
  - Attendance at Home Program Clinic
  - What Happens Next? Handouts
  - Summary Report Forms
- Quality Improvement Activities Folder
Community Relations
• Business Plan - Community Relations
• Functions and Special Events
• Fundraising and Volunteers (NSW Health fundraising Guidelines)
• Hospital Newsletter
• Media Policy (Area policy)
• Patient Information Directory
• Volunteers
• Ward Brochures

Corporate Services
• Business Plans
• HR Policy & Procedures Manual
• Emergency Procedures Manual
• Departmental Policy & Procedure Manuals
• Environmental Manual - incorporating
  Cleaning
  Communications
  Mail room
  Maintenance
  Motor Vehicles
  Patient/Clinical Information
  Security and Fire Safety
  Waste
• Inpatient Statistical Manual - Department of Health - Medical Records Dept
• Government Record Keeping Manual - Medical Records Dept
• Patient Matters Manual - Department of Health - Medical Records Dept
• Copyright Notice covering photocopying & reproduction of materials

Human Resources Department
• Departmental Duty Statement and Internal Procedures Manual
• Employee Benefits/Information Brochures
• Human Resources & OH&S Orientation Package
• Human Resources Policy & Procedure Manual, including Occupational Health & Safety, Worker’s Compensation, Workplace Injury Management and Employee Assistance Program
• Human Resources Newsletter
• Human Resources Business Plan
• Information System (Kronos) Line Managers Manual
• Manager’s Manual

Medical Administration
• Policies and Procedures Manual
  Acute Care Certificates
  Admissions, Discharge, Referrals and Repatriation Issues
  Admission to Intensive Care Nursery
  Appraisal
  Children/Children at Risk
  Complaints
  Conduct
  Consent
  Deaths/Transplantations
  Department Manager and staff of Medical Administration Appraisal
  Diagnostic Test and Reports
  Disaster Planning
  Discharge Medications
Emergency Department
Emergency Department Protocol for Unexpected Infant Death
Emergency Department Protocol – Sudden Death – After Hours
Diagnostic Tests Outside Hospital
Draft Emergency Department Nursing Policy – Triage of Children
Ethics Committee
Freedom of Information Act
Funeral Arrangements for Destitute Persons
General
Heparin Policy
HIV Safety Guidelines & Other Blood Borne Agents
Human Resources
Immediate Clinical Management for Staff who Sustain a Work Related Injury
Incident Report Forms
Infection Control
Intensive Care Unit
Intensive Care Unit Admission & Discharge Policy
Medical Records Department
Medical Officer Notification of at Risk Babies and Neonatal Resuscitation in Labour Ward and Nursery
Obstetrics and Gynaecology
Operating Theatres
Orientation of Registrars and JMOs
Outpatients Departments
Overseas Travel
Oxygen
Pathology
Patients on a Methadone Program who are admitted to Sutherland Hospital
Patients Rights and Responsibilities
Pharmacy
Policy for Fast Tracking of Patients Requiring Acute Admission from the Emergency Department
Policy for After Hours Paediatric Cover
Policy for providing Artificial Eyes
Procedure to be followed in a Coroner’s Case
Procedure for Reporting to “Special Committee Investigating Deaths Associated with Surgery” Protocol on Request for second opinion from Health Professionals – Patient referral/consultations
Psychiatry
Resident Medical Staff – Term Descriptions
Restraint
Security
Staffing Issues and General Administration Issues
Transplantation
Victims of Crime

Mental Health
• Divisional Business Plan
• Divisional Policy & Procedure Manual
• Team Policy and Procedure Manuals
• Police, ambulance, ED, MH Memorandum of Understanding
• Joint Guarantee of Service Between Department of Housing and Division of Mental Health

Nursing
• Acute Pain Service Manual
• Divisional Business Plan
• CCU Policy Manual
• Clinical Nurse Specialist & Reaccreditation Procedures
• HDU/Intensive Care Unit Policy Manual
• Business Plans
• Emergency Department Nursing Procedure Manuals
• Duty Statements
• Emergency Department Policy Manual
• Infection Control Manual
• Job Descriptions
• Nursing Information & Communication Manuals (Policies & Procedures), now called Clinical Policy Manual
• Interpreter Usage Policy
• Operating Theatre Manual
• Orientation Manual
• Patient Pamphlets
• Performance Appraisal Packages

Performance Support Unit
• Business Plan – PSU
• Departmental Policy & Procedures Manuals
• Inpatient Statistical manual – Department of Health
• Department of Health Reporting System Manual (DoHRS)
• The EQuIP Guide: Standards and Guidelines for the ACHS Evaluation and Quality Improvement Program (2nd ed)
• ACHS Clinical Indicator Users Manual 2002
• SNAP Data Dictionary Version 2.01
• 2002-03 Funding Guidelines for Acute Inpatient, ED and ICU Episodes
• Central Registry for Complaints
• Central Registry for Accidents/Incidents

Southcare
• Aged Care Assessment Team Policy and Procedure Manual
• Combined Caring Centres Policy and Procedure Manual
• Community Nursing Policy and Procedure Manual
• Community Options Program Policy and Procedure Manual
• Community Rehabilitation Team Policy and Procedure Manual
• Consumer brochures on Southcare services, eg. community nursing, podiatry, hydrotherapy (Revised 2003)
• Dementia Monitoring Service Policy and Procedure Manual
• Dementia Plan (Revised 2003)
• Discharge Planning Policy and Procedure Manual
• Hydrotherapy booklet
• New Staff Orientation Manual
• Occupational Health & Safety Policy and Procedure Manual
• Numerical Profile Manual
• Respiratory Inreach Program
• Podiatry Procedures Manual
• Southcare Equipment Pool Policy and Procedure Manual
• Southcare Policy and Procedure Manual
• Southcare Respite Care Policy and Procedure Manual
• Wandarrah Dementia Day Care Centre Policy and Procedure Manual

SYDNEY CHILDREN’S HOSPITAL
• Clinical Standards and Practice Manual (regularly updated)
• Delegations Manual
• Departmental Manuals
• Human Resources Manual (regularly updated)
• Infection Control Manual (regularly updated)
• Junior Medical Staff Orientation Manual
• Nursing Administrative Manual (regularly updated)
• Nursing Orientation Manuals (Unit based)
• Patient Information Booklet
• Patient information handouts / brochures from specific services
• Service Level Agreements for Campus, Area and externally contracted services
SYDNEY & SYDNEY EYE HOSPITAL

Policy & Procedure Manuals

• Facility Wide
  - Clinical Policies & Procedures
  - General Policies & Procedures
  - Infection Control Policies & Procedures
  - Medical Policies & Procedures
  - Nursing Policies & Procedures

• Support Services Division
  - Admissions
  - Catering
  - Clerical Services
  - Computer Services
  - Elective Admission
  - Emergency Day – Only & Full Admission
  - Engineering Services
  - Finance
  - Hotel Services
  - Human Resources
  - Occupational Health & Safety
  - Patient Clerical Services
  - Security
  - Switchboard
  - Public Relations

• Special Units
  - Kirketon Road Centre
  - Langton Centre
  - Lions NSW Eye Bank
  - Sydney Sexual Health Centre
  - ADAHPT

FOI CONTACT:
South Eastern Sydney and Illawarra Area Health Service
LMB 8808
South Coast Mail Centre NSW 2521
Telephone: 4253 4861
Facsimile: 4253 5878

STATEMENT OF AFFAIRS

Section 14 (1) (a) of the Freedom of Information Act requires a Statement of Affairs of the agency to be published every 12 months.

The South Eastern Sydney Area Health Service Statement of Affairs is incorporated within the Area’s Annual Report – December 2004.


The Charter of the South Eastern Sydney Area Health Service is to achieve excellence in health and service by promoting and maintaining public health services within existing resources. Within this context, the South Eastern Sydney Area Health Service has a corporate mission which is “Good Health Care, Better Health”. Core values or practices which are essential to achieving the Area’s Mission, relate to:

• High ethical and technical standards in clinical and business practices;
• Appropriate, accessible and efficiently managed services;
• Accountability and responsibility to the community we serve;
• Commitment to research and teaching; and
• Emphasis on planning, evaluation and outcomes measurement.

The South Eastern Sydney Area Health Service has a number of Committees that assist in achieving the Area’s Mission. These Committees are listed within the Area’s Annual Report.

A Summary of Affairs is produced by the South Eastern Sydney Area Health Service on a six monthly basis. The Summary of Affairs lists all policy documents held by the Area Health Service and its Second Schedule Facilities. The Summary of Affairs also provides information on how to access the documents.

The Freedom of Information Act allows for a member of the public the right to apply for records to be amended if they are:

• out of date;
• misleading;
• incorrect; or
• incomplete

Members of the public can apply to have records amended by applying in writing to the Area Freedom of Information Co-ordinator, South Eastern Sydney and Illawarra Area Health Service, LMB 8808, South Coast Mail Centre 2521. Telephone 4253 4861, Facsimile 4253 5878. There is no application fee for amendment of records.

For further information relating to Freedom of Information, Amendment of records of to obtain a copy of the Area’s Summary of Affairs contact the Area’s Freedom of Information Coordinator on 42534861.

Revised December 2004
SUMMARY OF AFFAIRS
of the
SOUTH WESTERN SYDNEY AREA HEALTH SERVICE

The Summary of Affairs of the South Western Sydney Area Health Service for December 2004, covers:

Area Units

- AREA OFFICES
  - Administrator
    - Internal Audit
    - Public Relations
    - Community Participation
    - Professional Practice Unit
  - Deputy Chief Executive Officer
    - Area Directors
    - Sector General Managers
  - Director Clinical Strategy
    - Aged Care/Rehabilitation/HACC
    - Ambulatory Care
    - Anaesthetics
    - Chronic & Complex Care
    - Clinical Governance
    - Clinical Informatics
    - Clinical Information
    - Emergency Medicine
    - Divisions of General Practice
    - Disaster Planning
    - Health System Reform Clinical
    - Home Respiratory Appliance Program
    - Human Ethics Committee
    - Intensive Care
    - Medical Appointments
    - Medicine
    - Nutrition & Dietetics
    - Occupational Therapy
    - PADP
    - Paediatrics
    - Palliative Care (Professional Only)
    - Patient Flows Manager
    - Physiotherapy
    - Podiatry
    - Speech Pathology
    - Social Work
    - Surgery
    - SWSAHS Health Priorities Advisory Committees & Support
    - Trauma
  - Director Corporate Services
    - Commercial Services
    - Health Research Foundation Sydney South West
    - Health Care Interpreter Services
    - Radiology
    - South Western Area Pathology Service
    - The Nutrition Link
- Business Development & Divestment

- Director Finance & Information Management
  - Casemix
  - Financial Services
  - Payroll
  - Purchasing
  - Information Management
  - IT
  - Revenue
  - Website & Service Directory

- Director Health Service Planning
  - Capital Feasibility Planning
  - Clinical Service Planning
  - Flows Management
  - Operational Planning
  - Performance Agreements
  - Strategic Planning

- Director Mental Health
  - Clinical Services
  - Community Participation
  - Facility Development
  - Financial Planning & Oversight
  - GP Liaison
  - Health Promotion, Prevention and Early Intervention
  - Indigenous Mental Health
  - Information System Development
  - Partnership Development
  - Research
  - Service Planning & Development
  - Suicide Prevention
  - Teaching & Education

- Director Nursing & Clinical Services
  - Aged Care Adviser
  - Area Care Coordinator
  - Area Nurse Education
  - CANR
  - Community Health
  - Drug Health (Professional Only)
  - Education Nurse Consultant
  - HR Learning & Development
  - Human Resources
  - ICU Nursing
  - Infection Control
  - Industrial Relations
  - Library
  - Nurse Workforce & Planning Programs
  - Nursing
  - Obstetrics & Gynaecology Adviser
  - Organ Donation
  - Organisational Development
  - Patient Flow
  - Pharmacy
  - Psychology
  - PT Safety Officer
  - Quality Management
  - RTO
  - Ventilator Dependency Quadroplegia (VDQ)

- Director Population Health
  - Aboriginal Health
- Community Paediatrics (incorporating Families First and Child Protection)
- Drug Health Services (incorporating NSP)
- Epidemiology
- GP Academic Unit
- Health Promotion
- Multicultural Health (incorporating EOLOs)
- Oral Health Service
- Public Health (incorporating HIV/AIDS)
- Refugee Health
- SWISH
- Women’s Health
- Manager Executive Support Unit

Sectors

• Bankstown Health Service
  - Bankstown-Lidcombe Hospital and Community Health Services

• Macarthur Health Service
  - Camden District Hospital
  - Campbelltown Hospital
  - Macarthur Community Health Services
  - Queen Victoria Memorial Home

• Fairfield Health Service
  - Fairfield Hospital and Community Health Services

• Liverpool Health Service
  - Liverpool Hospital and Community Health Services

• Wingecarribee Health Service
  - Bowral & District Hospital and Community Health Services

SECTION 1 - POLICY DOCUMENTS

The following policies and documents are produced by the Area, individual Hospitals and Units and may be accessed for information.

Area Office

• Advanced Resuscitation Training Policy
• Annual Report
• Annual Research Report
• Appointment Procedures for VMOs
• Area Administration Buildings Emergency Procedures Plan (2001)
• Area Newsletters
• Area Profile
• Area Purchasing Plan
• Asset Register
• Business Plan
• By-Laws
• Chest Pain Guidelines
• Complaints Policy and Management Guidelines (1999)
• Corporate Plan
• Delegations Manual
• Domiciliary Midwifery Policy
• Engagement of Casual and Agency Staff Policy
• Equal Employment Opportunity Management Plan and Policy
• Freedom of Information Procedures
• Governing Body and Management Policies and Procedures:
  - The Board of South Western Sydney Area Health Service
  - Organisation and Administration
  - Staffing and Direction
  - Patient’s Rights and Special Needs
- Policies and Procedures
- Staff Development and Training
- Facilities and Equipment
- Quality Activities
- Guidelines for Service Planning
- Hazardous Substances Policy and Guidelines for Area Services (March 2002)
- Health Research Foundation Sydney South West – Grant Policy and Allocation Manual (May 2001)
  - Code of Conduct and Ethics
  - General Conditions of Employment
  - Equal Employment Opportunity
  - Recruitment and Selection
  - Hours of Work
  - Performance Management Process
  - Higher Grade Duties
  - Industrial Relations
  - Staff Development
  - Occupational Health and Safety
  - Sick Leave
  - Workforce
  - Personnel Records
  - Payroll System
- Injury Management and Rehabilitation Policy
- Injury Plan of Action
- Intellectual Property Guidelines and Policy Statement
- Latex Allergy Management
- Linen Management Plan
- Liverpool Eastern Campus Staff Orientation Policy (2001)
- Management of Illicit Substances Policy (August 2000)
- Motor Vehicle Fleet Policy (December 2003)
- Noise Management Policy and Procedures for Area Services (March 2002)
- Occupational Health and Safety Planning Design and Purchasing for Area Services (March 2002)
- Occupational Health and Safety Policy for Area Services (May 2002)
- Personal Health Information Management Policy and Guidelines
- Planning Principles to Guide Funding and Networking Decisions Policy
- Police Access to Patient Information Policy and Procedure
- Quality Improvement Policy and Guidelines (June 1998)
- Reportable Incident Notification and Reporting Policy and Procedures
- Safety and Security Policy for Area Services (March 2002)
- Strategic Directions Statement and Implementation Plan 1998-2003
- SWSAHS Fraud and Corrupt Conduct Prevention and Control Policy
- Waste Reduction and Purchasing Plan

Plans
- Aboriginal Health Plan 2001-2006
- Ambulatory Care (May 2000)
- Disability Action Plan 2000-2003
- Oral Health Service Strategic Plan 2001-2004

Hospitals, Community Services & Units
- Admission and Discharge Policy
- Business Plan
- Complaints Policy and Procedures
- Dangerous Goods Policy
- Disaster Plans (Emergency/Fire Procedures)
- Fleet Policy (2001)
- Guidelines and Procedures for Recruitment and Selection
• Hospital and Departmental Policy and Procedure Manuals
• Hospital Newsletters
• Infection Control Manuals
• Management Structures
• Occupational Health and Safety Manuals
• Orientation Packages
• Patient Brochures
• Patient Information Books
• Performance Management Program
• Quality Management Plans
• Safety Plans
• Security Policy and Procedures
• Service Agreements with Area Service Providers (eg Human Resources Development)
• Service Provision Procedures (individual department focus)
• Staff Handbooks and Brochures
• Staff Treatment Policy and Procedure
• Training Plans
• Waste Management Plans

SECTION 2 – STATEMENT OF AFFAIRS

The current Statement of Affairs of South Western Sydney Area Health Service is incorporated into the 2003/04 Annual Report which was published in November 2004. The Annual Report provides information on the objectives, functions and structure of the South Western Sydney Area Health Service. Enquiries can be made by contacting the Freedom of Information Coordinator listed in Section 3.

SECTION 3 – CONTACT ARRANGEMENTS

Enquiries in relation to the inspection or procurement of the Area’s policy documents and Statement of Affairs can be made by contacting the officer listed below between the hours of 8.00am and 4.30pm.

Mrs Silvana Flint
Freedom of Information Coordinator
South Western Sydney Area Health Service
Locked Bag 7017
LIVERPOOL BC NSW 1871
Telephone (02) 9828-6063
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
AUSTRALIAN INLAND

This document constitutes the Summary of Affairs of Australian Inland. It contains a list of policy documents of Australian Inland. Unless otherwise noted, copies of the documents listed are available for the cost of the document (upon application) with the minimum charge of $5 per document (includes postage).

Section 1

Policy Documents

The policy documents held by Australian Inland fall into two separate categories, being electricity and water. These documents include:

Electricity

- Standard Form Customer Connection and Supply Contract (free of charge)
- Freedom of Information – Statement of Affairs (free of charge)
- Freedom of Information – Summary of Affairs (free of charge)
- Network Management Plan
- Customer Installation Safety Plan
- Public Electrical Safety Awareness Plan
- Schedule of Electricity Prices 2004-05

The following are network-related documents which attract a charge prior to supply:

- Australian Inland Local Service and Installation Rules
- Australian Inland Contestable Works Accreditation Scheme
- Bush Fire Risk Management Plan
- Network Strategy Statement
- Annual Prices Report
- Electricity Network Performance Report
- Electricity Customer Consultative Group Annual Report
- Customer Charter
- Network Use of System Charges 2004-05

Water

A large number of documents are held by Australian Inland with the majority dealing with the provision of its services of water and wastewater management. Australian Inland may provide certain extracts for customers upon request for a fee.

- Drought Response Plan
- Water 2023 – Integrated Water Cycle Management Plan Summary
An extensive range of maps, plans and diagrams is maintained by Australian Inland for both internal purposes and to provide assistance to customers in their dealings with Australian Inland.

Australian Inland also maintains confidential staff files for its employees. Employees have the right of access to their own staff file.

**Customer Newsletters**
- Community Connections

**Miscellaneous**
- Annual Reports – various years (provided free of charge while in stock)
- Privacy Policy

**Section 2 – Statement of Affairs**

Australian Inland latest Statement of Affairs was published in its 2002/2003 Annual Report. Copies of the latest Statement of Affairs may be obtained from Australian Inland at no cost. The Statement of Affairs is also available at Australian Inland’s website (www.australianinland.com.au).

**Section 3 – FOI Contact**

Requests for access or copies of documents held by Australian Inland should be directed to the:

**FOI Coordinator**
Australian Inland
160 Beryl Street
Broken Hill NSW 2880
Telephone: (08) 8082 5800
Facsimile: (08) 8082 5333

The FOI Coordinator is available for appointments during business hours of 8.30 am to 4.30 pm Monday to Friday (Central Time).
SECTION 1 – POLICY DOCUMENTS

Corporation
The Corporation holds the following policy documents which may be accessed for inspection:

- Policy and procedures relating to the authority and administrative powers of the Corporation
- Policy and procedures relating to the financial provisions of the Building and Construction Industry Long Service Payments Fund
- Policy and procedures relating to registration of workers, recording of service credits, long service payments and long service levies
- Personnel procedures relating to work specification, training and operational matters
- Records stored on computer and/or paper relating to registered workers, employers and levy payers
- The Corporation’s Business Plan activity reports
- The Corporation’s 2003/2004 Annual Report
- Current brochures, pamphlets and newsletters


Prior to making an FOI application to the Corporation, it is suggested the 13 14 41 Helpline be contacted as information may be available free as part of the Corporation’s service to the building and construction industry.

Committee
The Committee holds the following policy documents which may be assessed for inspection:

- Minutes of the Committee’s meetings specified in FOI applications
- The Committee’s findings in relation to appeals
- A listing of the members who form the Committee (published in the Corporation’s Annual Report)
- Any brochures which may be current

Prior to making an application to the Committee, it is suggested the 13 14 41 Helpline be contacted as information may be available free as part of the Corporation’s service to the building and construction industry.

SECTION 2 – STATEMENT OF AFFAIRS

The Building and Construction Industry Long Service Payments Corporation’s Annual Report (describing the operation, functions, and structure of the Corporation) will serve as the Corporation’s and the Committee’s latest Statement of Affairs. The Annual Report can be obtained from the Corporation’s internet site (lspc.nsw.gov.au) or by contacting the Corporation’s FOI Co-ordinator.
SECTION 3 – CONTACT ARRANGEMENTS

Any inquiries concerning the procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

FOI Co-ordinator  
Building & Construction Industry  
Long Service Payments Corporation  
Locked Bag 3000  
CENTRAL COAST MC NSW 2252  
Telephone: 13 14 41  
Facsimile: (02) 9287 5685
FREEDOM OF INFORMATION ACT 1989

Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS

of the

CASINO CONTROL AUTHORITY

SECTION 1 – POLICY DOCUMENTS

The Casino Control Authority has the following documents for inspection or purchase:

• Report on the Location, Size and Style of the New South Wales Casino (January 1993)
• Invitation Document, the Sydney Casino, Australia (May 1993)
• Ministerial Directions (as reported in relevant Authority Annual Reports)
• Report of Public Inquiry Pursuant to Section 143(4) of the New South Wales Casino Control Act, 1992 (December 1994)
• Announcement of the grant of a casino licence and associated (Background Paper issued on 15 December 1994)
• Report of Investigation Pursuant to Section 31 of The New South Wales Casino Control Act 1992 (December 1997)
• Submission to The Independent Pricing and Regulatory Tribunal (“IPART”) Gaming Inquiry (27 August 1998)
• Section 31 Investigation – Public Hearing (31 August 2000)
• Report of Investigation Pursuant to Section 31 of the New South Wales Casino Control Act 1992 (December 2000)
• Review of Progress of Star City as recommended by the Year 2000 Section 31 Investigation (May 2002)
• Annual Reports (from 1992/93 to 2002/2003)
• Approved Rules of Casino Games
• Fraud Control Manual
• Privacy Management Plan
• Press/Media releases on major operational and administration decisions/policies

SECTION 2 – CONTACT ARRANGEMENTS

Requests under the Freedom of Information Act for access to documents held by the Casino Control Authority must be in writing and be accompanied by a fee of $30.00.

Request should be directed to:

The Chief Executive
Casino Control Authority
GPO Box 3970
SYDNEY NSW 2001

Inquiries may be directed to telephone number (02) 8234 8800, fax number (02) 9299 7427 or E-mail (info@casinocontrol.nsw.gov.au). The Authority’s office hours are from 9:00 am to 5:00 pm Monday to Friday.

The following information is available at the Casino Control Authority’s internet site (www.casinocontrol.nsw.gov.au):

• General information regarding the Authority
• Legislation – CCA Act & Regulations
• Official Rules of NSW Casino Games
• Various media releases and historical material
• Report on the Location, Size and Style of the NSW Casino (January 1993)
• Invitation Document, the Sydney Casino, Australia (May 1993)
• Report of Public Inquiry Pursuant to Section 143(4) of the New South Wales Casino Control Act, 1992 (December 1994)
• Report of Investigation Pursuant to Section 31 of the New South Wales Casino Control Act, 1992 (December 1997)
• Submission to The Independent Pricing and Regulatory Tribunal ("IPART") Gaming Inquiry (27 August 1998)
• Report of Investigation Pursuant to Section 31 of the New South Wales Casino Control Act 1992 (December 2000)
• Section 31 Investigation – Public Hearing (31 August 2000)
• Public Submissions to the Year 2000 Section 31 Investigation Review – 2001/02
• Year 2000 Section 31 Investigation Review 2001/02 Progress Report
• Review of Progress of Star City as Recommended by the Year 2000 Section 31 Investigation
• Annual Reports (from 1995/96 to 2002/2003)
• Section 31 2003 – Public Submissions
• Section 31 Investigation Report - December 2003
• Introduction to the Government Inspectors (March 2004)
• FOI Summaries of Affairs
The following documents held by the Centennial Park & Moore Park Trust are available for inspection:

**CORPORATE DOCUMENTS AND PUBLICATIONS**
- Annual Report of the Centennial Park & Moore Park Trust
- Brochures, pamphlets and leaflets
- Centennial Park & Moore Park Trust Minutes for Public Inspection
- Community Consultative Committee Minutes
- Equestrian Centre Newsletter
- Joint Consultative Committee Terms of Reference
- Performance Planning & Development System Guidelines
- Performance Planning & Development System Format
- Parklands Calendar
- Parklands Magazine
- Regulations to the Centennial Park & Moore Park Trust Act

**PLANNING DOCUMENTS**
- Centennial Parklands Eastern Suburbs Banksia Scrub Vegetation Management Plan
- Centennial Parklands Tree Masterplan Volumes 1 & 2
- Conservation Management Plan
- Moore Park South Master Plan Vol 1 Site Management Plan
- Moore Park South Master Plan Vol 2 Development Plan
- Plan of Management
- Transport Access and Parking Plan

**POLICY DOCUMENTS**
- Accommodation Policy
- Accounts Payable Procedures
- Air Travel Bookings Policy
- Attendance, Leave and Overtime Policy
- Banner Policy for Trust Lands
- Bus Policy
- Child Protection Policy
- Code of Conduct
- Communications Devices Policy
- Contractors & Hirers Insurance Policy
- Cultural Events Policy
- Debt Management Process
- Dog Policy for Trust Lands
- Employee Housing Policy
- Environmental Interpretation and Education Policy
- Equal Employment Opportunity Policy
- Equestrian Centre Code of Conduct
- Equity Policy
- Filming & Photography Policy
- Financial Delegations
- Freedom of Information Procedures
Fun Run Policy for Trust Lands
Gate Opening & Closing Policy & Procedures
Generator Policy
Grievance and Dispute Resolution Policy & Procedures
Harassment and Prevention Policy
Helicopter Policy
Injury Management Policy
Media Policy
Mobile Phone Policy
Motor Vehicle Policy
Non-Smoking Policy
Occupational Health & Safety Policy
On-Site Interpretation Policy
Permissible Uses Policy on Trust lands
Privacy Policy
Public Address System Policy
Rehabilitation Policy
Reporting Corruption Policy
Road Closure Policy for Driver Avenue
Secondary Employment Policy
Sound Amplification Guidelines
Stores/Purchasing Policy
Study Assistance Policy
Tent/Weather Protection Policy
Three Wheel Pedal Car Policy
Volunteer Policy

STATEMENT OF AFFAIRS


CONTACT DETAILS FOR OBTAINING ACCESS TO INFORMATION

Access to documents held by Centennial Park & Moore Park Trust, and subject to the Freedom of Information Act can be obtained by contacting the Freedom of Information Officer

The Freedom of Information Officer
Centennial Parklands
Locked Bag 15
PADDINGTON NSW 2021

Office Hours: 8.30am to 5.00pm Monday to Friday

Prior to making an application it is suggested that the applicant either contact the Park’s administration on (02) 9339 6699 or visit website at http://www.cp.nsw.gov.au/ as some information is provided free to the community.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
NEW SOUTH WALES
COAL COMPENSATION BOARD
(F.O.I. Agency No.1606)

SECTION 1: POLICY DOCUMENTS
The New South Wales Coal Compensation Board is divided into three (3) operational teams and a Corporate Services Division. The following is a list of documents held by each division.

ASSESSMENT:
Procedural Manuals
Assessment Reports
Claim Files
Interim Payments Reports

MODELLING:
Colliery/Coal Area information
Coal Area Reports, Plans, Maps
Geological Reports
Mining Reports
Economic Reports

ADMINISTRATIVE AND INFORMATION SERVICES:
Procedures Manuals
Board Minutes
Agenda Papers
Restored Titles Database
Certificates of Title, Deposited Plans, Crown Grants
Information Brochures on Board Processes
Administrative Files (personnel, motor vehicles, financial)
Register of Gifts, Benefits and Hospitality
Annual Reports
Register of Pecuniary Interests of Board Members

CORPORATE SERVICES:
Consolidated version of Coal Acquisition (Compensation) Arrangements 1985 and amendments relating to the Arrangements
Guarantee of Service
Code of Conduct
Corporate and Business Plans
Equal Employment Opportunity Policy
Corruption Prevention Policy and Procedures
Occupational Health and Safety Policy
Ethnic Affairs Policy Statement
Disability Action Plan
Energy Management Plan
Privacy and Personal Information Protection Plan
Policy Register
Complaints Register

SECTION 2: STATEMENT OF AFFAIRS

The most recent Statement of Affairs by the New South Wales Coal Compensation Board was published by the Board in the 2004 Annual Report.

Copies of the Statement of Affairs and this Summary are available from the Board. Copies of both documents are free.

SECTION 3: CONTACT ARRANGEMENTS

Enquiries should be directed to:
Georgia Holmes
FOI Officer
NSW Coal Compensation Board
Level 5, 1 Castlereagh St
Sydney 2000
PO Box 2670
Sydney 2001

Phone: (02) 8226 5423 Fax: (02) 8226 5490
Toll Free: 1800 670 279 Email: admin@ccb.nsw.gov.au
Internet: http://www.ccb.nsw.gov.au
Access time: 8.30am to 4.30pm Monday to Friday
Enquiries may be made by person, by telephone, email, fax or post.
SUMMARY OF AFFAIRS
of the
COMMUNITY RELATIONS COMMISSION
For a multicultural NSW
(F.O.I. agency number 379)

SECTION 1 – POLICY DOCUMENTS

- Ageing People of a Non-English Speaking Background: A Policy Perspective (charge of $5.00 plus postage)
- Canterbury-Bankstown Community Harmony Round Table
- Canterbury Bankstown Community Harmony Round Table Project - Guidelines for the Operation of
- Canterbury Bankstown Community Harmony Round Table Project - Implementation Working Groups - Operational Guidelines
- Canterbury Bankstown Community Harmony Round Table Project - Partner Agencies Application
- Code of Conduct for Commissioners, Officers and Employees of the Community Relations Commission For a multicultural NSW *
- CommuniLink Acceptable Use Policy
- Community Development Grants Program 2004 - Guidelines and Application Form
- Community Development Grants Program Procedures Manual
- Community Harmony Reference Group Report
- Community Language Allowance Scheme Examination Policy and Procedures Guidelines
- Community Relations Report 2003
- Corporate Plan 2002-2006
- CRC Awards for Volunteering
- CRC Code of Conduct for Interpreters and Translators
- CRC Guide to services
- Crown Employees (Interpreters & Translators, EAC) (Transitional) Award
- Customer Information Management System Policy Guidelines
- EAPS Forward Plan 2003-2006
- EAPS – Guide to job applicants
- Electronic Mail Management Policy
- Ethnic Affairs Priorities Statement (EAPS) Standards Framework
- Fairfield Model Court Report
- Families & Cultural Diversity – Volume 1: Contemporary Issues
- Families & Cultural Diversity – Volume 2: The Statistics
- Families & Cultural Diversity – Volume 3: The Research Perspectives
- Government Green Paper: Building on our Cultural Diversity (May 1996)
- Guide to Commissioners
- Guidelines - Exemptions from Payment for Language Services (March 2003 amended February 2004)
- Guidelines for the Operation of Regional Advisory Councils (June 2002)
- Guidelines for Youth Liaison teams
- Immigration and Planning in New South Wales (March 1997)
- Immigration: New South Wales Government Position Statement
- Inactive Records Procedures
- Information and Communications Technology Policy Guidelines
- Information Management and Technology Strategic Plan 2003-2006
- Language Services Schedule of Fees (amended July 2004)
- Library and Resource Centre
- MediaLink Business Policy
- Ministerial Records Management Policy
SECTION 2 – STATEMENT OF AFFAIRS.

The “Statement of Affairs” dated July 2004, prepared in respect of the Community Relations Commission For a multicultural NSW, will be available, after that date, free of charge from the Freedom of Information (FOI) Coordinator on telephone number 8255 6773.

The document, which will be published in the Commission’s 2003-2004 Annual Report, will also be available for inspection at the Commission’s head office at Level 8, 175-183 Castlereagh Street Sydney.

The previous Statement of Affairs, dated July 2003, is currently available.

The “Statement of Affairs” provides an overview of the functions, objectives and activities of the Commission, together with administrative information of particular use to an inquiry in terms of Freedom of Information legislation.

SECTION 3 – CONTACT ARRANGEMENTS.

Copies of the policy documents and the “Statement of Affairs” may be obtained from the FOI Coordinator. There is no cost for the documents other than where indicated.

A full list of Commission publications is also available from the FOI Coordinator who may be contacted on telephone number 8255 6773 between 9.30 am and 4.30 pm.

Any applications under the Freedom of Information Act should be directed to:

The FOI Coordinator
Community Relations Commission
For a multicultural NSW
P.O. Box A2618
Sydney South NSW 1235

Stepan Kerkyasharian AM
Chairperson
INTRODUCTION

This document constitutes the Summary of Affairs as at December 2004, prepared in accordance with section 14 of the Freedom of Information Act 1989 for the Consumer, Trader and Tenancy Tribunal (CTTT).

SECTION 1 – POLICY DOCUMENTS AND PUBLICATIONS

Annual Reports
- CTTT Annual Report 2003-2004
- CTTT Annual Report 2002-2003
- CTTT Annual Report 2001-2002
- Fair Trading Tribunal Annual Report 2001-2002
- Residential Tribunal Annual Report 2001-2002
- 1999 Annual Report of the Residential Tribunal and Strata and Community Schemes Boards and Adjudicators

Bulletins

Chairperson’s Directions
- 3/2003  Home Building Division Claims or Disputes over $25,000
- 4/2003  Home Building Division Expert Appointment
- 1/2004  Request by Parties for Adjournment of Tribunal Proceedings
- 2/2004  Home Building Division Acceptance of Building Claims
- 3/2004  Summons to attend, produce or give evidence

General Publications
- Application Forms
- Brochure – Introducing the new Consumer, Trader and Tenancy Tribunal
- Client Service Standards – Our Guarantee of Service
- CTTT Schools Project
- Fee Schedule
- FOI Summary of Affairs December 2003, June 2004
- Hearing Lists
- Home Building General Information
- Home Building Question and Answers
- Information Sheet – CTTT General Information
SECTION 2 – MOST RECENT STATEMENT OF AFFAIRS

The information required to be published in the Statement of Affairs under section 14 of the Freedom of Information Act 1989 is included in the CTTT’s Annual Report. The most recent Annual Report for the CTTT is the 2003-2004 edition.

SECTION 3 – CONTACT ARRANGEMENTS

Many of the documents published by the Consumer, Trader and Tenancy Tribunal are available on its website at www.cttt.nsw.gov.au. To access documents and enquiries concerning Freedom of Information matters can be made from Monday to Friday between 8.30am and 4.30pm on telephone (02) 9641 6468 or in writing to the Registrar, Consumer, Trader and Tenancy Tribunal, GPO Box 4005, Sydney 2001. Arrangements can be made for documents to be viewed at any of the CTTT’s registries. Addresses of the registries are:

**Sydney Registry**
Level 12, 175 Castlereagh St, Sydney 2000

**Hurstville Registry**
Level 3, 4-8 Woodville St, Hurstville 2220

**Liverpool Registry**
Level 3, 33 Moore St, Liverpool 2170

**Newcastle Registry**
Level 1, 175 Scott St, Newcastle 2300

**Parramatta Registry**
Level 2, 10 Valentine Ave, Parramatta 2150

**Penrith Registry**
Level 1, 308 High St, Penrith 2750

**Tamworth Registry**
3-5 Kable Corner Complex, cnr Kable Ave & Darling St, Tamworth 2340

**Wollongong Registry**
Level 3, 43 Burelli St, Wollongong 2520
FREEDOM OF INFORMATION ACT 1989

Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
Department of Aboriginal Affairs

SECTION 1 POLICY DOCUMENTS

- Policy Guidelines on Access to Archival Material
- Dispute Settling Procedures for Aboriginal Land Councils
- Guidelines for Submissions for Exemption from Payment of Rates
- DAA Grants Program – Guidelines
- Aboriginal Education Policy
- Aboriginal Affairs Policy
- Aboriginal Employment Policy
- Aboriginal Disabilities Policy
- Heritage Policy
- NSW Wetlands Management Policy
- Oceans Policy
- Aboriginal Languages Policy

Arrangements can be made with the FOI Coordinator to obtain copies of any of the documents listed above.

SECTION 2 STATEMENT OF AFFAIRS

The Department’s current Statement of Affairs is available upon request.

SECTION 3 CONTACT ARRANGEMENTS

Requests under the FOI Act for access to documents in the possession of the Department (other than policy documents) should be accompanied by a $30.00 application fee and directed in writing to:

FOI Coordinator
Department of Aboriginal Affairs
Level 13, Tower ‘B’
Centennial Plaza
280 Elizabeth Street
Surry Hills NSW 2010

Enquiries may be directed to the FOI Coordinator by telephoning 9219-0700, between 8:30 am and 4:30 pm.

Jody Broun
Director General
SUMMARY OF AFFAIRS
of the
DEPARTMENT OF AGEING, DISABILITY AND HOME CARE

INTRODUCTION
Under the terms of Section 14 of the Freedom of Information Act, the Department of Ageing, Disability and Home Care is required to publish a Summary of Affairs. This document is the Department’s Summary of Affairs which lists the current policy and other documents of the Department.

Copies of this document may be obtained free of charge from the Freedom of Information Officer, Level 5, 83 Clarence Street, Sydney NSW, 2000 - Telephone 8270 2320. Many of the documents listed are available on the Department’s website: http://www.dadhc.nsw.gov.au/publicationsandpolicies.

Information contained in this document may be quoted or reproduced without prior reference to the Department, but acknowledgment of the source would be appreciated.

The Department acts as the responsible Freedom of Information Agency for the following organisations whose Summaries of Affairs are also attached:
- Home Care Service of NSW
- Guardianship Tribunal
- NSW Ministerial Advisory Committee on Ageing
- Disability Council of NSW

SECTION 1 – POLICY DOCUMENTS
Accommodation and Respite
Accommodation Services - Client’s Personal Finances (November 2000)
Accommodation Services - Household Operating Account (October 2000)
Across Agency Co-ordination (October 1996)
Advocacy (October 1996)
Allocation of Planned Respite Care (October 2002)
Area Casual Residential Support Worker Management Plan (September 2001)
Behaviour Intervention (February 2003)
Business Rules for the Assessment of Clients Entering DADHC Disability Services Group Homes
Business Rules - Changing, Creating or Deleting Disability Service Outlets
Business Rules for the Disability Services Register (January 2003)
Business Rules for Filling Client Vacancies Identified in the “197” Group Homes and Vacancies Created by the Group Homes EOI Project
Business Rules for the Group Home IT Network
Business Rules - Redeployment of Staff Resulting from the Devolution of Strathallen (July 2002)
Business Rules on the Status of Clients who Entered Residences Prior to the ‘Restricted Admissions’ Policy
Case Co-ordination and Case Management (October 1996)
Child Protection Policy and Reporting Procedures for DADHC and DADHC-funded Services (February 2004)
Circular DS-11 – Admissions to DoCS Large Residential Centres (18.1.00)
Circular DS-21 – “No Admission of Children and Young People to DoCS Residences” Policy (14.6.00)
Circular DS-30 - Medication in Residence Policy (26.3.01)
Circular DS-31 – Filling Vacancies in Group Homes (28.3.01)
Circular DS-38 - Approval and Posting of Service Descriptions for Accommodation
Circular DS-39 - Roles and Responsibilities of Assistants in Nursing in DADHC Disability Services Residences (16.04.02)
Circular DS-41 – Support for People with Epilepsy - Policy Supplement

- Policy Circular Supplement 2002 to the policy 6.26 Support of People with Epilepsy (Attachment) (23.05.02)
- Epilepsy notice for bathrooms (20.08.02)

Circular DS-44 - Admissions to DS Large Residential Centres (22.7.02)
Circular DS-48 - Administration of Insulin Via Insulin Pens (30.8.02)
Circular DS-64 - Placement of Clients in Group Home Vacancies (30.01.03)
Circular DS-65 - Addition to Policy Circular No DS-41 Audit of Practice and Risk Management Systems for Clients with Epilepsy and Bathing. (12.02.03)
Circular DS-68 - Support of People with Epilepsy who receive In Home Support Services (Supplement March 2003) (25.03.03)
Circular DS-72 – Support of Clients with Epilepsy (15.05.03)
Circular DS-73 – Managing Client Health Policy (22.05.03)
Client Checks (November 2002)
Client Death Notification Form (August 2004)
Client Holidays and Overnight Stays (August 2001)
Consent for Specific Behaviour Intervention Practices, Exchange of Consumer Information and for Medical or Dental Treatment (October 1996)
Consumer Files (October 1996)
Consumer Wills (October 1996)
Cross Area Transfers
Decision Making and Choice (October 1996)
Devolution - A Guide to Completing Service Development Proposals
Dignity of Risk and Duty of Care (October 1996)
Directions for Managing Accommodation Services (April 2002)
Directions for Managing Respite Services (April 2002)
Disability Services Policy Framework (August 2000)
Driver’s Licences for RSWs and House Managers Seeking Permanent Appointment (December 2002)
Eating Out: A Guide for People on Texture Modified Diets (September 2002)
Ensuring Good Nutrition (May 2003)
Exit Criteria (October 1996)
Fees for Board and Lodging for People with Disabilities (October 1996)
Framework for the Redevelopment of DoCS Disability Services
General Health and Safety for Consumers (October 1996)
Individual Planning (October 1996)
Maintaining Family Relationships (October 1996)
Managing Client Health (May 2003)
Managing Client Risks (January 2003)
Managing Risks and Incidents in the Workplace (January 2003)
Medication (October 1996)
Medications in Residences Policy (March 2001)
Metro West Residences - Policy on Foreign Body Obstruction of Air Way (Choking)
Nutrition in Practice Manual (March 2002)
Nutrition Practice Guidelines (July 2002)
Nutrition and Swallowing Checklist - Information for Clients and Families (December 2001)
Orientation to DADHC Respite Services (August 2002)
Our Commitment to Residents (November 2000)
Palliative Care (October 1996)
Participation and Integration (October 1996)
Placement of Clients in Group Home Vacancies (January 2003)
Principles for the Management of Finances in DoCS’ Residences, Accommodation and Centre-based Respite Services (August 2000)
Prioritisation and Allocation (August 2002)
Privacy, Dignity and Confidentiality (October 1996)
Protocol between DADHC & OPC for Clients in Residences - Banker Arrangement
Protocol between DADHC & OPC for Clients in Residences - Estate Managed
Protocol for the Management of Community Visitor Reports to Services
Quality Service in Group Homes Report (CDDS July 2001)
Respite Care Services (October 1996)
Response to Sexual Assault, Physical and Emotional Abuse and Neglect (October 1996)
Response to the Death of a Client and Reporting Reviewable Deaths (August 2004)
Review of the Implementation of the Certificate III in Community Services (Disability Work) 2003
Service Descriptions for Accommodation Support
Service Descriptions for Group Homes
Service Descriptions for Respite
Sexuality and Human Relationships (October 1996)
Shift Changeover (November 2002)
Staff Management Plan for Devolution of Large and Medium Residential Services (June 2002)
Staff-Client Relationships (November 2001)
Supervision Policy - Accommodation (September 2002)
Supervision Policy - Respite (September 2002)
Support for People with Epilepsy (May 2003)
Support Services, Community Based Respite, Community Based Day Programs and Community Support Teams
Systems for Clients with Complex Communication Support Needs (November 2002)
Update for Staff on Managing Finances in DoCS Accommodation and Respite Services (August 2000)
Valued Status (October 1996)
Vermont Assessments for Group Home Clients (March 2002)
Workplace Assessment Policy (July 2002)
Community Access
Access & Equity Policy for Older People, People with a Disability and their carers from a Non-English speaking Background
Behaviour Intervention (February 2003)
Carers and Work: Fact Sheet
Children’s Standards in Action: A resource for service providers working with children and young people with a disability. (2004)
Child Protection Policy and Reporting Guidelines for DADHD & DADHC funded services.
Circular DS-40 - Cessation of Fees in Disability Day Programs (17.04.02)
Circular DS-53 – Policy Living in the Community Putting Children First (25.10.02)
Circular DS-55 - Guidelines for the Development of Communication Support
Circular DS-66 - Revised List of Service Activities for Community Support Teams (25.03.03)
Circular DS-67 - Amendment to Intake Policy re: Eligibility Assessments (25.03.03)
Circular DS-71 – Clients to Cease Taking Products Affected by TGA Recall (8.05.03)
DADHC’s Ethnic Affairs Priority Statement Plan 2003-04
Decision Rules Requests for Support November 2003
Draft Strategic Policy – Adult Training Learning and Support Program (ATLAS)
Early Childhood Intervention Coordination Program (ECICP) Review Report
Families with Young Children with Disabilities and High Support Needs
Family and Children’s Programs: Community Access Branch

- Recommended Practices in Family Centred Early Childhood Intervention
- Early Childhood Intervention Coordination Program (ECICP) Procedures Manual
- Supporting children and young people with a disability and their families (July 2004) (replaces Supporting children and young people with a disability and their families: out-of-home placements)
- Individual planning for children and young people living in out-of-home placements (July 2004).

Good Practice Guide – Moving from Institutional to Community Living


Intake Policy (December 2001)

Literature Review: Prevention & Early Intervention 2003

Literature Review: Models of Treatment and Intervention for Children with Autism Spectrum Disorder 2003

Living in the Community: Putting Children First (October 2002)

Memorandum of Understanding between DoCS and DADHC on Children and Young Persons with a Disability

Mobility Guideline 2003

NSW Government Carers Statement, October 1999

Report of the Active Linking Initiative (ALI) March 2004

School Leaver Registration Package (2004)

Service Access System Decision Rules

Service Descriptions for Day Programs

Service Descriptions for Community Support Teams

Service Descriptions for Secure Services

Supervision Policy – Day Programs (September 2002)

Supporting Children and Young People with a Disability: Additional guidelines for funded assistance.

The Positive Approach to Challenging Behaviour

The Post School Options Program Guidelines April 1997

1998 Standards in Action – Practice Requirements and Guidelines for Services Funded Under the Disability Services Act

2004-PM-0007 Children’s Standards in Action a resource for service providers working with children and young people with a disability

Service Development And Planning

Bilateral Commonwealth/State/Territories Disability Agreement 3

Bilateral Funding Agreement Between Department of Veterans Affairs and Department of Ageing, Disability and Home Care for financial assistance for veteran access to the Home and Community Care (HACC) program 2003-2006

Commonwealth/State Disability Agreement Bilateral Case Management Project Guidelines, 2000 (not sure who “owns” this one)

Commonwealth/State and Territory Disability Agreement Minimum Data Set Privacy Statement (in 19 languages: English, Arabic, Croatian, Dutch, Filipino, French, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Serbian, Spanish, Turkish, Vietnamese) MDS - IT


Licensed Residential Centres Licensing, Monitoring and Closure Policy Version 1.0, Vol One; Vol Two

HACC Collection of personal information consent information sheets available in Arabic, Armenian, Assyrian, Chinese, Croatian, Dutch, French, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Serbian, Spanish, Tagalog, Turkish, Ukrainian, Vietnamese

Home and Community Care Amending Agreement 1998

Home and Community Care Minimum Data Set Documents for HACC Funded Services

Home and Community Care National Guidelines Summary

Home and Community Care National Standards Instrument and Guidelines

Home and Community Care National Program Guidelines
Home and Community Care Service Type Descriptions
Home and Community Care Service Type Guidelines
Home and Community Care State Plan 2002-2003
Home and Community Care State Plan 2003-2004
Memorandum of Understanding between DoCS and DADHC on Children and Young Persons with a Disability
Multilateral Commonwealth/State/Territories Disability Agreement 3
National Framework for Comprehensive Assessment in the Home and Community Care Program
NSW Commonwealth/State and Territory Disability Agreement Minimum Data Set Data Guide
NSW Government Disability Policy Framework
Resource allocation in the HACC program: a framework for service providers
Survey of Home and Community Care Funded Organisations to Develop a Profile of Volunteer Support and Quantify the Costs Incurred by Volunteers 2002

Purchasing and Funding
Acquittal Guide
DADHC Funding Agreement
Guide to DADHC Funding Agreement
Guidelines for Application of Competitive Selection Process
Procedures for Engaging Contractors and Consultants
Resource Allocation Methodology
Standard DADHC Contract for Contractors/Consultants

Statewide Aboriginal Service
Aboriginal and Torres Strait Islander Access and Equity Strategy

Office for Ageing
Elder abuse, carers & dementia:
Abuse of Clients and their Carers: Training Kit
Abuse of Older People: Community Languages Resource Kit
Abuse of Older People: Interagency Protocol
Abuse of Older People: The Way Forward
Achievements under the NSW Action Plan on Dementia 1996-2001
Aged Care Education and Training in NSW: Audit of Courses in Elder Abuse and Dementia
At Home with Dementia 2000: a practical manual on how to modify the home environment for a person with dementia
Behind Closed Doors: The Hidden Problem of Abuse of Older People (Video)
Better Building, Better Care: A planning guide to improving an aged care facility for people with dementia
Carers and Work: fact sheet
Financial Exploitation
Future Directions for Dementia Care and Support 2001-2006
Getting in Touch: A carer support model using teleconferencing
Legal Issues Manual
Mandatory Reporting on Abuse of Older People (Discussion Paper)
“Mind your Memory” Cards in English and translated into 10 community languages (Italian, Greek, Polish, Spanish, Maltese, Croatian, German, Chinese, Vietnamese, Arabic).
NSW Government Carers Statement, October 1999
Promoting Flexible Respite for people living with dementia
Research on Abuse of Older People from a Non-English Speaking Background
Triple Jeopardy: Gender and Abuse of Older People (Discussion Paper)
Worried about your memory? Aboriginal Dementia Awareness information leaflet, and poster
Seniors card:

Seniors Card 2005 Discount Directories (5 regional editions) - formerly called Member Guide
Seniors Card Annual Member Guides (5 regional guides)
Seniors Card 2005 Discount Directory Advertising Rate Card & Booking Form
Seniors Card Member Application Form (eligibility criteria)
Seniors Card Business Partner Application Form (plus Terms & Conditions flyer revised Feb 2004)
Seniors Card What is a Seniors Card? (multi-lingual overview brochure)
Seniors Card Senior Shopper (brochure)
Seniors Card Privacy policy
Seniors Card Business Partner Recruitment policy
Seniors Card Member Guide Advertising policy
Seniors Card Volunteering policy
Seniors Card Online Advertising Policy
Seniors Card Inserts policy
Seniors Card Direct Mail policy

Premier’s forum & Positive Ageing:

Fact Sheets on Ageing
NSW Healthy Ageing Framework 1998-2003
Planning Ahead Kit: resources for managing financial, health and lifestyle decisions into the future May 2004
Premiers Forum Report 2002 on Consumer Protection
Premiers Forum Report 2000 on Seniors & Information Technology
Seniors and Information Technology
Setting the agenda for ageing policy for the next five years: Community consultation project - older people from culturally and linguistically diverse communities in NSW April 2004

Business Improvement

DADHC Annual Report
DADHC Business Plan
DADHC Audit Committee Charter

Information Management

Information Security Policy 2002
Policies, Guidelines and Conditions of Use of Intranet, Internet and E-mail Services 2002
Records Management Policy 2002

Strategic and Corporate Human Resources

HR Strategic Framework (May 2003)
Position Establishment Management guidelines (July 2003)
Staffing Establishment guidelines – Home Care (May 2003)
Temporary Employment and Staff Mobility circular (December 2003)
Criminal Records Check Pre-employment policy (April 2004)
Leave policies (March 2004)
Recreation Leave circular (November 2003)
Personnel Manual – Home Care (May 2003)
Employee Assistance Program circular (June 2004)
Serious Incident Employee Assistance Support procedure (December 2003)
Sponsored Childcare Guidelines (May 2004)
Reasonable Adjustment Guidelines (February 2004)
Code of Conduct and Ethics (July 2004)
Protected Disclosures policy (July 2004)
Secondary Employment policy (October 2003)
Learning and Development Framework (November 2004)
Induction policy (December 2004)
Performance Development policy (November 2004)
Managing Unsatisfactory Performance policy (November 2004)
OHS Policy (September 2004)
OHS Risk Management policy (September 2004)
OHS Return to Work policy – (December 2004)
Manual Handling policy (September 2004)
Employee Consultative Framework (June 2003)
OHS Consultative Framework (July 2003)

SECTION 2 – STATEMENT OF AFFAIRS
Under the Freedom of Information Act 1989, each NSW Government Department or Agency is required to publish an annual Statement of Affairs. The statement describes the structure and functions of the agency and lists categories of documents held. It also reports on FOI activity in the previous financial year and sets out how to obtain documents that are eligible for public scrutiny under legislation.

The Department has identified its Annual Report as its Statement of Affairs. The Annual Reports are available for inspection at the Departments head office at Level 5, 83 Clarence Street, Sydney. The Department’s Annual Reports are also available on its website: www.dadhc.nsw.gov.au/publications and policies

SECTION 3 – CONTACT ARRANGEMENTS
Freedom of Information Officer
Department of Ageing, Disability and Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000
Telephone: (02) 8270 2320 Fax: (02) 8270 2495

Arrangements can be made to obtain copies of documents or to inspect them by contacting the FOI Officer.

HOME CARE SERVICE OF NSW

SECTION 1 – POLICY DOCUMENTS
The Home Care Service of NSW (HCS) is a Statutory Corporation bound by the provisions of the NSW Home Care Service Act, 1988. HCS is a public agency under the FOI legislation. HCS has been integrated into the Department of Ageing, Disability and Home Care (DADHC). Various of its policies and procedures (see above) apply across DADHC. Others (see below) apply to HCS employees within DADHC.

Many of these documents are also available on DADHC’s website: www.dadhc.nsw.gov.au/publicationsandpolicy/other.

Archives Management Policy
Aboriginal & Torres Strait Islander Service Policy Guidelines
Attendant Care Program Guidelines November 2003
Boarding House Reform Policy on Transporting/Accompanying Customers
Client Eligibility & Access for Service Provision Guidelines
Client Feedback Policy
SECTION 2 – STATEMENT OF AFFAIRS

Due to Home Care Service’s integration with the Department of Ageing, Disability and Home Care (DADHC), information about its current functions and structure is reflected in DADHC’s Annual Report which is available for inspection upon request, and on DADHC’s website: www.dadhc.nsw.gov.au/publications and policies as well.

SECTION 3 – CONTACT ARRANGEMENTS

Freedom of Information Officer
Department of Ageing, Disability and Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000
Telephone: (02) 8270 2320  Fax: (02) 8270 2495

Arrangements can be made to obtain copies of documents or to inspect them by contacting the FOI Officer.

GUARDIANSHIP TRIBUNAL

SECTION 1 – POLICY DOCUMENTS

Access to New Treatments through Clinical Trials
Accessibility Features of the New Guardianship Tribunal Website
Application for Approval of a Clinical Trial
Application for Consent to Medical or Dental Treatment
Application for Guardianship and/or Financial Management
Application for Recognition of Interstate Appointment
Application to be Joined as a Party to a Matter
Application to Review a Financial Management Order
Application to Review Enduring Guardianship Appointment
Application to Review Enduring Power of Attorney
Application to Revoke a Financial Management Order
Appointment of Enduring Guardian/Alternative Enduring Guardian
Appointment of Power of Attorney
Behaviour Management and Guardianship
Financial Management Hearings – Information for Parties
Financial Management Orders – What Happens After the Hearing?

Getting ready for your hearing (pamphlet for people who are subjects of applications)
Guardianship Hearings – Information for Parties
Guardianship Tribunal online: http://www.gt.nsw.gov.au
Guardianship Tribunal Reporter
Guardianship Orders – What Happens After the Hearing?
Hearings for Guardianship and Financial Management – Information for Parties
Hearings for Applications to Review or Revoke Financial Management Orders – Information for Parties
Hearings for Reviews of Guardianship Orders – Information for Parties
How to Cancel the Appointment of Your Enduring Guardian
Medical and Other Professional Assessment Reports
Online Applications on the New Guardianship Tribunal Website
‘Person Responsible’
Planning Ahead… Enduring Guardianship
Planning Ahead… Enduring Power of Attorney
Preliminary Hearings – Information for Parties
Recognition of Interstate Appointment
Representation at Hearings
Request to Be Joined as a Party
Resignation of Appointment of Enduring Guardian/Alternative Enduring Guardian
Review of Enduring Powers of Attorney: Information for Parties
Revocation of Appointment of Enduring Guardian
Separate Representation
Special Medical Treatment – Androgen Reducing Medication
Special Medical Treatment – For People Under 16 Years
Special Medical Treatment – Guidelines
Special Medical Treatment – Hysterectomy or Endometrial Ablation
Special Medical Treatment – Orchidectomy
Special Medical Treatment – Termination of Pregnancy
Special Medical Treatment – Tubal Ligation
Special Medical Treatment – Vasectomy
Substitute Consent
Three Separate Organisations – (Pamphlet outlining the different roles of the Guardianship Tribunal/ Office of the Public Guardian / Office of the Protective Commissioner)
Video Order Form
We Welcome Your Feedback
Website flyer (DL flyer information about the Guardianship Tribunal’s updated website)

What Does the Guardianship Tribunal Do? – Available in Arabic, Chinese, Croatian, German, Greek, Italian, Macedonian, Polish, Serbian, Spanish, Tagalog, Turkish, Vietnamese.
The publications of the Guardianship Tribunal are available in large print or as ASCII text file on request. Some publications are available online at the Tribunal’s website – http://www.gt.nsw.gov.au. The Guardianship Tribunal has a website as of February 2004. The new website has been designed for easy accessibility, with some pages available in 12 languages other than English, the majority of publications and all application forms available for download, separate sections on applications and hearings and orders, video clips of the hearing process, and online applications for guardianship and financial management.
SECTION 2 – STATEMENT OF AFFAIRS
Information about the function and structure of the Guardianship Tribunal – its Statement of Affairs, can be found in its Annual Report which is available for inspection by contacting the Tribunal at the below address. The Tribunal’s Annual Report is also available on its website: www.gt.nsw.gov.au.

SECTION 3 – CONTACT ARRANGEMENTS
Freedom of Information Officer
Attention: Legal Officer
Guardianship Tribunal
2A Rowntree Street
Balmain NSW 2041
Telephone: (02) 9555 8500 Fax: (02) 9555 9049

NSW MINISTERIAL ADVISORY COMMITTEE ON AGEING (FORMERLY NSW COMMITTEE ON AGEING)

SECTION 1 – ISSUE PAPERS
A Double-Edged Sword: Report of consultation with older residents of Queanbeyan and district 2000
A Two Way Street: Older People and Volunteering 1999
Building Community Trust - Social Capital and Rural NSW: an older person’s perspective 1999
Caring for the Country: a spotlight on the needs of older people who live in rural and remote NSW 2000
Counting on Experience: a review of good practice in the employment of mature workers 2002
Driving Miss Daisy in Country NSW 2000
Gendered Ageism- Job Search Experiences of Older Women (Department for Women & NSW Committee on Ageing) 1997
‘Have Your Say’ Consultation with older people of non-English speaking backgrounds, Blacktown. 2002
Home among the gum trees – Securing the future for older people who live in residential parks in NSW 2004
Including Us Too! Tips for events managers working with older people. 2000
Job Search Experiences of Older Workers 1996
Keeping in touch: Older People Living Alone 1996
Keeping the balance: older men and healthy ageing. 2001
Local Government Services for Older People 1996
Making a Difference - The views of people in the valley: Report of consultations in Bega and district 1998
Never Too Late to Learn: A Report on Older People and Lifelong Learning 1997
Older People and Crime 1997
Older People and Housing: The views of older people in southern Sydney, July 2003
Paying the Price – The impact of mature age unemployment on government services 2004
Over the Hill or Flying High? An Analysis of Age Discrimination Complaints in NSW 1998
Final Report of consultation with older people in Griffith and Narrandera in September 2002
Retirement: a Survey 1996
River and Coast: A report of consultation in Tweed Heads and Murwillumbah, 2001
Taking Charge: Making Decisions for Later Life 1999
The Eyes Have It: report of vision and older people seminar. 2002
Too Young to Go: mature age unemployment and early retirement in NSW 2002
Volunteering and Older People 1996
When Families Break Down - Rights of Grandparents and Grandchildren 1997
When the chips are down: Report of a consultation with older residents of Cobar and district 1998

Other documents
Brochures about the NSW Ministerial Advisory Committee on Ageing (one in English and one multilingual)
Strategic Plan 2003/04 - 2005/06, July 2003
Consultation Protocols, Nov 2003 edition

SECTION 2 – STATEMENT OF AFFAIRS
The NSW Ministerial Advisory Committee on Ageing has set up its own website which has detailed information about the Committee’s function and structure. The website also contains more information about its publications and other related information. www.maca.nsw.gov.au

SECTION 3 – CONTACT ARRANGEMENTS
Freedom of Information Officer
Department of Ageing, Disability and Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000
Telephone: (02) 8270 2320  Fax: (02) 8270 2495

DISABILITY COUNCIL OF NSW

SECTION 1 – ISSUES PAPERS
Accommodation and Support Options for people with a Disability. A Study of the Accommodation and Support Needs of People who Live with their Ageing Parents or Carers (1994)
A Question of Justice: Access and Participation for People with Disabilities in Contact with the Justice System (2003)
Brochures – About the Disability Council (English, Arabic, Chinese, Vietnamese, Italian, Spanish and Greek versions)
Consultation and People with a Disability: Issues for Public Sector Managers in NSW (1997)
Emergency Evacuation Plan
Media Guidelines (1994)
More than Getting Through the Gate: The Involvement of Parents who have a Disability in their Children’s School Education in NSW (2001)
Position Statement: Access to and Delivery of Health Services (2001)
Position Statement: Cost of Disability (2001)
Position Statement: Education (2001)
Position Statement: Flexible Options for Living in the Community (2001)
Position Statement: Belonging in the Community (2001)
Position Statement: Housing for Everyone (2001)
Position Statement: Ageing (2001)
Time for A Break - Results of the Respite Care phone-in (1990)
SECTION 2 – STATEMENT OF AFFAIRS

Information about the Council’s function and structure can be found in DADHC’s Annual Report, which is available for inspection at DADHC’s Central Office, or at its website: www.dadhc.nsw.gov.au/publicationsandpolices.


SECTION 3 – CONTACT ARRANGEMENTS

Freedom Of Information Officer
Department of Ageing, Disability and Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000

Telephone: (02) 8270 2320 Fax: (02) 8270 2495

Most publications are available online at the Disability Council’s website: http://www.discoun.nsw.gov.au/publications.html

Issued December 2004
SECTION 1 – DOCUMENTS

The Attorney General’s Department has produced a wide range of policy and administrative documents in the following areas to which access is available to members of the public.

- Legal Services
- Freedom from Discrimination
- Equality of Opportunity
- Privacy
- Criminal Injuries Compensation
- Law Reform
- Crime Statistics and Justice Research
- Criminal Law Review
- Legal Policy Advice
- Community and Media Relations Service
- Case Law Reporting
- Court Policy and Case Management Records
- Community Justice
- Sheriff Services
- Standards of the Legal Profession
- Admission to the Legal Profession
- Legal Fees and Costs
- Aboriginal and Torres Strait Islander Justice Programs
- Occupational Health & Safety Programs
- Court Facilities
- Fine Enforcement

List of Documents produced by the Department

**Aboriginal Justice Advisory Council**

- The Impact of Crime Prevention on Aboriginal Communities, Associate Professor Chris Cunneen, Institute of Criminology, Law Faculty, University of Sydney
- Aboriginal People and Bail Courts in NSW,
- Report of the Aboriginal Victims of Crime Forum (In partnership with NSW Victims Services)
- A Fraction More Power, Review of the impact of the Children (Protection & Parental Responsibility) Act on Aboriginal people in Moree & Ballina, Policing Public Order, Offensive Language & Conduct, the Impact on Aboriginal People, September 1999,
- RCIADIC, Review of the NSW Government Implementation of Recommendations,
- Aboriginal People and Bail Courts in NSW
- Diverting Aboriginal Adults from the Justice System, outcomes of the workshop of 5 October
- Holistic Community Justice: A proposed response to Aboriginal family violence
- Diverting Aboriginal Adults from the Criminal Justice System, some background and issues for consideration
- Strengthening Community Justice: Some Issues in the recognition of Aboriginal Customary Law in New South Wales
- Circle Sentencing: Involving Aboriginal Communities in the Sentencing Process, Where To From Here: 10 years after the Royal Commission some suggested directions for Aboriginal Justice Planning,
- Zero Tolerance Policing: Its Background and Implications for Aboriginal People, August 1999,
- Things That Work; Aboriginal communities working to reduce crime and offending
- Community Justice Groups information booklet
- Fact Sheets:
  - Aboriginal people and prisons
  - Community Justice Groups
  - Circle Sentencing
  - Speak Out Speak Strong
  - Aboriginal Justice Advisory Council
  - Royal Commission into Aboriginal Deaths in Custody
  - Young Offenders Act
- Ngiya-AJAC Newsletter
- NSW Aboriginal Justice Plan Discussion Paper
- NSW Aboriginal Justice Plan Discussion Paper Summary

**Administrative Decisions Tribunal**

Annual Reports
- 1998-1999
- 1999-2000
- 2000-2001
- 2001-2002

Brochures
- Discrimination complaints at the ADT
- Mediation conducted by the ADT
- Prohibited Employment Declarations in the ADT
- Review of NSW Government Decisions by the ADT

Practice Notes
- PN1 General Division : Freedom of Information Review Applications
- PN2 Equal Opportunity Division : Case Management Procedures
- PN3 Retail Leases Division : Retail Tenancy Claims
- PN4 Application to Change Hearing Dates
- PN5 Appeals : Procedures for Appeals to the Appeal Panel of the Tribunal
- PN 6 General Division : Referral of Complaint under the Veterinary Surgeons Act 1986 and
- PN7 All Divisions : Summons to Attend and Give Evidence; Summons to Attend and to Produce Documents or other things: Tribunal Practice
- PN8 Retail Leases Division
- PN9 General Division : Licence Suspensions under Fair Trading Act 1987 : Procedures relating to Applications for Review
- PN10 All Divisions : Access to the Tribunal – Use of Telephone and Video Links
- PN11 External Appeals: Procedures for External Appeals to the Appeal Panel of the Tribunal
- PN12 Costs

Policies
- Fees and Fee Waiver Policy
- Provision of copies of sound recording and transcript

Training material
- Good decision writing and Good Conduct of Proceedings - package of videos and training material (Note: fees applies).
Anti-Discrimination Board

- How to implement EEO in any organisation
- Harassment in the Workplace: Guidelines for managers
- Grievance Procedure Guidelines
- Sample Policies & Procedures disk
- Anti-Discrimination and Equal Employment Opportunity Guidelines (EEO): For managers, team leaders and supervisors
- Discrimination, Harassment and Equal Employment Opportunity (EEO) for Non-supervisory staff: Your rights and responsibilities at work
- Guidelines - Carers’ Responsibilities Discrimination
- Guidelines for Advertisers
- Guidelines for Community Workers
- Guidelines for Media (Vilification)
- Guidelines for Local Government Councillors
- Guidelines for Real Estate Agents
- Guidelines for Registered Clubs
- Guidelines for Financial Advisers
- Guidelines for Providers Of Goods And Services
- Guidelines for Small Business Owners and Managers
- Transgender Discrimination Guidelines
- Guidelines for Applying for an Exemption from the Anti-Discrimination Act
- Equal Time (quarterly newsletter) (available in electronic form only, not hard copy)
- Discrimination Complaints Form
- General Factsheet : Discrimination & the Anti-Discrimination Board of NSW
- What you can do if you are treated unfairly (easy to read, very low literacy)
- Treated unfairly because you are Aboriginal?
- Age Discrimination
- Carers’ Responsibilities
- Disability Discrimination: Your Rights
- Discrimination, EEO and Affirmative Action
- Harassment & Sexual Harassment: Your Rights
- Homosexual Discrimination
- Infectious Diseases
- Lesbian Discrimination & Harassment
- Marital Status Discrimination
- Pregnant Women & Discrimination
- Race Discrimination: Your Rights (English and Arabic)
- Sex Discrimination
- Strategies Factsheet: How to deal with discrimination
- Transgender Discrimination: Your Rights
- Vilification: Your Rights (English and Arabic)
- What you need to know about anti-discrimination law (low literacy) (English and Arabic)
- How does the ADB deal with complaints?
- How to make a complaint about discrimination to the ADB
- A Guide for Respondents
- Know Your Rights: A guide for Aboriginal and Torres Strait Islander People - Discrimination and harassment
- Harassment Posters
• Know your Rights Posters
• On-Site Training Brochure
• Seminar Program Calendar
• Community Services Brochure
• Services for Employers Brochure
• Anti-Discrimination Board Annual Report 1999-2000
• Anti-Discrimination Board Annual Report 2000-2001
• Anti-Discrimination Board Annual Report 2001-2002
• Anti-Discrimination Board Annual Report 2002-2003
• Anti-Discrimination Board Annual Report 2003-2004
• Guarantee of Service
• Pre-Employment Medicals
• Anti-Discrimination Law And Charities
• Submission to NSW Attorney General’s Department, Part 1, 2 and 3 in response to the NSW Law Reform Commission Report 92, Review of the Anti-Discrimination Act 1977 (NSW).
• Guidelines for Hoteliers
• Guidelines for managers of local councils
• Anti-discrimination law and the small business owner
• Identifying and Eliminating Discrimination in NSW Industrial Instruments
• Sample Guidelines for Contact/Support Officers
• Grievance Investigation Guidelines
• Guidelines for Union Representatives
• Advance Australia Fairly Postcards
• C-Change Report – Report of the Inquiry into Hepatitis C Related Discrimination
• Race for the Headlines – Racism and Media Discourse
• Unfair treatment...what to do

Internal policy documents
• Draft Complaint Handling Manual
• Policy on lodging complaints
• Conflict of Interest Policy for Employees of the Anti Discrimination Board

Bureau of Crime Statistics and Research

Statistical Reports (1974 to present)
Lower Criminal Courts
• NSW Court Statistics - 1974 to 1986 (last in series)
• NSW Lower Criminal Courts and Children’s Courts Statistics - 1987 to 1990 (last in series)

Higher Criminal Courts
• NSW Higher Criminal Courts Statistics - 1988 to 1990 (last in series)

Criminal Courts (Children’s, Local and Higher Courts Statistics are contained in this report)
• NSW Criminal Courts Statistics - 1991 to present

Recorded Crime (LGA = Local Government Area)
• NSW Recorded Crime Statistics 1995 to present
• Supplementary Tables: Sydney Statistical Division: Offence type by LGA - 1995 to present
• Supplementary Tables: Country East Statistical Division: Offence type by LGA - 1995 to present
• Supplementary Tables: Country West Statistical Division: Offence type by LGA - 1995 to present

Key Trends
• Key Trends in Crime and Justice 1993 to 1999 (last in series)
Legislative Evaluation Series (1985 to present)

- Domestic Violence: Impact of Legal Reform in NSW (J. Stubbs and D. Powell, 1989)
- NSW Sentencing Act (E. Matka, 1989)
- Criminal Victim Compensation: A Profile of Claims, Claimants and Awards (P. Salmelainen, 1993)
- Fine Default: Enforcing Fine Payment (R. Jochelson, 1995)
- An Evaluation of the NSW Apprehended Violence Order Scheme (L. Trimboli & R. Bonney, 1997)
- An Evaluation of the NSW Youth Justice Conferencing Scheme (L. Trimboli, 2000)
- New South Wales Drug Court Evaluation: Health, Well-being and Participant Satisfaction (K. Freeman, 2002)

Research Reports (1984 to present)

- Bail Reform in NSW (J. Stubbs, 1984)
- Drugs and Crime (I. Dobinson and P. Ward, 1985)
- Fine Default (J. Houghton, 1985)
- The Impact of Random Breath Testing in NSW (J. Cashmore, 1985)
- Soliciting in Darlinghurst (G. Travis, 1986)
- Prostitution: A Descriptive Literature Review (G. Travis, 1986)
- Child Sexual Assault: The Court Response (J. Cashmore and M. Horsky, 1987)
- Drugs and Crime - Phase II (I. Dobinson and P. Ward, 1987)
- Criminal Justice in North-West New South Wales (C. Cunneen and T. Robb, 1987)
- Robbery (1987)
- Police Reports of Serious Assault in New South Wales (T. Robb, 1988)
- Appeals Against Sentence Severity, Sentencing Judgments of the NSW Court of Criminal Appeal (D. Weatherburn, 1988)
- Homicide 2 (R. Bonney, 1988)
- Child Sexual Assault: The Court Response II (A. Goodwin, 1989)
- Questioning the Magistrate’s Decision: Sentencing and Conviction Appeals from the Local Court (C. Rizzo, 1989)
- Police Reports of Non-Aggravated Assault in New South Wales (R. Bonney & L. Kery, 1991)
- School Arson in New South Wales (L. Burns, 1991)
- Planning Optimum Court Capacity (B. Lind, D. Weatherburn & J. Packer, 1990)
- Disadvantage and Crime in New South Wales (C. Devery, 1991)
• Domestic Violence in NSW: A Regional Analysis (C. Devery, 1992)
• Complaints Against Police in New South Wales (J. Stubbs, 1992)
• Mapping Crime in Local Government Areas: Assault and Break & Enter in Waverley (C. Devery, 1992)
• Family, Acquaintance and Stranger Homicide in New South Wales (M.T. Nguyen Da Huong & P. Salmelainen, 1993)
• Policing Pubs: Evaluation of a Licensing Enforcement Strategy (L. Burns & C. Courmarellos, 1993)
• Patterns of Motor Vehicle Theft (C. Devery, R. Jochelson & M.T. Nguyen Da Huong, 1993)
• Crime on the Rail System (R. Jochelson, 1994)
• Juvenile Offending: Predicting Persistence and Determining the Cost-Effectiveness of Interventions (C. Courmarellos, 1994)
• Sentence Disparity and its Impact on the NSW District Criminal Court (D. Weatherburn, 1994)
• Assaults on School Premises (L. Trimboli & R. Bonney, 1994)
• The Correlates of Offending Frequency: A Study of Juvenile Theft Offenders in Detention (P. Salmelainen, 1995)
• Sentence Indication Scheme Evaluation Interim Report - The Impact of the NSW Sentence Indication Scheme on Plea Rates and Case Delay (D. Weatherburn, 1995)
• The Criminal Justice Response to Sexual Assault Victims (A. Edwards, 1996)
• The Impact of Alcohol Sales on Violent Crime, Property Destruction and Public Disorder (R. Stevenson, 1996)
• Public Housing and Crime (E. Matka, 1997)
• Social and Economic Stress, Child Neglect and Juvenile Delinquency (D. Weatherburn & B. Lind, 1997)
• Crime & Place: An Analysis of Assaults and Robberies in Inner Sydney (R. Jochelson, 1997)
• The Stolen Goods Market in New South Wales (R. Stevenson & L. Forsythe, 1998)
• Drug Law Enforcement: Its Effect on Treatment Experience and Injection Practices (D. Weatherburn, B. Lind & L. Forsythe, 1999)
• Managing Trial Court Delay: An Analysis of Trial Case Processing in the NSW District Criminal Court (D. Weatherburn & J. Baker, 2000)
• Validation of NSW Police Crime Statistics: A Regional Analysis (M. Chilvers & P. Doak, 2000)
• An Evaluation of the Safe City Strategy in Central Sydney (C. Courmarellos 2001)

Crime and Justice Bulletins (1987 to present)
• Trends in Serious Crime in NSW (1987)
• Bail in NSW (1987)
• Heroin Use and Crime (1987)
• Criminal Prosecution Process in NSW (1987)
• Homicide (1988)
• Court Delay and Prison Overcrowding (1989)
• Arson in NSW (1990)
• Suicide (1990)
• Juvenile Justice and the Children’s Court in New South Wales (1990)
• Sentencing Assault Offenders in the Higher Courts in New South Wales (1990)
• Uses and Abuses of Crime Statistics (E. Matka, November 1990)
• Domestic Violence in NSW (E. Matka, March 1991)
• Aspects of Malicious Damage (R. Bonney, March 1992)
• Imprisonment Rates in NSW and Victoria: Explaining the Difference (L. Babb, March 1992)
• Aspects of Demand for Criminal Court Time (D. Weatherburn & M.T. Nguyen Da Huong, April 1992)
• Stealing in NSW (P. Salmelainen, May 1992)
• Preventing Credit Card Fraud (R. Bonney, September 1992)
• Understanding Committal Hearings (P. Salmelainen, December 1992)
• Grappling with Court Delay (Don Weatherburn, January 1993)
• Adult Sexual Assault in NSW (P. Salmelainen & C. Coumarelos, July 1993)
• Women as Victims and Offenders (L. Trimboli, 1995)
• Why does NSW have a Higher Imprisonment Rate than Victoria (P. Gallagher, 1995)
• The Limits of Incapacitation as a Crime Control Strategy (J. Chan, 1995)
• Women in Prison (A. Edwards, 1996)
• Risk Management in Assembling Juries (B. Lind, 1996)
• Methadone Maintenance Treatment as a Crime Control Measure (W. Hall, 1996)
• Measuring Trial Court Performance: Indicators for Trial Case Processing (D. Weatherburn, 1996)
• ‘Home Invasions’ and Robberies (P. Salmelainen, 1996)
• Young People and Crime (K. Freeman, 1996)
• Child Neglect: Its Causes and its Role in Delinquency (P. Salmelainen, 1996)
• Aborigines and Public Order Legislation in New South Wales (R. Jochelson, 1997)
• Anabolic Steroid Abuse and Violence (B. Maycock and A. Beel, 1997)
• Hung Juries and Majority Verdicts (P. Salmelainen, R. Bonney and D. Weatherburn 1997)
• Mental Health and the Criminal Justice System (K. Freeman 1998)
• Measuring Crime Dispersion (M. Chilvers, 1998)
• Are the Courts becoming more lenient? Recent trends in convictions & penalties in NSW Higher and Local Courts (J. Baker, 1998)
• Cannabis and Crime: Treatment Programs for Adolescent Cannabis Use (L. Trimboli & C. Coumarelos, 1998)
• Crime Against International Tourists (J. Allen, 1999)
• Public Perception of Neighbourhood Crime in New South Wales (M. Chilvers, 1999)
• The Effect of Arrest on Indigenous Employment Prospects (B. Hunter and J. Borland, 1999)
• Heroin harm minimisation: Do we really have to choose between law enforcement and treatment (D. Weatherburn & B. Lind, 1999)
• Predicting Women’s Responses to Violence: The 1996 Women’s Safety Survey (C. Coumarelos & J. Allen, 1999)
• Performance Indicators for Drug Law Enforcement (D. Weatherburn, 2000)
• Drug Use Among Police Detainees (T. Makkai, J. Fitzgerald & P. Doak, 2000)
• New South Wales Drug Court Evaluation: Program and Participant Profiles (K. Freeman, R. Lawrence Karski and P. Doak, 2000)
• Community Survey of Willingness to Receive Stolen Goods (J. Allen, 2000)
• New South Wales Drug Court: Monitoring Report (S. Briscoe & C. Coumarelos, 2000)
• New South Wales Drug Court Evaluation: Interim Report on Health and Well-Being of Participants (K. Freeman, 2001)
• What Causes Crime? (D. Weatherburn, 2001)
• The Scope for Reducing Indigenous Imprisonment Rates (J. Baker, 2001)
• The Problem of Mobile Phone Theft (S. Briscoe, 2001)
• Firearms and Violent Crime in New South Wales (J. Fitzgerald, S. Briscoe & D. Weatherburn 2001)
• Does Prohibition Deter Cannabis Use? (D. Weatherburn & C. Jones, 2001)
• The Australian Heroin Drought and Its Implications for Drug Policy (D. Weatherburn, C. Jones, K. Freeman & T. Makkai, 2001)
• Preventing Corruption in Drug Law Enforcement (Justice James Wood AO, 2001)
• Do targeted arrests reduce crime? (M. Chilvers and D. Weatherburn, 2001)
• Reducing Cannabis Consumption (C. Jones and D. Weatherburn, 2001)
• Law Enforcement’s Role in a Harm Reduction Regime (J. P. Caulkins – Carnegie Mellon University, H. John Heinz III School of Public Policy and Management RAND, Drug Policy Research Centre, 2002)
• Multiple drug use among police detainees (Jacqueline Fitzgerald and Marilyn Chilvers, 2002)
• Hung juries and aborted trials: An analysis of their prevalence, predictors and effects (Joanne Baker, Adrian Allen and Don Weatherburn, 2002)
• Crime increases in perspective: The regional dispersion of crime in NSW, 2001 (M. Chilvers, 2002)
• Absconding on bail (Marilyn Chilvers, Jacqui Allen and Peter Doak, Number 68, May 2002)
• Recent Trends in Recorded Crime and Police Activity in Cabramatta (M. Chilvers, V. Korabelnikoff & M. Ramsay, 2002)
• What Lies Behind the Growth in Fraud (M. Chilvers, 2002)
• Drug Use Monitoring in New South Wales: The First Two Years (K. Freeman & J. Fitzgerald, 2002)
• The impact of abolishing short prison sentences (Bronwyn Lind and Simon Eyland, Number 73, August, 2002)
• Unemployment duration, schooling and property crime (B. Chapman, D. Weatherburn, C. A. Kapuscinski, M. Chilvers and S. Roussel, Number 74, December 2002)
• Driving under the influence of cannabis in a New South Wales rural area (Craig Jones, Karen Freeman and Don Weatherburn, Number 75, May, 2003)
• The New South Wales Criminal Justice System Simulation Model: Further Developments (Jonathan Clark and Bronwyn Lind, Number 76, May 2003)
• Sentencing high-range PCA drink drivers in NSW (David Saffron and Marilyn Chilvers, Number 77, August 2003)
• Contact with the New South Wales court and prison systems: The influence of age, Indigenous status and gender (Don Weatherburn, Bronwyn Lind and Jiuzhao Hua, Number 78, August, 2003)
• The impact of heroin dependence on long-term robbery trends (Marilyn Chilvers and Don Weatherburn, Number 79, October, 2003)
• Public Perceptions of Crime Trends in New South Wales and Western Australia (Don Weatherburn, and David Indermaur, Number 80, March, 2004)
• Sentencing drink-drivers: The use of dismissals and conditional discharges (Steve Moffatt, Don Weatherburn, and Jacqueline Fitzgerald, Number 81, February 2004)
Community Justice Centres

- Community Justice Centres: Are you fighting or arguing with someone? Here’s how mediation can help you.
- Translations in 20 community languages - Community Justice Centres: Are you fighting or arguing with someone? Here’s how mediation can help you.
- Blewun with Sumwun? CJC Aboriginal and Torres Strait Islander Service
- Community Justice Centres Information Package - Brief Overview
- Got a Prickly Problem?
- State and Regional newsletters
- CJC 2002 Training calendar
- Client’s Rights & Responsibilities

Community Relations Division

- Community Relations Division Commitment to Client Service
- Charitable Trusts Act 1993 – Guidelines for Practitioners
- Guidelines for applicants in Costs in Criminal Cases
- Guidelines on the Suitors’ Fund in New South Wales
- Guidelines for Remission of Driving Disqualification
- Daylight Saving Facts Sheet “Time in New South Wales”
- A Handbook for Justices of the Peace in New South Wales
- Summary of Affairs under the Freedom of Information Act 1989
- Statement of Affairs under the Freedom of Information Act 1989
- Records Management Policy
- Privacy Management Plan
- Complaints Handling Policy
- Guidelines on applying for Freedom of Information in New South Wales

Compensation Court of NSW

- Compensation Court Registry Mission Statement
- Protocol for the use of Video Courtrooms in the Compensation Court, October 1999
- Protocol for the use of the Video Courtroom in the Compensation Court by other Courts and Tribunals, December 1999
- Summary of Leave Conditions and Entitlements for Compensation Court and Dust Diseases Tribunal Staff, May 2000
- Compensation Court Video Link Checklist, 26 May 2000
- Application for Determination Information Sheet
- Metropolitan Listing Process Information Sheet
- Country Circuits Listing Process Information Sheet
- Medical Panel Information brochure
- Feedback/Complaints Forms (customised forms for Sydney, Parramatta, Wollongong, Newcastle and Medical Section)
- Compensation Court Reports Volumes 1 to 24
- Court Calendar 2003

Dust Diseases Tribunal of New South Wales

- Dust Diseases Tribunal Registry Mission Statement
- Protocol for the use of the Video Courtroom in the Dust Diseases Tribunal, December 1999
• Summary of Leave Conditions and Entitlements for Compensation Court and Dust Diseases Tribunal
• Dust Diseases Tribunal Information Brochure
• Dust Diseases Tribunal Practitioner’s Guide

**Corporate Human Resources Division**

• Code of Conduct
• EEO Annual Report 1999/2000
• EEO Strategic Management Plan 2000-2002
• Aboriginal and Torres Strait Islander Employment Strategy
• Aboriginal and Torres Strait Islander Employment Strategy summary sheet
• EEO Information sheet
• Occupational Health and Safety information sheet
• Guide to Workplace Safety information sheet
• Ethnic Affairs Policies and Programs information sheet
• Guide for Job Applicants
• Workplace Safety Improvement Plan 2000-2002

**Crime Prevention Division**

• NSW Crime Prevention Division: Building Partnerships to Strengthen Communities (information brochure)
• NSW MERIT Program – Magistrates Early Referral Into Treatment – April 2002
• Partners In Crime Prevention - Newsletter of the Crime Prevention Division

**Criminal Law Review Division**

• Recently Introduced Amendments to the Crimes Act and other reforms – Paper delivered to the College of Law (2002)
• The Bail Amendment (Repeat Offenders) Bill - Paper delivered to the Institute of Criminology (2002)
• People with an Intellectual Disability – Giving Evidence in Court – Committee on Intellectual Disability and the Criminal Justice System (June 2002)
• A Review of the Law on the Age of Criminal Responsibility of Children (January 2000)

**District Court of NSW**

• District Court of New South Wales Strategic Plan
• Criminal Business Committee Business Plan
• Civil Business Committee Business Plan
• Resources Committee Business Plan
• Professional Standards Committee Business Plan
• District Court of New South Wales - Annual Review 2003
• Guarantee of Service - Sydney Registry Services

**Executive & Strategic Services**

• Attorney General’s Department Our Commitment to the Community, the Department’s strategic plan.
• Disability Strategic Plan 2003-2005
• Publications Style Guide
• Web Authoring Technical Manual
• Style & Content Guide for Web Authors
• Strategic Plan for NSW Court Services 2003-2006
Industrial Relations Commission of New South Wales

- Fact Sheet - Making an Unfair Dismissal Claim
- Guarantee of Service
- Annual Report of the President of the Industrial Relations Commission
- Industrial Gazette
- List of Awards in Force
- Index of Registered Industrial Organisations
- Procedures for a Support Wage System Special Wage Permit - March 1995
- CITIS User Manual
- A Guide to Conciliation of Unfair Dismissal Claims
  - What happens if conciliation fails?
  - Guide to preparing for Arbitration of Unfair Dismissals
  - Notes to Assist Parties preparing Statements for Unfair Dismissal Matters
  - Industrial Registry Procedure Manual.
  - Information for Applicants - Unfair Dismissal Procedure
  - Information for Respondents - Unfair Dismissal Procedure
  - Special Wage Permits
  - Part Time Work Agreements
  - A Guide to the registration responsibilities of Employers under the Clothing Trades (State) Award

Land and Environment Court of NSW

- The Land and Environment Court of NSW Annual Review 2001 (publication)
- The Land and Environment Court of NSW Annual Review 2002 (publication)
• Litigants in Person in the Land and Environment Court of New South Wales

LawAccess
Electronic Information:
• Need legal help? (translated)
• Need legal help? (English)
• When to refer to LawAccess NSW
• How to refer to LawAccess NSW in your published materials?
• How to use LawTalks?

Pamphlets:
• Need legal help? Poster (A3 size that advertises LawAccess NSW)
• Need legal help? wallet card
• Need legal help? fridge magnets
• “Guide to the Law on the Internet - NSW” - it’s a big document so I will attach in a subsequent email.

Law Courts Library
• Guide to Law Courts Library
• Law Courts Library Document Supply: Service Guide
• Law Courts Library Rules
• Law Courts Library Electronic Resources Guide
• Law Courts Library Guide to the Rare Book Collection
• Library Access for Non Court staff
• Law Courts Library Instant Index: Reference materials, Law Reports, Journals and Legislation: details of holdings and locations.

Library Services Division
Attorney General’s Library
• Current awareness Service
• Guarantee of Service
• NSW Attorney General’s Library Guide

NSW Law Libraries
• Compensation Court Library Current Awareness Service & Library Guide
• Downing Centre Library Current Awareness Service & Library Guide

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### NSW Law Reform Commission

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**Legal Management Service**
- Guidelines for Reviewing Government Legal Services
- Guidelines for Outsourcing Government Legal Work
- Business Plan

**Legal Practitioners Admission Board**
- Legal Practitioners Admission Rules 1994 (made pursuant to the Legal Profession Act 1987)
- Appointment as a Public Notary (information and forms)
- Public Notaries Appointment Rules (made pursuant to the Public Notaries Act 1997)
- Course Handbook (revised edition issued in April and November each year)
- A Pathway to Legal Practice
- Admission for Legal Practitioners (information and forms)
- Admission for Overseas Practitioners (information and forms)
- Enrolment & Examination Statistics
- Admission statistics

**Legal Professional Advisory Council**
- The Reports of the Advisory Council
- Business Plan
- Guarantee of Service
- Policy and Procedure Manual

**Legal Representation Office**
- Office Brochure concerning Police Integrity Commission Witnesses
- Office Brochure concerning Independent Commission Against Corruption Witnesses

**Legislation and Policy Division**
- Guarantee of Service (in conjunction with the Criminal Law Review Division)
- Issues Paper: Court Fees
- Exposure Draft of Defamation Bill 1996
- Court Support Services Guidelines
- Discussion Paper on the Public Trustee Corporatisation Bill 1997
- Keeping Your Secrets Secret: Protecting Confidential Communications
- National Competition Policy: Review of the Legal Profession Act 1987 - Volumes 1,2 and 3 (August 1998)
Youth Justice Advisory Committee – “Review of Gatekeeping Role in Young Offenders Act 1997 (NSW)” by Nancy Hennessy (Report being co-published with other agencies).
Community Justice Conferencing for Adult Offenders - Discussion Paper (May 2001)
National Competition Policy Legislation Review - Trustee Corporations Consultation Paper (May 2001)
Review of the NSW Director of Public Prosecutions Policy and Guidelines for Charge Bargaining and Tendering of Agreed Facts (May 2002)
Legal Profession Act 1987 – A Further Review of Complaints Against Lawyers (November 2002)
Report on the Civil Liability (Personal Responsibility) Bill 2002
Review of Young Offenders Act 1997 (October 2002)

Local Courts
- Local Courts Practice and Procedure Manual
- Circulars of Instruction
- Local Court Bulletins
- Apprehended Violence Orders - Information for protected persons
- Apprehended Violence Orders - Information for defendants
- Local Courts pamphlet (guide to the jurisdiction and services available at the Local Court)
- Defendant’s Guide to the Local Court
- The Chamber Magistrate Service in NSW Local Courts - Discussion Paper
- The Report of the Fairfield Community Access Project
- Ethnic Diversity Resource Kit
- Review of Chamber Magistrate and Local Court Services of NSW - Users’ Views (Report of consultation process undertaken by Charles Sturt University, commissioned by Local Courts
- Coroner’s Court brochure
- Local Court of NSW Strategic Plan 2002-2005.
- Report by the NSW State Coroner on Death
- Chief Magistrate’s Annual Review

**Office of the Legal Services Commissioner**
- Office brochure concerning complaints about the legal profession
- Office brochure concerning reviews (detailing what a review is and how to request a review)
- Office brochure on responding to complaints (detailing best practice for legal practitioners in relation to complaints handling)
- Complaint form
- Telephone mediation form
- Annual report
- Business Plan
- “Without Prejudice” newsletter (bi-monthly)
- Investigations guidelines
- Assessment guidelines
- Casual guidelines
- Administrative policies
- Confidentiality policy
- Speeches given by the Legal Services Commissioner
- OLSC Submission to the National Competition Policy Review of the Legal Profession Act 1987
- Legal Practitioners’ Disciplinary Register (available on the OLSC’s website www.lawlink.nsw.gov.au/ols)
- Fact Sheet – What Happens When You Complain to the OLSC
- Fact Sheet - Opposing Legal Representatives
- Fact Sheet- Costs Disputes
- Fact Sheet - Costs Disclosure
- Fact Sheet - Negligence
- Fact Sheet - Conflict of Interests
- Fact Sheet - Types of Costs
- Fact Sheet - Settlement
- Fact Sheet - Hiring a Legal Practitioner
- Fact Sheet - File Ownership and Handling
- Fact Sheet - Deceased Estates
- Fact Sheet - Liens
- Fact Sheet - Regulated Costs
- Fact Sheet – Regulated Costs – Workers Compensation
Office of the NSW Sheriff
- Sheriff’s Office Manual of Instructions (internal use only, parts issued on request)
- Standing Orders developed for Security and Field divisions (internal use only, parts issued on request)
- Circulars of Instructions (internal use only, parts issued on request)
- Commitment to Service
- Business Plan
- A Millennium of Tradition
- Can I Help You?
- Duties of Court Officers
- Historical Development and Present Day Functions of the Sheriff
- Jury Duty: A Rewarding Responsibility
- Recovery of Unpaid Debts
- Sheriff’s Officers - Duties and Responsibilities
- Policy and Practice Guidelines for Excusing Jurors (internal use only, parts issued on request)
- Policy and Code of Practice: Closed Circuit Television (CCTV) Surveillance
- NSW Sheriff’s Office: Prosecution Policy

Office of the Privacy Commissioner
Submissions to agencies on matters relating to:
- Identification of Sex Offenders in Publications
- Protecting Confidential Communications in Court Proceedings
- Protection People in Residential Care
- Review of the Psychologists Act 1986
- Genetic Testing for Life and Superannuation Insurance
- Health Information Management and Telemedicine
- Vetting of Teachers and Child Care Workers
- Privacy and Quality Use of Medicines
- NHMRC Statement on Human Experimentation
- Children (Care and Protection) Amendment (Disclosure of Information) Bill
- Privacy Protection in the Private Sector
- Draft Distance Selling Code of Practice
- Telecommunications Bill Inquiry
- Access to Medical Records
- Control of Public Collections by Local Government
- Public Interest Determination on Disclosure of Personal Details about Australians Overseas
- The Use of Video Cassette Recording in Charge Rooms
- The Workplace Video Surveillance Bill
- The Security Industry Regulation
- The Listening Devices Amendment (Warrants) Bill
- Federal Attorney General’s proposal for privacy legislation for the private sector
- ICAC Investigation of fraud at the RTA
- Review of the Criminal Records Act
- Review of the Public Health Act
- NSW Bill of Rights Inquiry
• Review of Nursing Homes Act
• Privacy Amendment (Private Sector) Bill
• Draft Health Records Bill (Vic)
• Senate Inquiry into e-Privacy
• Forensic DNA legislation
• Police search and seizure powers
• Surveillance powers for law enforcement agencies
• Privacy NSW Annual Report 1999-2000
• Guide to the Workplace Video Surveillance Act

Documents relating to the Privacy and Personal Information Protection Act 1998
• Privacy and Personal Information Protection Act: A Plain English Guide
• A Guide to Making Privacy Management Plans
• A Guide to Making Privacy Codes of Practice
• A Guide to Internal Reviews
• A Guide to Public Registers
• A Guide to the Information Protection Principles

Background & Research Papers
• Invisible Eyes (Video Surveillance)
• Smart Cards; Big Brother’s Little Helper

Documents detailing procedures for investigating complaints about alleged privacy breaches:
• Privacy NSW (an information brochure)
• Privacy NSW’s Data Protection Principles
• Privacy NSW’s Complaint Protocol
• Privacy NSW Telephone Enquiry Protocol
• Privacy NSW Advice Protocol
• Privacy NSW’s Business Plan

Information Bulletins on Privacy Related Topics including:
• Destruction of Fingerprints or Photographs
• Obtaining a Copy of your own Criminal Record
• How to have your name removed from a Mailing List
• Myth of No Conviction as it relates to Juvenile Records
• Criminal Records Act and Spent Conviction Provisions
• Guidelines on Overt Video Surveillance in the Workplace
• Search of Bags by Store Employees

Guidelines on other Privacy Matters:
• Operation of Personal Data Systems
• Access to Research and Confidential Data
• Employment
• HIV Testing
• Surveys
• Drug Testing in the Workplace
• Telephone Information Management Systems

Special Reports to Parliament:
• Special Report to Parliament No. 1: Atkins / Queanbeyan City Council - September 2001
• Special Report to Parliament No. 2: Student A / Minister for Education – May 2002
Other publicly available documents:
- Privacy NSW Annual Report 1998-99
- Privacy Committee Annual Reports from 1975-1998
- Privacy NSW Annual Report 1999-2000

**Professional Standards Council**

Business management documents:
- Statement of Strategic Intent
- Business Plan
- Privacy Management Plan
- Guarantee of Service

Annual Reports:
- Annual Report 2003
- Annual Report 2002
- Annual Report 2001
- Annual Report 2000
- Annual Report 1999
- Annual Report 1998
- Annual Report 1997

Promotional Materials include:
- Media Releases
- ‘Professionals who careÔ’ client brochures
- Newsletters: ‘Update’ and ‘Cover of ExcellenceTM’
- ‘Cover of ExcellenceTM Schemes: Information for Associations’

Cover of ExcellenceTM materials:
- Brochure
- Style Guide
- Licence
- Cover of ExcellenceTM Logo Questions and Answers
- Administrators’ Guide for providing logo

Information packages for Scheme Administrators:
- Guidelines for Applicants: Applying for a Scheme
- Renewing a Scheme
- Fees Schedule
- Guide for Scheme Administrators
- Compliance Framework
- Risk Management Reporting Guidelines

Papers and Reports:
- Consultative papers:
- Interim Insurance Standards
- Complaints and discipline systems: consumer confidence and professional responsiveness
- Whistle blowing in the Professions
- Continuing Professional Development: Widening the Perspective

Reports:
- Soft skills CPD
- Complaints and discipline systems: consumer confidence and professional responsiveness
• Whistle blowing in the Professions
• Model Code of Ethics Principles
• Review of the Impact of the Trade Practices Act

Information for clients and the community:
Professional Standards Schemes:
• Accountants; Investigative and Remedial Engineers; Solicitors; Surveyors; Valuers
• Policy Statements:
• Disclosure of Limited Liability under the Professional Standards Act 1994 (NSW) and the Professional Standards Act 1997 (WA)
• Complaints and discipline systems
• Payment of Annual Fees
• Privacy

Other publicly available documents:
• Submissions to Issues Papers
• Speeches

Public Defender’s Office
The Public Defenders hold documentation relevant to its representation of the legally aided accused. As such, that documentation is the subject of legal professional privilege and is not accessible under FOI. Documentation held by the Public Defenders which is available to the public include:
• Papers Delivered and published by Public Defenders to professional audiences
• “Short Notes” - Short Notes comprise concise summaries of both reported and unreported criminal cases. These notes have been compiled since 1997 and have proved a valuable resource. They are circulated widely to the Legal Aid Commission; members of the private profession and to a number of other organisations and subscribers.
• selected submissions made regarding law reform
• Public Defenders Annual Report
• Business Plan
• The Public Defenders Information Package for Work Experience Students

Registry of Births Deaths and Marriages
• Certificate Access Policy
• Data Access Policy and Code of Practice
• Business Plan 2003 – 2005
• Access to Information under the Adoption Information Act
• Guidelines for Shortening Time as a prescribed authority
• Guidelines for processing Change of Sex applications
• Proof of Identification Policy
• Information Management & Technology Strategic Plan 2003 – 2005
• Births, Deaths and Marriages Registration Act 1995
• At a Glance (brochure)
• Wills Register (brochure)
• Getting Married (Brochure)
• Birth Certificate Application Form (brochure and form)
• Death Certificate Application Form (brochure and form)
• Marriage Certificate Application Form (brochure and form)
• Birth Registration Form (brochure and form)
• Application to Correct an Entry
• Fees for Products and Services flyer
• Family History brochure
• Change of Name 18 years and older, Application Form and information
• Change of Name, Under 18 years old, Application Form and information
• Application for Birth Card (brochure and form)
• Application for Single Status (brochure and form)

**Reporting Services Branch**

• Guarantee of Service
• Business Plan - 2004-2005
• RSB Information Brochure

**Supreme Court of NSW**

• The Supreme Court of New South Wales Annual Review 2001 (publication) (web access – as above from July 2002)
• The Supreme Court of New South Wales Annual Review 2002 (publication) (web access – as above from July 2003)
• The Supreme Court of New South Wales Annual Review 2003 (publication) (web access – as above from late June 2004)
• NSW Law Almanac for 2004 (publication) (published in February 2004)
• NSW Law Almanac for 2003 (publication) (available July 2003)
• Alternative Dispute Resolution in the Supreme Court - (brochure) (web access – http://www.lawlink.nsw.gov.au/sc%5Csc.nsf/pages/mednevalguide)
• The Supreme Court -its place in the State Court structure (brochure)
• The Supreme Court - its work and structure (brochure)
• The Supreme Court - its Judicial Officers (brochure)
• Supreme Court of NSW and its Judicial Officers (web access - http://www.lawlink.nsw.gov.au/sc%5Csc.nsf/pages/judicial_index#List%20Judges)
• The Court of Appeal (brochure)
• Technology in the Courtroom - Protocol and Procedures for Video and Audio Link (web access - http://www.lawlink.nsw.gov.au/sc%5Csc.nsf/pages/vid_link_01)
• Admission as a Legal Practitioner of the Supreme Court of New South Wales (web access - http://www.lawlink.nsw.gov.au/sc/sc.nsf/pages/practitioner_admissions)
• Caseflow arrangements for the Common Law Division of the Supreme Court (web access - http://www.lawlink.nsw.gov.au/sc/sc.nsf/pages/commonlawlisting)

**Victims Services**

• Aboriginal Victims of Crime Interagency Forum - report
• Access to Court Documents – information sheet
• Appeals Information Sheet – information sheet
• Application for 2hrs counselling – application form
• Application for compensation by a primary or secondary victim – application form
• Application for compensation by a family member of a homicide victim – application form
• Application for counselling by a family member of a homicide victim – application form
• Approved Counselling Scheme – pamphlet
• Are you a victim of crime? – poster promoting Victim Support Line (A3)
• Best practice principles for counselling the families & friends of missing persons – information sheet
• Chairpersons Guide to Victims Support & Rehabilitation Act 1996 - report
• Charter of Victims Rights – information sheet
• Charter of Victims Rights resource kit – resource kit
• Compensation for victims of violent crime – pamphlet
• Coping with sleeplessness – information sheet
• Coping with witnessing a traumatic event – information sheet
• Contact numbers – information sheet
• Families & Friends of Missing Persons counselling service - pamphlet
• Families & Friends of Missing Persons Unit – summary of aims and objectives of FFMPU
• Families & Friend of Missing Persons – e-newsletter
• FFMPU Trigger card – wallet sized card to assist FFMPU when reminded that someone is missing
• FFMPU and Police wallet card – wallet sized card with FFMPU and Police contact 0information
• Guide to Schedule of Injuries – information outlining awards payable by injury type
• Helping children cope with trauma – information sheet
• Information for Families and Friends of Missing Persons – pamphlet
• Information about counselling – pamphlet
• Information and support for victims of crime – pamphlet
• “It’s the Hope that Hurts” – Best practice in counselling relevant to FFMP
• Key Facts – summary of key facts 2003/2004
• Listen Up – information sheet for young people about the charter of victims rights
• Missing persons: A map of legal issues for family & friends – reviews general legal issues facing FFMP
• Request for further hours of approved counselling – application form
• Section 65 Guidelines – Chairperson’s guidelines to sections of the legislation.
• Sentencing Information Package – booklet explaining sentencing process (web access – as above from July 2003)
• Someone is missing – can the media help? – pamphlet
• Someone is Missing – booklet supporting FFMP
• Standards for Counselling & support services for Victims of Crime – booklet
• Standards for Court Support for Victims of Crime – booklet
• Submissions concerning offenders in custody – information package about charter of victims rights, making submissions and accessing services
• Support needs for family & friends of long term missing persons – report
• Support & compensation for victims of domestic violence – information sheet
• Support & compensation for victims of sexual assault – information sheet
• Support for family members of homicide victims – pamphlet
• Telephone Interpreter Assistance – information sheet in 20 languages
• Victims Advisory Board – pamphlet
• Victim Impact Statement – information package (booklet and audio tape)
Violence Against Women Specialist Unit

The Violence Against Women Specialist Unit, established as part of the NSW Strategy to Reduce Violence Against Women, is also a part of the Crime Prevention Division.

The Strategy is a state-wide program that aims to prevent violence against women by:
- conducting community education and training
- develop prevention programs to reduce violence against women
- develop strategic policy responses to issues of violence against women
- support strategies and programs to prevent violence against women

Newsletters
- NSW Strategy to Reduce Violence Against Women Information Bulletin
- Bimonthly newsletters - Information about violence against women and the work of the regional violence prevention specialist in the Central Coast Contact Officer - Christine Smith

Reports and Papers
- Responses to the Interim Position Paper on Programs for Perpetrators of Domestic Violence,
- Position Paper on Programs for Perpetrators of Domestic Violence, NSW Council on Violence Against Women & Violence Against Women Specialist Unit, 1999
- “Working with local government to prevent violence against women” Mary Willis and Matina Mottee. Paper presented at Painting the Picture Orange, Conference of the NSW Local Government Community Services Association, Orange, October 2001

• “Status report on the implementation of the revised recommendations for the implementation from for Heroines of Fortitude – the experience of women in courts as victims of sexual assault”. Contact officer - April Pham


• “We all have the right to feel safe all the time” (2001). A final report by the Sexual Assault and Disability Project Committee. This committee comprised representatives from New England Health (Sexual Assault Service), DoCS (Disability), Advocacy North West, NSW Police (JIRT) and RVPS. This project saw a series of education forums (11) conducted with people with an intellectual disability regarding issues of sexual assault across the New England region. Contact Officer - Cath Hastings

• “Stories Over the Back Fence” (2001) report. Report of the project that engaged older women across the New England region in issues of violence and other social, health and lifestyle issues concerns. Contact Officer - Cath Hastings


• “Violence Against Women: It’s Against All the Rules” Evaluation of the NSW State-wide campaign to Reduce Violence Against Women, Carol Hubert, 2002. Also available online under Resources - reports and papers on the VAW Unit website www.lawlink.nsw.gov.au/cpd

• NSW Strategy to Reduce Violence Against Women Achievements 2001-2003, Also available online under Resources - reports and papers on the VAW Unit website www.lawlink.nsw.gov.au/cpd


• Surveying the Statistics- Sources and Statistics on Violence Against Women in the Wentworth Region, Anoop Johar, 2004

Papers presented at the Practice and Prevention, contemporary issues in adult sexual assault in NSW conference

Published on the VAW Unit website http://www.lawlink.nsw.gov.au/cpd.nsf/pages/conferencepapers

Papers presented to Seeking Solutions Australia’s inaugural conference on domestic violence and sexual assault. Published on the internet http://www.austdvclearinghouse.unsw.edu.au/

Paper title: Officer Responsible

“Alcohol and Other Drug Facilitated Sexual Assault: Implementing Projects on Spiked Drinks: Emerging Issues and Trends” Jillian Meyers-Brittain

“Kinks, Cubes and Cyberspace – working with young people to prevent sexual violence” Chris SmithJenny Huxley

NSW Statewide campaign to reduce violence against women Jacqui Cheetham

“Violence Against Women: It’s Against All the Rules” Anoop Johar and Rugmini

“Culturally appropriate strategies for the prevention of violence against women: reflections on a visual arts project” Venkatraman
NSW Strategy to Reduce Violence Against Women Regional Action Plans:


Violence Against Women: It’s Against All the Rules campaign.

Materials still available:

- Poster featuring Cricketer Michael Slater, message: “Sledging a woman? That’s abuse”
- Poster featuring Soccer player Mark Bosnich, message: “Mark a woman? Watch her every move? That’s Stalking!”
- Poster featuring AFL player Dale Lewis, message: “Striking a woman? That’s assault!”
- Poster featuring Surfer Mark Richards, message: “Unwanted drop-in’s on your ex? That’s stalking”
- Poster featuring NRL player Brad Fittler, message: “Force a woman into touch that’s sexual assault”
- Poster featuring NRL player Ashley Gordon, message: “A hit up on a woman? That’s assault”
- Poster featuring NRL player Brett Kimmorley, message: “A hit up on a woman? That’s assault”
- Poster featuring Surfer Michael Lowe, message: “Unwanted drop-in’s on your ex? That’s stalking”
- Poster featuring Surfer Tye Arnold, message: “Unwanted drop-in’s on your ex? That’s stalking”
- Poster featuring Basketplayer Butch Hayes, message: “Body checking a woman? That’s sexual harassment!”
- Poster featuring Track and field sportsman Jamain Khan, message: “Lets keep our mob on track”
- Poster featuring Soccer player Gabriel (Chichi) Mendez, message in Spanish:
- Poster featuring AFL player Hazem, El Masri message in Arabic:
- Poster featuring V8 Driver Craig Lowndes, message: “Have you got the green light? Sex without consent is a crime!”
- Poster featuring V8 Driver Steven Richards, message: “Put the brakes on your mates – stop sexual harassment when you see it!”
- Card: “The Rabbitohs say: Let’s Keep our team on track” - Wallet sized card with 2002 Rabbitohs games and information for men about preventing violence against women
- Card: “Castrol says: Let’s Keep our team on track” Wallet sized card with 2003 V8 Motorsports dates and venues with information about how and why men need to prevent violence against women
• Card: “00 Motor sports says: Let’s Keep our team on track” Wallet sized card with 2003 V8 Motorsports dates and venues with information about how and why men need to prevent violence against women
• Men’s cards: “Violence Against Women, It’s Against All the Rules”, Credit sized cards with information about violence against women, services for men and women. Reprinted in 2003 with support from Western Sydney Area Health. Contact officer – Rugmini Venkatraman

Pamphlets and other resources

<table>
<thead>
<tr>
<th>Publication</th>
<th>Purpose</th>
<th>Contact officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>No-one should have to live with fear, abuse or violence Pamphlet</td>
<td>Pamphlet for older women in the Port Macquarie area about domestic violence, including contact numbers</td>
<td>Kirsten Busby</td>
</tr>
<tr>
<td>Homeless women’s mug</td>
<td>Coffee mug displaying the winning entry of the homeless women’s art competition, to raise awareness of violence experienced by homeless women.</td>
<td>Robyn Edwards</td>
</tr>
<tr>
<td>Spiked drinks: Who’s watching your drink now? Poster and pamphlet and sticker</td>
<td>A4 Poster aimed at patrons of pubs/clubs warning people of the dangers of spiked drinks and what to do if you’re spiked</td>
<td>Tashe Long / Bronwyn Richards</td>
</tr>
<tr>
<td>Spiked Drinks - Information for pubs and clubs A4 Poster</td>
<td>Poster with information for pubs and clubs</td>
<td>Tashe Long / Bronwyn Richards</td>
</tr>
<tr>
<td>Spiked Drinks - Information for teachers A4 Poster</td>
<td>Poster with information for teachers</td>
<td>Tashe Long / Bronwyn Richards</td>
</tr>
<tr>
<td>Spiked Drinks … keep yourself in the clear A4 Poster</td>
<td>Poster covering: What is spiking? What can you do?</td>
<td>Jennifer Huxley</td>
</tr>
<tr>
<td>Spiked drinks A4Poster</td>
<td>Poster for toilet doors about spiked drinks and ‘what you can do’</td>
<td>Matina Mottee</td>
</tr>
<tr>
<td>Reclaim the train cards</td>
<td>Information &amp; contact numbers for women passengers who wish to make complaints or seek help. One side of the cards display a map of Sydney metropolitan rail network.</td>
<td>Rebecca Pinkstone</td>
</tr>
<tr>
<td>Pregnancy poster</td>
<td>Information for women and doctors regarding domestic violence in pregnancy, including contact numbers</td>
<td>Jennifer Huxley</td>
</tr>
<tr>
<td>Kinks and Bends: what’s the go in relationships manual</td>
<td>Manual for workers to run workshops with young people covering issues of sexual assault and domestic violence</td>
<td>Christine Smith</td>
</tr>
<tr>
<td>Stir it up poster and postcards</td>
<td>Poster and postcards promoting the lesbian speaker series in the Illawarra</td>
<td>Carina Hickling</td>
</tr>
<tr>
<td>Family Harmony – an information kit for newly arrived migrants</td>
<td>A 31 page information booklet for newly arrived migrants on maintaining healthy relationships, children domestic violence, and other useful information</td>
<td>Rugmini Venkatraman (in partnership with Cumberland Women’s Health Centre)</td>
</tr>
<tr>
<td>Project Name</td>
<td>Description</td>
<td>Responsibility</td>
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<tr>
<td>Kids Really Count - Domestic violence hurts kids too!</td>
<td>Posters, stickers, cards and pamphlets with the slogan kids really count…domestic violence hurts kids too…do something to change it to raise awareness of impact of domestic violence on children - Northern Rivers region</td>
<td>Mary Willis (in partnership with a regional interagency committee in the Northern Rivers)</td>
</tr>
<tr>
<td>Harmony Brings Happiness in the Home. Posters, CD, video, magnets, pens, brochures</td>
<td>Resources about family harmony, developed as part of the PACT project in Arabic, Filipino, Pacific Islander and Indian sub-continent communities</td>
<td>Anoop Johar (project done in partnership with Police in St Marys and Penrith areas)</td>
</tr>
<tr>
<td>The Phoenix project – a resource for teachers manual</td>
<td>Video and workbook for schools which focuses on healthy relationships for children and young people infants, primary and high school – Central Sydney region</td>
<td>Matina Mottee (in partnership with Canterbury Domestic violence committee)</td>
</tr>
<tr>
<td>Are you living with hurt or fear from someone at home? Spectacle cleaning cloths, key rings</td>
<td>Resources for older women in the Wentworth region in partnership with Penrith based Aged Abuse Awareness project</td>
<td>Anoop Johar</td>
</tr>
<tr>
<td>Northern Sydney butterfly card with referral information for women experiencing domestic violence</td>
<td>Folding card with domestic violence referral information for women</td>
<td>Jenny Huxley</td>
</tr>
<tr>
<td>Be safe, get justice: women, violence and the law brochure</td>
<td>Brochure with facts and contact points for women regarding violence and the law</td>
<td>Jenny Huxley &amp; Matina Mottee</td>
</tr>
<tr>
<td>What’s the go with relationships? Brochure</td>
<td>Developed for young people about violence in relationships and domestic violence in their family</td>
<td>Chris Smith</td>
</tr>
<tr>
<td>Bankstown sexual assault information card</td>
<td>Information about sexual assault and relevant services available to young women in Bankstown</td>
<td>Bernadette Fleeton in partnership with Bankstown Council, Sexual Assault and Youth Services</td>
</tr>
<tr>
<td>Safe Families Kit</td>
<td>Kit for workers to run workshops with recently arrived migrants covering issues of domestic violence.</td>
<td>Bernadette Fleeton in partnership with Fairfield Council, Fairfield Domestic Violence committee and FIRWN</td>
</tr>
<tr>
<td>Title</td>
<td>Description</td>
<td>Author(s)</td>
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<tr>
<td>Sewing Our Stories – quilts that tell stories about violence</td>
<td>Report of quilts developed as part of the NSW Strategy to Reduce Violence Against Women. The quits</td>
<td>Tashe Long / Bronwyn Richards</td>
</tr>
<tr>
<td>against women and children – report / booklet</td>
<td>document the experiences of violence by different groups of women</td>
<td></td>
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<tr>
<td>Domestic Violence is Condemned by every Culture – poster</td>
<td>Poster for agencies</td>
<td>Bernadette Fleeton (in partnership with and printed by Immigrant Women’s Speakout)</td>
</tr>
<tr>
<td>Safer Times: Making licensed premises safer for women.</td>
<td>Manual on how to implement a project to encourage licensed premises to improve safety for women-</td>
<td>Jacquie Cheetham</td>
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<tr>
<td></td>
<td>based on STRAWS project.</td>
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<tr>
<td>Women who have experienced domestic violence – booklet</td>
<td>Resource Kit for workers who may be the first contact for women who have/are experiencing domestic</td>
<td>Anoop Johar</td>
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<td>violence</td>
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<td>Referral checklist for workers assisting women who have experienced</td>
<td>Flip chard desk prompt for workers</td>
<td>Anoop Johar</td>
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<tr>
<td>domestic violence - booklet</td>
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<tr>
<td>Domestic Violence Information for General Practitioners in Mosman –</td>
<td>15 page book with information for GP’s about domestic violence</td>
<td>Jenny Huxley (in partnership with and printed by Mosman Council)</td>
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<tr>
<td>booklet</td>
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<tr>
<td>Walking Through the courts – poster + brochure</td>
<td>Poster and brochure pictorially depicting the process for getting AVOs – in Spanish, Vietnamese,</td>
<td>Matina Mottee (in partnership and printed by Immigrant Women’s Speakout)</td>
</tr>
<tr>
<td></td>
<td>Korean, Hindi, Filipino &amp; English</td>
<td></td>
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<tr>
<td>Steps to respect Business Resource – Workplace Responses to Violence</td>
<td>Manual which provides for businesses with information to assist in responding to employees affected</td>
<td>Chris Smith (made in partnership with Central Coast Health – Domestic Violence Unit)</td>
</tr>
<tr>
<td>Abuse and Neglect - manual</td>
<td>by violence. Also available online under reports and papers on the VAW Unit website</td>
<td></td>
</tr>
<tr>
<td>Respect – Multicultural poster</td>
<td>Poster with artwork in a dozen languages, and contact numbers</td>
<td>Christine Smith</td>
</tr>
<tr>
<td>Respect – Multicultural wallet sized Card</td>
<td>Poster with artwork in a dozen languages, and contact numbers</td>
<td>Christine Smith</td>
</tr>
<tr>
<td>Playing by the rules means living by the rules - poster</td>
<td>Poster with information on how and why men need to prevent violence against women for the back of</td>
<td>Christine Smith</td>
</tr>
<tr>
<td>Title</td>
<td>Description</td>
<td>Author</td>
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<tr>
<td>“AGD men say VAW is not OK” Poster</td>
<td>Poster developed for the Attorney General’s Department</td>
<td>Jacquie Cheetham</td>
</tr>
<tr>
<td>On the level CD</td>
<td>Rap CD and video regarding sexual violence, as part of a project with young people in Tamworth area.</td>
<td>Cath Hastings</td>
</tr>
<tr>
<td>“Unwrapped” (2003) Video</td>
<td>Video developed from a RAP Workshop, which engaged young people about the issue of sexual assault.</td>
<td>Cath Hastings</td>
</tr>
<tr>
<td>Koori Love is…</td>
<td>Pamphlet developed with Aboriginal communities in Mid Western Region including phone numbers of support services</td>
<td>Liz MacRaild</td>
</tr>
<tr>
<td>Spiked drinks posters</td>
<td>Posters developed in Southern Region, for pubs and clubs in Southern Region, regarding drink spiking</td>
<td>Tashe Long / Bronwyn Richards</td>
</tr>
<tr>
<td>Kids Really Count - Expect Respect Television Campaign</td>
<td>Poster and television advertisement with slogan &quot;Expect Respect&quot; is aimed at educating young people about elements of a healthy relationship and what to do if your relationship is not healthy; by increasing young people's awareness about what a healthy relationship looks and feels like it will prevent them entering into, or staying in, risky relationships. Developed and screened in Northern Rivers region.</td>
<td>Mary Willis (in partnership with a regional interagency committee in the Northern Rivers)</td>
</tr>
<tr>
<td>&quot;Hey Sister Girl&quot; Pamphlet</td>
<td>Pamphlet developed with Aboriginal women in Western Sydney and Wentworth Regions. Includes information about domestic violence, and support services contact numbers. Reprinted June 2003</td>
<td>Rugmini Venkatraman Anoop Johar</td>
</tr>
<tr>
<td>Central Coast Directory</td>
<td>Directory of services to support Women and children who Have experienced domestic Violence</td>
<td>Chris Smith</td>
</tr>
<tr>
<td>DVIRT report</td>
<td></td>
<td>Chris Smith</td>
</tr>
<tr>
<td>DWAVA flow chart</td>
<td></td>
<td>Chris Smith</td>
</tr>
<tr>
<td>Do you want to stay at home? - Pamphlet</td>
<td>Pamphlet for women exclusion orders – which can assist the victim to remain at home as part of an AVO, and excludes, or removes, the violent person.</td>
<td>Robyn Edwards</td>
</tr>
<tr>
<td>Title</td>
<td>Description</td>
<td>Author/Partner</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Spiked Drinks Warning poster and toilet door stickers</td>
<td>Poster and sticker for toilet doors regarding drink spiking.</td>
<td>Jillian Meyers Brittain</td>
</tr>
<tr>
<td>Reducing Violence Against Lesbians - brochure</td>
<td>50 page brochure providing information about domestic violence in lesbian relationships for all service providers. launched May 2001</td>
<td>Mary Willis in partnership with Northern Rivers Community Legal Centre, ACIN Lesbian Health Project.</td>
</tr>
<tr>
<td>Women and Violence booklets in Punjabi</td>
<td>Booklets translated in Punjabi, for women about “what you can do if you experience domestic violence”</td>
<td>Anoop Johar in partnership with the Australian Sikh Association</td>
</tr>
<tr>
<td>Domestic Violence- A guide for Medical Practitioners</td>
<td>Information guide regarding domestic violence for general practitioners in Blue Mountains, Hawkesbury and Penrith Division of General Practice</td>
<td>Anoop Johar</td>
</tr>
<tr>
<td>Wellington Services Manual</td>
<td>Contact and function details of Wellington services for women and children affected by Domestic Violence</td>
<td>Christine Foreman</td>
</tr>
<tr>
<td>What you should know about sexual assault and spiked drinks</td>
<td>Two page information sheet on drink spiking and safety strategies for Licensees</td>
<td>Jillian Meyers-Brittain</td>
</tr>
<tr>
<td>Generation 2000 Youth Against Violence</td>
<td>Three sets of stickers with three different messages for young people, distributed to schools and youth services in Baulkham Hills Shire and Western Sydney LGAs.</td>
<td>Rugmini Venkatraman and Kellyville Youth Centre</td>
</tr>
<tr>
<td>About Date Rape Website <a href="http://www.aboutdaterape.nsw.gov.au">www.aboutdaterape.nsw.gov.au</a></td>
<td>A website targeting 15-25 year olds providing information on sexual assault, date rape and dating violence and contacts for help.</td>
<td>Violence Against Women Specialist Unit</td>
</tr>
<tr>
<td>‘Negotiating Consent’ Resource Kit</td>
<td>A kit designed for teachers and facilitators to discuss safer sexual relationships, negotiating consent and date rape with young people, year 10 and up. Resources include; a teaching and learning plan, relationship booklets, About Date Rape awareness cubes, information cards and the About Date Rape website.</td>
<td>Violence Against Women Specialist Unit</td>
</tr>
</tbody>
</table>
SECTION 2 – STATEMENT OF AFFAIRS
The latest Attorney General’s Department’s Statement of Affairs was the June 2003 edition. It is available for inspection at the Community Relations Division of the Attorney General’s Department on Level 9 Goodsell Building, 8-12 Chifley Square, Sydney, or can be downloaded from www.lawlink.nsw.gov.au/crd.nsf/pages/foi_statmt_index.

SECTION 3 – CONTACT ARRANGEMENTS
All inquiries under the Freedom of Information Act 1989 in relation to the Attorney General’s Department should be made to:

Special Projects Officer (FOI/Privacy)
Attorney General’s Department
Community Relations Division
Level 9 Goodsell Building
8 - 12 Chifley Square
SYDNEY NSW 2000
Telephone: (02) 9228 8104

The Department is open between the hours of 9:00am to 5:00pm Monday to Friday (except public holidays).

Any other queries concerning any information contained in this Summary or in the Statement of Affairs or in relation to information available under the Act should also be directed to the Special Projects Officer (FOI/Privacy).

If you are planning to make an application under FOI, feel free to contact the Community Relations Division who will be able to give you information on making the application as well as additional information on the Department and its services. Information can also be obtained from the Department’s website on www.lawlink.nsw.gov.au under Departmental Information.

The following fees and charges are applied by the Attorney General’s Department in relation to the Freedom of Information Act 1989.

<table>
<thead>
<tr>
<th>Nature of Application</th>
<th>Application Fee</th>
<th>Processing Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to records by natural persons about their personal affairs</td>
<td>$30 •</td>
<td>$30 per hour after the first 20 hours *</td>
</tr>
<tr>
<td>All other requests</td>
<td>$30 •</td>
<td>$30 per hour *</td>
</tr>
<tr>
<td>Internal Review **•</td>
<td>$40 *•</td>
<td>Nil</td>
</tr>
<tr>
<td>Amendment of Records</td>
<td>Nil **•</td>
<td>Nil</td>
</tr>
</tbody>
</table>

* Subject to 50% reduction for financial hardship and public interest reasons.
*• Refunds may apply as a result of successful internal reviews and applications for amendment of records.
**• No application fees are charged for internal reviews in relation to amendment of record.
REEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
COMMUNITY RELATIONS COMMISSION
For a multicultural NSW
(F.O.I. agency number 379)

SECTION 1 – POLICY DOCUMENTS

- Ageing People of a Non-English Speaking Background:
  A Policy Perspective (charge of $5.00 plus postage)
- Canterbury-Bankstown Community Harmony Round Table
- Canterbury Bankstown Community Harmony Round Table Project - Guidelines for the Operation of
- Canterbury Bankstown Community Harmony Round Table Project - Implementation Working Groups
  - Operational Guidelines
- Canterbury Bankstown Community Harmony Round Table Project - Partner Agencies Application
- Code of Conduct for Commissioners, Officers and Employees of the Community Relations
  Commission For a multicultural NSW *
- CommuniLink Acceptable Use Policy
- Community Development Grants Program 2004 - Guidelines and Application Form
- Community Development Grants Program Procedures Manual
- Community Harmony Reference Group Report
- Community Language Allowance Scheme Examination Policy and Procedures Guidelines
- Community Relations Report 2003
- Corporate Plan 2002-2006
- CRC Awards for Volunteering
- CRC Code of Conduct for Interpreters and Translators
- CRC Guide to services
- Crown Employees (Interpreters & Translators, EAC) (Transitional) Award
- Customer Information Management System Policy Guidelines
- EAPS Forward Plan 2003-2006
- EAPS – Guide to job applicants
- Electronic Mail Management Policy
- Ethnic Affairs Priorities Statement (EAPS) Standards Framework
- Fairfield Model Court Report
- Families & Cultural Diversity – Volume 1: Contemporary Issues
- Families & Cultural Diversity – Volume 2: The Statistics
- Families & Cultural Diversity – Volume 3: The Research Perspectives
- Government Green Paper: Building on our Cultural Diversity (May 1996)
- Guide to Commissioners
- Guidelines - Exemptions from Payment for Language Services (March 2003 amended February 2004)
- Guidelines for the Operation of Regional Advisory Councils (June 2002)
- Guidelines for Youth Liaison teams
• Immigration and Planning in New South Wales (March 1997)
• Immigration: New South Wales Government Position Statement
• Inactive Records Procedures
• Information and Communications Technology Policy Guidelines
• Information Management and Technology Strategic Plan 2003-2006
• Language Services Schedule of Fees (amended July 2004)
• Library and Resource Centre
• MediaLink Business Policy
• Ministerial Records Management Policy
• NSW comments on Integrated Humanitarian Settlement Strategy Discussion Paper
• NSW Council for Pacific Islanders – implementation plan
• NSW Position on Supporting Settlement in Rural Regional & Remote Australia
• Overseas Qualifications and Skills in the New South Wales Public Sector
• Police and Ethnic Communities (November 1994) - reprinted 1995
• Policy Guidelines for Translators (April 2004)
• Premier’s Chinese Community Service Awards
• Proposed Direction for the Development of a representative Pacific Council- Options for Discussion
• Proposed Direction for the Development of a Representative Pacific Council - Outcome of Consultations with Pacific Communities
• Privacy Management Plan
• Records Management Policy guidelines
• Religious Development in New South Wales (Planning for)
• Report of the Working Party on Migration to Sydney and Regional NSW
• Retrenched Workers’ Rights Project (January 1993)
• Serial Sponsorship: Perspectives for Policy Options 1992 (price $5.00 plus postage)
• Street Festivals Project Guidelines
• The Way Forward: A Consultation Document Leading to a Community Relations Commission 1999
• Training Policy
• Training Plan 2003-2004
• 2003 Multicultural Marketing Awards Guidelines
• Use of Interpreters in Domestic Violence and Sexual Assault Cases - A guide for Service Providers (June 2002) – 4th edition
• Viewpoints – A Collection of Speeches on Multicultural Issues (July 1996)
• Vital Records Procedures
• White Paper, Cultural Harmony, the Next Decade, 2002 – 2012

SECTION 2 – STATEMENT OF AFFAIRS.

The “Statement of Affairs” dated July 2004, prepared in respect of the Community Relations Commission For a multicultural NSW, will be available, after that date, free of charge from the Freedom of Information (FOI) Coordinator on telephone number 8255 6773.

The document, which will be published in the Commission’s 2003-2004 Annual Report, will also be available for inspection at the Commission’s head office at Level 8, 175-183 Castlereagh Street Sydney.

The previous Statement of Affairs, dated July 2003, is currently available.

The “Statement of Affairs” provides an overview of the functions, objectives and activities of the Commission, together with administrative information of particular use to an inquiry in terms of Freedom of Information legislation.
SECTION 3 – CONTACT ARRANGEMENTS.

Copies of the policy documents and the “Statement of Affairs” may be obtained from the FOI Coordinator. There is no cost for the documents other than where indicated.

A full list of Commission publications is also available from the FOI Coordinator who may be contacted on telephone number 8255 6773 between 9.30 am and 4.30 pm.

Any applications under the Freedom of Information Act should be directed to:

The FOI Coordinator
Community Relations Commission
For a multicultural NSW
P.O. Box A2618
Sydney South  NSW  1235

Stepan Kerkyasharian AM
Chairperson
SUMMARY OF AFFAIRS
of the
DEPARTMENT OF COMMERCE
December 2004

SECTION 1 – POLICY & GENERAL PUBLICATIONS

COMMERCE CORPORATE:

Codes of Conduct
Confidential and Professional Disclosure Policies
Corporate Standards for Occupational Health and Safety
Email and Internet usage policies
Guarantees of Service
Privacy Management Plans

Enquiries: The FOI Coordinator, Level 22, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday.
Telephone: (02) 9372 8720 Facsimile: (02) 9372 8733

FAIR TRADING:

Audit and Corruption Prevention Unit
• Office of Fair Trading Code of Conduct
• Office of Fair Trading Internal Reporting – Confidential Disclosures (NSW Protected Disclosures Act 1994)

Enquiries: Manager, Commerce Audit and Corruption Prevention Unit, Level 15, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9372 8040.

Compliance and Standards Division

Investigations
• Compliance Policy
• Public Warning Statements - Procedures and Guidelines
• Penalty Notice Scheme Manual
• Formal Caution Manual
• Enforceable Undertakings Guidelines
• Property Services Compensation Fund Procedures Manual
• Real Estate Valuers Investigation and Complaint Procedures Manual
• Alteration/ Replacement of Odometers in Motor Vehicles Procedure
• Guidelines for the Use of Statutory Notices and Powers
• Notice to Show Cause Procedures under Motor Dealers Act

Enquiries: Acting Manager, Operational Priorities & Intelligence Branch, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 0513.

Safety and Standards
• Hazard Evaluation Procedures - Product Safety
• Electrical Equipment Safety Requirements in NSW - Explanatory Notes
• New South Wales Products Safety Committee - Information for Members
Trade Measurement

- Trade Measurement Act - Certification Scheme Administration Guide
- Trade Measurement Policy for the conduct of retail and industrial inspection, verification, in service inspection (re-verification), certification, observation and rejection of trade measuring instruments
- Trade Measurement Enforcement Policy

Enquiries for Safety and Standards and Trade Measurement: Manager, Measurement & Technical Services Branch, c/- National Measurement Laboratory, Bradfield Road, Lindfield West between the hours of 9am – 5pm Monday to Friday. Telephone: 8467 4449.

Legal Services Division

- Prosecution Policy and Guidelines
- Guideline regarding Intervention by Minister or Commissioner for Fair Trading in Legal Proceedings
- Legal Assistance Guidelines
- Subpoena Procedures

Enquiries: Director, Legal Services Division, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 0153.

Policy and Strategy Division

- Language Services Guidelines
- Grants and Funding Programs Policy
- Credit Counselling Program Funding Guidelines
- Rental Bond Board Grants, Funding Guidelines
- Financial Counselling Trust Fund, Funding Guidelines
- Property Services Grants Program Funding Guidelines
- Home Building Grants Program Funding Guidelines
- Tenants Advice and Advocacy Program Guidelines
- Consumer Credit Code Guidelines - Objectives, Criteria and Process
- Ministerial Council on Consumer Affairs (MCCA) Uniformity Agreement - administration of laws regulating the provision of Consumer Credit
- Sponsorship Policy
- Policy on Ex-gratia Payments
- Home Building Advice and Advocacy Service Pilot (HoBAAS) Guidelines
- Property Stock and Business Agents Act 2002 – Guidelines for Continuing Professional Development
- Property Stock and Business Agents Act 2003 – Continuing Professional Development Requirements - Best Practice Guidelines for Marketing Training Programs and Recording Participant Outcomes
- NSW Consumer Protection Awards - Protocol Document
- Media Policy
- NSW Home Warranty Insurance Scheme – Approval & Conditions of Approval for Insurance and Insurers.
- Visits by Overseas Delegations - Policy

Enquiries: Office of the Assistant Commissioner, Policy & Strategy Division, Level 20, 227 Elizabeth Street, Sydney between the hours of 9am – 5pm Monday to Friday. Telephone: 9338 8908.

Home Building Service

Licensing and Industry Standards


Enquiries: Director, Licensing and Industry Standards, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 9998.
Mediation Services and Compliance

Home Building Service – Complaint Handling Guidelines

Enquiries: Director, Mediation Services and Compliance, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am – 5pm Monday to Friday.
Telephone: 9895 9850.

Insurance Branch

• Home Building Insurance Policy and Procedures Manual
• Conditions of Approval – Approved Private Providers of Insurance

Enquiries: A/ Deputy General Manager, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am – 5pm Monday to Friday.
Telephone: 9895 9850.

Property & Licensing Division

Renting Services

• Renting and Strata Services Procedures Manual
  - Rental Bond Lodgement and Revenue Procedures
  - Rental Bond Refunds Procedures
  - Renting and Strata Services Information Procedures

Enquiries: Manager, Renting Services Branch, Level 4, 234 Sussex Street, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9377 9023.

Business Registration

• Ministerial Directions for Business Names
• List of Objectionable Names, Phrases and Words
• Business Registration Operational Policies and Procedures

Enquiries: Manager, Business Registration, Level 22, 227 Elizabeth Street, Sydney between the hours of 8:30am – 5pm Monday to Friday. Telephone: 9619 8797.

Business Licensing

• Business Licence Administration Service (BLAS) - Procedure Manual

Enquiries: Manager, Licensing, Level 21, 227 Elizabeth Street, Sydney between the hours of 8:30am – 5pm Monday to Friday. Telephone: 9619 8755.

Customer Services Division

• Customer Services Division Enquiries and Complaints Procedures Manual

Enquiries: Office of the Director, Customer Services Division, Level 6, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 0299.

REVS - Register of Encumbered Vehicles

• Telephone Vehicle Enquiry Procedure
• Stolen Vehicle Enquiry Procedures
• REVS Certificate Procedures
• Section 8(5) Retrospective Certificate Procedure
• Fine Default Enquiries
• Written Off Vehicle Enquiries
• REVS Guidelines for Handling Subpoenas
• Show Cause matters - procedures

Enquiries: Customer Services Manager, REVS, Level 5, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 2730.
Registry of Co-operatives & Associations

Co-operatives
- Formation Kits for Co-operatives
  - Registry of Co-operatives – Role and services
  - A Guide to Co-operatives
  - How to Form a Co-operative
  - Standard Rules for Co-operatives (Disk and hard copy)
  - Co-operatives Development Grants Program – Guidelines
  - Standard Form of Disclosure Documents
  - Comparative Table of business structures
  - Compliance checklist for Co-operatives
  - Checklist for Co-operatives
  - Approved forms

Associations
- Application forms
- Setting up an incorporated association
- Running an incorporated association
- Model rules for an incorporated association
- How to incorporate as an association checklist
- Schedule 1 – Matters to be provided for in rules of an incorporated association and in model rules

Funeral Funds
- Application forms and guide
- Consumer Guide to Funerals

Enquiries: Registry of Co-operatives & Associations, 154 Russell Street, Bathurst between the hours of 8.30am –5.00pm Monday to Friday.

Telephone: 6333 1400 Toll Free: 1800 502 042 Fax: 6333 1444.

Statement of Affairs: Copies of the most recent Statement of Affairs relating to the Office of Fair Trading are available from the Co-ordinator, Freedom of Information, Office of Fair Trading, Level 3, 1 Fitzwilliam Street, Parramatta, telephone 9895 0362.

INDUSTRIAL RELATIONS:

The OIR has the following policy documents available for inspection and/or purchase:

Corporate Plan

Charging and Pricing Guidelines

Various personnel policies and procedures relating to work specification, training and operational matters, including:

Guidelines for Accepting Industrial Complaints

Grievance, complaint and protected disclosure handling policies

Workplace Targeting Policy & Procedures

- Where copies of policy documents are required, a photocopy fee of 20 cents per sheet is payable. However, in all cases, documents are only charged for when the total value of an individual request is $10.00 or more.

Enquiries: Industrial relations also has a variety of current brochures, pamphlets, newsletters and booklets containing information on New South Wales industrial relations matters available to interested members of the public, some free of charge and others for a nominal fee. A full list of these publications is included in the Annual Report and is available on the OIR website www.industrialrelations.nsw.gov.au
SERVICE IMPROVEMENT:

**Chief Information Officer** (Former - Office of Information and Communications Technology) -
Enquiries: Telephone 9372 8877

- Acquisition of IM&T Guideline
- AGLS Metadata Guideline Authentication – Digital Signatures Guideline
- Benefits Management Plan Guideline
- Benefits Realisation Register Guideline
- Biometrics – Fact Sheet
- bookshopNSW
- Business Case Development Guideline
- Business Proposals Memoranda
- Buy not Build Memoranda
- Call Centre Establishment Guideline
- Call Centre Operation Guideline Change Management Guideline
- Chief Information Officer Guideline
- Chief Information Officer Memoranda
- Code of Conduct and Ethics Guideline
- Community Gateways Project
- connect.nsw An Internet Strategy for NSW
- connect.nsw Implementation Framework
- connectingBusiness Overview
- connectingBusiness Privacy Impact Statement
- connectingBusiness FAQ’s About the Act
- connectingBusiness Vision
- connectingBusiness – Fact Sheet
- connection newsletter issue 6
- connection newsletter issue 5
- connection newsletter issue 4
- connection newsletter issue 3
- connection newsletter issue 2
- Contracting Out Guideline
- Corporate Services Reform: Guides for Implementation – Better Practice Human Resources Mgt
- Corporate Services Reform: Guides for Implementation – Business Process Re-engineering
- Corporate Services Reform: Guides for Implementation – Costing Corporate Services
- Corporate Services Reform: Guides for Implementation – Provider Criteria
- Corporate Services Reform: Guides for Implementation – Selecting an Approach
- Corporate Services Reform: Guides for Implementation – Strategic and Contract Management for Shared Corporate Services
- Corporate Services Reform: People and Change
- Corporate Services Reform: Shared Corporate Service Strategy People and Change Resource List
- CTC Seniors Week
- Digital Content: Creativity plus Connectivity
- Digital Content, The State of
- Easy Access to Government Services – Fact Sheet
- E-BOS – Fact Sheet
- Facilitators Guide to ICAC video [I wish] it wasn’t me
- Government Access Centres
- Government Licensing Project Fact Sheet
- Government Network Services (ITS2068) Memoranda
Government Radio Network – Fact Sheet
Government Selected Application Systems (GSAS) Guideline
Government Selected Application Systems – GSAS Memoranda
Guide to Labelling Sensitive Information
Human Services Better Service Delivery Program – Fact Sheet
IM&T Strategic Planning Guideline
IM&T Strategic Planning Guideline Information Sheet 2004 Review of IM&T Strategic Plans
IM&T Strategic Planning Guideline Information Sheet IM&T Strategic Planning Process
IM&T Strategic Planning Guideline Information Sheet IM&T Steering Committee
Information Management – AGLS Metadata Guideline Information Management – Copyright Guideline
Information Management – Liability Guideline
Information Management Memoranda
Information Management – Privacy Guideline
Information Management and Technology Blueprint
Information Management and Technology Policy Framework Map
Information Management Audit – Guideline
Information Management Classification – Guideline
Information Management Framework – Guideline
Information Management Inventory – Guideline
Information Security Guidelines
Information Security Guidelines - Part 2 Examples of Threats & Vulnerabilities
Information Security Guidelines - Part 3 Information Security Baseline Controls
Information Security – Return on Investment for Information Security
Infringement Payments IT Security Bulletin Number 1 – April 2002
IT Security Bulletin Number 2 – September 2002
IT Security Bulletin Number 3 – February 2004
Knowledge Management in the NSW Public Sector – Fact Sheet
Mobile Telephony Memoranda
NICTA Launch
New South Wales Government Policy Guidelines for Mobile Communications Devices and Associated Services
NSW GRN Upgrade Pilot
New South Wales Telecommunications Strategy
Office of Information and Communications Technology and Agency Resource Centre – Fact Sheet
OICT Corporate Plan 2002 – 2005
Online Government Bookshop – Fact Sheet
Photonics – Fact Sheet
Post Implementation Review Guideline
Project Management Guideline
Project Risk Management Guideline
Providing Information and Services Using the Internet: A Guide for NSW Government Agencies Guideline
Provision of Information and Services Using the Internet Memoranda Quality Management Guideline
Raising the bar on website standards – Fact Sheet
Reusable Waste – Fact Sheet
Reusable Resources – Fact Sheet
Security of Electronic Information Memoranda
Skilling people for an Information Society – An information & Communications Technologies Action Plan for New South Wales
Skilling People for an Information Society – Fact Sheet
Smart Cards Memoranda
Strategic Planning Memoranda Telecommunications Services Agreements (DITM 2001) User Assistance Guide
Towards an Online Society – Fact Sheet
Use of the Internet for Electronic Messaging Guideline
Wide Area Network Communications Memoranda
Web Usability and Accessibility Guide
X.500 Directories (1) Directory Architecture Guideline
X.500 Directories (2) Core Directory Information Tree & Schema Guideline
X.500 Directories Memoranda

**Project Management : Programs Branch**

Enquiries: Beatriz Bassi Telephone: 9372 8510
email  EFRG@commerce.nsw.gov.au

Avoiding Bird Roosts in Schools, $5.00 per copy
Brochures - $5.00 per copy
Built to Teach: Designed to Learn (Secondary schools) $100.00 (video)
Chemical Stores for Existing Schools, $5.00 per copy
Colour Scheme Primary Schools $800.00 (CD)
Colour Scheme Secondary Schools $1200.00 (CD)
Darkrooms in Existing Schools, $5.00 per copy
Design Standard ($310.00)
Ecologically Sustainable Development in Education facilities $55.00
Education Research Facilities Group Gazette (subscription $15.00)
Energy Management in New South Wales Schools $35.00
Fume Cupboards, $5.00 per copy
Guide to Setting & Guarding of machinery $100.00
Hot Topics Information Sheets - hardcopy $50.00
Improving Workshop Safety $225.00
Kiln Space in Existing Schools, $5.00 per copy
Landscape Design Standard $150.00 (CD)
Primary and Secondary Schools Facilities Standard $800.00 (CD) and $75.00 (Summary).
Primary School Facilities Standard $412.50 (CD)
Primary Schools Accommodation Summary - $55.00
Safety Guidelines for the Installation and maintenance of Fixed Playground Equipment in Schools $27.50
School Specification Standard ($450.00) or each Section ($55.00)
Secondary School Facilities Standard $495.00 (CD)
Secondary Schools Accommodation Summary - $55.00
Space to Teach: Room to Learn (primary schools) $75.00 (video)
Space to Teach: Room to Learn (primary and secondary schools) $150.00 (DVD)
Special Education $192.50 or $45.00 Summary
Sunshade in Schools $11.00
Windows & Doors Drawing Set $140.00 (14 drawings @ $10 each)
Enquiries: Sue Harris Telephone: 9372 8558
email  sue.harris@commerce.nsw.gov.au

- Schools Brochures
- Maroubra Junction Public School

Enquiries: Ron Powell Telephone: 9372 8526
Email ron.powell@commerce.nsw.gov.au

- 2003-2004 Centenary Stonework Program, Program Achievements
Government Architect’s Office
Enquiries: Warren Bonamy Telephone: 9372 8543
Email: warren.bonay@commerce.nsw.gov.au

- Building Price Indices $165 per annum including quarterly updates available on the Internet (including GST)
- Concise Method of Measurement for Building Works $33 (including GST)

Sustainable Water Solutions - Manly Hydraulics Laboratory (MHL)

- MHL1132 NSW Wave Climate Annual Summary 2000-01
- MHL1200 Tidal Data Compilation 2000
- MHL1206 NSW Estuary and River Water Levels Annual Summary 2001-02
- MHL1208 NSW Wave Climate and Coastal Air Pressure Annual Summary 2001-02
- MHL1276 NSW Estuary and River Water Levels Annual Summary 2002-03
- MHL1277 NSW Ocean and River Entrance Tidal Levels Annual Summary 2002-03
- MHL1278 NSW Coastal Rainfall Annual Summary 2002-03
- MHL1279 NSW Wave Climate and Coastal Air Pressure Annual Summary 2002-03

State Fleet

- Services Directory – (Products and Services Terms and Conditions), available free of charge online via StateFleet’s website
- Brochures – Leasing, Fleet Management and ExtraCar

PROCUREMENT:

Construction
Current construction publications are available at www.construction.nsw.gov.au
Aboriginal Participation in Construction Implementation Guidelines January 2001
Alternate Dispute Resolution Guideline
Bi-annual New South Wales Construction Activity Forecasts
Capital Project Procurement Manual
Consultant Performance Reporting and Exchange of Reports between Government Agencies Guidelines – October 2000
Contractor Performance Reporting and Exchange of Reports between Government Agencies Guidelines (Construction) – December 1999
Environmental Performance Guide for Buildings
Industrial Relations Management Systems Guidelines (Construction) December 1999
OHS&R Management Systems Guidelines (Construction) At a glance brochure – June 2004
Prequalification of Service Providers Guidelines – May 2003
Security of Payment Act Information Package
Training Management Guidelines – December 2000

The following publications and information can be accessed at www.ogp.commerce.nsw.gov.au:

Government Procurement Policy and Strategy
NSW Government Procurement Policy Framework
NSW Government Procurement Policy and Guidelines Paper
NSW Government Code of Practice for Procurement
eProcurement Implementation Strategy
Smarter Buying for Government
Gateway Review Process

**Capital Works Procurement**
Capital Project Procurement Manual
Agency Accreditation Scheme
Construction Agency Coordination Committee
Environment Performance Guide for Building
Enviornment Management System Guidelines
OHS&R Management System Guidelines
Online Training Resource Manual for the Construction Industry in New South Wales

**Goods and Services Procurement**
NSW Government Procurement Manual (includes the following NSW Government Guidelines)
Risk Management
Simple Procurement
Economic Development
Environmental Management
Occupational Health Safety and Rehabilitation
Service Provider Performance Management
Disposals
Reverse Auctions
2003 Procurement Planning Guidelines
NSW Government Preference Scheme

**Asset Management and Office Accommodation**
Total Asset Management Manual
NSW Government Asset Management Committee
Office Accommodation
Government Office Accommodation Reform Program
Government Office Accommodation Workspace Guidelines – Management Guide
Government Office Accommodation Workspace Guidelines - Workbook

**Other Related Resources**
Financial Management Framework
Working with Government

The following publications can be accessed at www.smarterbuying.nsw.gov.au:
Smarter Buying for Government – New South Wales Government
A Guide to Procurement Cards and Expense Management Software
Section 1, deciding to implement procurement cards and expense management software – May 2003 (free),
Section 2, Implementing procurement cards and expense management software: getting started – Sept 2003
Procurement Reform Strategy – March 2002
Establishing savings targets – interim guidelines – May 2002
Procurement Capability Tool – November 2002, summary brochure and electronic or printed version of full materials
Procurement Capability Tool – Interactive version – March 2003
Gateway Risk Profile Assessment Tool (draft) – May 2004
Gateway Strategic Review - May 2004
Gateway Business Case Review - May 2004
Gateway Procurement Strategy Review - May 2004
Gateway Tender Evaluation Review - May 2004
Gateway Pre-Commissioning Review – May 2004
Gateway Post Implementation Review – May 2004

Procurement documents available on Commerce internet site or for purchase

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<td>Tendering Manual</td>
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Note: Construction Agency Coordination Committee (CACC) - Internet site.

SECTION 3 – CONTACT ARRANGEMENTS

GENERAL DEPARTMENT OF COMMERCE:

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

The FOI Coordinator
Department of Commerce
Level 22, McKell Building,
2-24 Rawson Place
SYDNEY NSW 2000
Telephone 9372 8720
Facsimile 9372 8733

OTHER SPECIFIC AREAS OF THE DEPARTMENT ARE AS FOLLOWS:

Office of Fair Trading

Applications for access to any other type of document held by the Office of Fair Trading should be made under the Freedom of Information (FOI) Act 1989. FOI forms can be downloaded from the Office’s website at www.fairtrading.nsw.gov.au or obtained from any Fair Trading Centre. Applications should be addressed to the:

Co-ordinator, Freedom of Information
Office of Fair Trading
P O Box 972
PARRAMATTA NSW 2124
Telephone 9895 0362
Facsimile 9895 0222
Office of Industrial Relations

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

FOI Coordinator
NSW Office of Industrial Relations
Executive Officer
Level 3, 1 Oxford Street
(PO Box 847)
DARLINGHURST NSW 2010
Telephone: (02) 9243 8735
Facsimile: (02) 9243 8739

BCILSP Corporation and BCILSP Committee

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

FOI Coordinator
Building & Construction Industry
Long Service Payments Corporation
Locked Bag 3000
CENTRAL COAST MC NSW 2252
Telephone: 13 14 41
Facsimile: (02) 9287 5685

Prior to making applications to the Corporation/Committee, it is suggested that the 131441 Help line be contacted as information may be available free as part of the Corporation’s service to the building & construction industry.

FEES AND HOURS OF BUSINESS:

All application to the above require a normal fee of $30.00 and general inquiries may be made between the hours of 9.00am to 5.00pm Monday to Friday.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
NEW SOUTH WALES
DEPARTMENT OF COMMUNITY SERVICES
July 2004 – December 2004

SECTION 1 – POLICY DOCUMENTS

POLICY DOCUMENTS AVAILABLE FROM THE DEPARTMENT

The Department has produced a number of policy documents, which are listed below. Most of these are available free of charge to the community. Documents that incur a fee are indicated and their cost (at time of publication) is also detailed. Many of these items are available on the DoCS website at www.community.nsw.gov.au

Available from:
Department of Community Services
4-6 Cavill Ave,
Ashfield NSW 2131
Postal Address:
Locked Bag 28
Ashfield NSW 1800

- Right to better service: Aboriginal Policy Directions - July 1999 - DCS306.089/News/1
- Introductory Resource Guide on Islam and Muslim Communities (1998) DCS.305.8/Isla/1
- Right to better service: Ethnic Affairs Policy Directions - July 1999 DCS353.94400814/News/1 (currently being updated)
- Right to better service: Rural and Remote Communities Policy Directions - July 1999 DCS307.72/News/1
- Code of Conduct and Ethics
- Early Childhood Services Policy for NSW
- NSW Curriculum Framework for Children’s Services (available on Internet ONLY)
- DoCS Research Agenda 2004/2005
- DoCS Guidelines for External Researchers
- Framework for the Future of Out of Home Care in New South Wales
- Indexation Payment Policy 2004/2005

Available from:
Adoption and Permanent Care Services, Department of Community Services
Level 9, Signature Tower
2-10 Wentworth St
Parramatta 2150
Postal Address:
PO Box 3485
Parramatta 2124
Ph: (02) 8855 4900
Fax: (02) 8855 4999

- Mandatory Information for Birth Parents
- Mandatory Information for Children
- Mandatory Information for Intrafamily Adoption
- Newsletter - Thinking About Adoption
- Considering Adoption Booklet - Cost $15.00
- Fact Sheets about Entitlements under the Adoption Act 2000
- Post Adoption - Adoption Act 2000 - How it Affects You?
- Adoption Search Guide - What do I do Now? - Cost $10.00
SECTION 2 – STATEMENT OF AFFAIRS

The most recent Statement of Affairs of the Department of Community Services is published in the Department’s 2002/2003 Annual Report.

SECTION 3 – CONTACT ARRANGEMENTS

Enquiries should be directed to:
Freedom of Information Coordinator
Department of Community Services
4-6 Cavill Avenue
Ashfield NSW 2131

Postal Address:
Locked Bag 28
Ashfield NSW 1800

Phone: (02) 9716 2222
Fax: (02) 9716 2999

Enquiries can be made between 8.30am and 5.00pm by phone, fax, or in person.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
DEPARTMENT OF CORRECTIVE SERVICES
(Includes the Parole Board and the Serious Offenders Review Council)

Under the terms of sections 14(1)(b) and 14(3) of the Freedom of Information Act 1989 (FOI Act), the Department of Corrective Services is required to publish an up-to-date Summary of Affairs at six-monthly intervals. The information contained in this Summary of Affairs is correct as at December 2004.

SECTION 1 – POLICY DOCUMENTS

Section 15(1)(c) of the FOI Act requires the Department to make each of its policy documents, as defined by section 6 of the FOI Act, available for inspection and purchase by members of the public. Section 15(2) of the FOI Act allows the Department to delete from a policy document information that would, if included, cause the document to be an exempt document. Where no price is shown, the policy document is a free publication. Documents with an asterisk next to them are available on the internet. The Department’s website address is www.dcs.nsw.gov.au. Documents with a hash next to them are available in the Department of Corrective Services Library.

Aboriginal Support & Planning Unit
- Aboriginal Offenders Strategic Plan 2003-2005 ($16.00 per copy, CD ROM $3.00) * #
- Adult Education and Vocational Training Institute
- AEVTI Management and Procedural Guidelines

Alcohol and Other Drugs/HIV & Health Promotional Unit
- Communicable Diseases in Prison Procedures/Management Policies ($25.00 per copy)
- HIV/AIDS, Communicable Diseases and Health Promotion Policies, Procedures and Management Guidelines
- Inmate HIV & Health Promotion Peer Support Program

Chaplaincy Services
- Chaplaincy Manual
- Mission Statement
- Role and Resourcing of Prison Chaplaincy

Child Protection Co-ordination and Support Unit
- Child Visits Assessment Program (Pilot Stage 2) Policy & Procedures & Assessment Guidelines #
- Strategic Framework Child Protection 2003-2005 #

Community Offender Services
- Community Funding Program - Expression of Interest Information and Submission Package (2002/03-2004/05)
- Victims of Violent Crimes Grants Program *

Corporate Legislation and Parliamentary Support
- Operations Delegations ($5.00 per copy)
- Financial Delegations ($5.00 per copy)

Commissioner’s Media Unit
- DOCS Media Policy ($5.00 per copy)

Corporate Research, Evaluation and Statistics
- Research Program #

Corporate Strategy
- Annual Report * #
• Corporate Plan * #

Corrective Services Industries
• Corrective Services Industries Business Plan 2004/05 ($2.75 per copy)
• CSI Business Case
• CSI and Community Business
• CSI and Competitive Neutrality ($11.00 per copy)
• CSI in Focus
• CSI and Other Businesses Brochure
• CSI Working Future Kit - featuring video of Correctional Industries in operation (available on loan)

Disability Services Unit
• Disability Action Plan 2000-2002

Family & Community Support
• Funeral assistance
• Travel assistance for Families Visiting Inmates

Finance & Asset Management
• Property Policies & Procedures, Acquisitions and Disposals
• Asset Management Manual
• Accounting Policy Manual – 1995
• Accounting Procedures Manual – 2002
• Accounts Payable Procedures - Cab Charge Card Policy
  - Year End/Month End Procedures
  - Corporate Credit Card Policy
• Chart of Accounts
• Procurement & Materials Management Manual
• Procurement Procedures
• Service Delivery and Asset Strategy
• Transport Policy and Procedures
• RCH Parking Procedure Manual
• Official & Semi-Official Telephone, Mobile Phone & Pager Procedure
• Fixed Asset Policy
• Engagement of Consultants/Contracted Employees Policy & Procedures
• Risk Management Policy and Manual
• Accounts Payable Procedures & Debt Recovery Policy

Freedom of Information & Privacy Unit
• FOI & PIPPA Applicants - Proof of Identity *
• Public Access to Records, Documents, Personal Information and Health Information *
• Privacy Internal Review Applications Lodged Out of Time

Human Resources Division
• Criminal Record Check - Pre-employment guidelines for applicants with criminal records ($3.60 per copy)
• The Career Choice for Your Future: a career with the Department of Corrective Services
• Occupational Health and Safety Policy ($1.20 per copy)
• Occupational Health and Safety Manual ($25.00 per copy)
• Secondary Employment Policy - guidelines for departmental employees with second jobs ($4.00 per copy)
• Uniform Dress Manual

Information Management & Technology Division
• Internet/Intranet Content Policy (1999)
• Information Security Policy (2001)
• Internet and E-mail Policy (2001)
• Information Ownership and Classification Policy

Inmate Classification & Case Management Branch
• Inmate Case Management Policy
• Managing Young Adults in NSW Correctional Centres
• Aboriginal and Torres Strait Islander Handbook * #
• Inmate Handbook #
• Inmate Classification & Case Management Procedures Manual (This manual is part of the Operations Procedures Manual. See Offender Management Policy Unit below.)

**Learning and Staff Development Branch**

• Aboriginal Employment & Career Strategy 2003-2006 *
• EEO Management Plan ($2.50 per copy) *
• EEO Report 2002/2003 ($2.50 per copy)

**Legal Branch**

• Section 1.9, “Subpoenas”, contained in the Legal Branch Policy & Procedures Manual

**Multiculturalism**

• Ethnic Affairs Priorities Statement *

**Offender Management Policy Unit**

• NSW Corrective Services Operations Procedures Manual - contains policies and procedures relating to the management of correctional centres and inmates. CD ROM ($10.00 per copy) #

Operations Procedures Manual - full and partial deletions:

**Full deletions**

6.3 Escorts from Correctional Centre to Correctional Centre
6.6 Movement of Extreme and High Security Inmates
6.7 Costed Escorts
6.8 Police Escorts
7.7 Inmates Access to Private Medical Practitioners
7.16 Compassionate Leave

**Partial deletions**

6.4.1.2 Number of Escorting Officers
6.4.1.5 Firearms
6.4.2 While on Medical Escort
6.4.2.1 Degree of Supervision by Escorting Officers
6.4.2.2 Use of Toilets by Inmate Patients
6.4.3.1 Handcuffing of Inmate Patients
6.4.3.5 Protocol Conflict
6.8.1 Escorts to Private Medical Practitioner
6.8.2 Funeral Escorts
6.8.5 Air Escorts
6.8.6 Inmates Appearing before the Parole Board in Hospital Road, Sydney
6.10.5 Escort Security
6.10.10 Handcuffing of Inmates
6.10.11 Firearms on Escorts
6.10.12 Use of Toilets on Escorts
10.1.20 Cell Allocation
10.2.6 Inmate Identification Cards and Cell Cards
10.2.6.1 Inmate Imaging System
10.2.6.2 Replacements
10.2.8 Gaol Issue Clothing at Initial Reception
10.2.8.1 Initial Clothing Issue at Reception – Male Inmates
10.2.8.2 Additional Issue of Inmate Clothing – Male Inmates
10.2.8.3 Initial Clothing Issue at Reception – Female Inmates
10.2.8.4 Additional Issue of Inmate Clothing – Female Inmates
10.2.8.5 Reception - Hygiene Items
10.3.2.7 Medical Screening
12.23.4 Basic Security
12.23.5 Delegations
12.23.6 Storage and Maintenance
12.24.12 Armoury Key Control

13.7.2 The Governor/Most Senior Custodial Officer in Charge of the Correctional Centre

- Community Offender Services, Policy and Procedure Manual. CD ROM ($10.00 per copy).

**Periodic Detention Administration Branch**

- Periodic Detention Policy and Procedures Manual. CD ROM ($10.00 per copy).

**Probity and Performance Management Division**

- Code of Conduct and Ethics *
- Protected Disclosures Policy *
- Management of Professional Conduct Policy *
- Employee Alcohol & Other Drugs Policy *

**Psychology Services**

- Psychology Policy and Procedures Manual

**Records Unit**

- Functional Records Disposal Schedule
- Notification of an Access Direction

**Restorative Justice Unit**

- Are you a Victim of Crime ($0.50 each)
- You Can Make a Difference ($0.50 each)
- Victim-Offender Family Group Conferencing Manual ($0.40 per page)
- Submissions Concerning Offenders in Custody - Information Package *
- Restorative Justice Unit – information brochure; Questions and Answers
- Restorative Justice Unit – Programs and Services
- Restorative Justice - Frequently Asked Questions ($0.40 each) *
- Victims Register Brochure ($0.40 each) *
- Restorative Justice for Victims of Crime video ($15.00 each). This video is available for viewing at the Restorative Justice Unit.
- Restorative Justice - Offenders Version video ($15.00 each). This video is available for viewing at the Restorative Justice Unit.

**Sex Offender Programmes**

- Guidelines for the Protection of Victims of Abuse and the Management of Sex Offenders October 1997 ($0.45 per page)

**Throughcare and E-Case Management**

- Throughcare Strategic Framework 2002-2005

**Women’s Services Unit**

- Bolwarra House Transitional Centre Management Plan
- Female Specific Classification Policy - Operational Framework and Procedures
- Management Plan, Grafton Women’s Facility (June Baker Unit)
- Management Plan for Jacaranda Cottages of the Emu Plains Correctional Centre
- Management Plan for Stage Two of the Emu Plains Correctional Centre
- Parramatta Transitional Centre Management Plan
- The Mothers’ and Children’s Programme Policy
- Women’s Action Plan #
- Women’s Action Plan 2
- Women’s Facilities & Services Command Statement of Values
- Women’s Facilities & Services Command Vision & Mission Statement
- Women’s Facilities & Services Command Statement of Intent for Visiting Sections
- Women’s Facilities & Services Command Workplace Anti-Violence Policy
SECTION 2 — STATEMENT OF AFFAIRS

The most recent Statement of Affairs of the Department of Corrective Services was published in the Department’s 2003-2004 Annual Report. The Annual Report is available on the Department’s website (www.dcs.nsw.gov.au), in the Department of Corrective Services Library (contact details provided in Section 3) and in some public libraries. The Statement of Affairs may also be obtained free of charge by contacting the Freedom of Information & Privacy Unit. The Statement of Affairs may be inspected at the Department’s Freedom of Information & Privacy Unit. The address of the Freedom of Information & Privacy Unit is level 11, Roden Cutler House, 24 Campbell Street, Sydney. The Freedom of Information & Privacy Unit is generally open from 8.30 am to 4.30 pm Monday to Friday. Members of the public are advised to telephone the Freedom of Information & Privacy Unit to make an appointment prior to making a personal visit. To make an appointment contact the Manager of the Unit on telephone number (02) 9289 1067.

SECTION 3 — HOW TO INSPECT OR OBTAIN THE DOCUMENTS LISTED IN SECTION 1

The documents listed in section 1 can be inspected or obtained by contacting the officer-in-charge of the relevant listed section. The sections can be contacted through the Department’s switchboard on telephone number (02) 9289 1333. The officer-in-charge of a given section will advise the procedures for inspecting and purchasing a document. If you wish to inspect a document, the officer-in-charge will advise you of the address at which you may inspect the document and the times at which you may inspect the document. The Head Office of the Department of Corrective Services is located at 24 Campbell Street, Sydney; however, not all sections of the Department are located at that address. Generally, all administrative sections of the Department operate between the hours of 8.30 am and 4.30 pm.

Documents with an asterisk next to them are available on the internet. The Department’s website address is www.dcs.nsw.gov.au. Documents with a hash next to them are available in the Department of Corrective Services Library. The Department of Corrective Services Library is open to the public. Members of the public may view and photocopy documents, within the copyright guidelines, but cannot borrow items. Enquiries to the Library can be made on telephone number (02) 9804 5459 and by email at vinay.sharma@nsw.gov.au.
INTRODUCTION

The policy documents listed below reflect the current operational policies of the Department of Environment and Conservation (DEC).

New policy documents are being developed progressively to assist the DEC in carrying out its mandate for environment protection, natural and cultural heritage conservation and as an educational and information resource for the community, industry, and Government agencies.

The following information is provided in accordance with section 14 of the Freedom of Information Act 1989.

SECTION 1: POLICY DOCUMENTS

DEC policy documents are listed below. Members of the public wishing to refer to the documents should contact the Librarian at the DEC’s Sydney Office listed at the end of this Summary of Affairs.

This is not a comprehensive list of DEC publications. Only documents that explain how the DEC will carry out its functions; or which affect the public’s rights, privileges or benefits; or impose obligations, penalties or detriments fall within the definition of ‘policy documents’.

Corporate Policy Documents
Aboriginal Employment and Development Strategy 2002-2006 (under review)
Accounting Manual
Anti-Discrimination and Workforce Diversity Policy (under review)
Business Case for Managing Diversity
Compliance Audit Handbook (1997)
Crown Employees (EPA NSW) Award (1999) and Memorandum of Understanding (1996)
Crown Employees (NPWS) Conditions of Employment Award 2000
Crown Employees (Public Service Conditions of Employment) Award 2002
Crown Employees (Skilled Trades) award 2001
Crown Employees (Salaried Officers Award) 2002
Displaced Employees Policy and Procedure (Number 54 of 1997) (under review)
EPA Prosecution Guidelines 2001
Ethnic Affairs Policy Statement
Externally Funded Projects – Policy and Procedural Guidelines
Filling of Positions following Job Evaluation Policy (under review)
Higher Commencing Salary Policy and Procedures (60 of 96) (under review)
Higher Duties Allowance Policy 2001
Hours of Work (PSA)
Hours of Work (AWU)
Flight Enterprise Agreement
Information Security: Access to Computer Accounts / Data
Information Management and Technology Information Security Policy
Information Technology Security Management Framework
Information Management and Technology Acquisition Policy
Internet Access, Internet Email Policy and Procedures
IT Equipment Donation Policy
IT Infrastructure Replacement Program (IIRP) – Replacement Principles
Leave Management and Attendance at Work Policy 2001
Leave Without Pay Policy 2000
Manual of Procedures
Minutes and Agendas of the Board of Resource NSW
Management of Personnel Files 2002
Master IT Acquisition and Asset Management Guide
Media Policy (under review)
Memorandum of Understanding between the NPW Advisory Council and the NSW NPWS
Memorandum of Understanding with Safefood NSW (Under review)
Memoranda of Understanding Policy (July 2002)
Military Activities Policy (July 2002)
Mobile Computing Products Standards
Mobile Phone Policy and Procedures (under review)
Motor Vehicle Best Practice Guide (under review)
MS Access Software Policy
National Parks and Wildlife Service Field Officers Hours of Work Enterprise Agreement 1997 (35 hour week)
National Parks and Wildlife Service Flight Officers Enterprise Agreement 1999
National Parks and Wildlife Service Skilled Trades Enterprise Agreement 2000 (35 hour week)
NPWS Annual Report 2002- 2003
DEC Code of Ethical Conduct (interim)
NPWS Field Officer and Skilled Trades Award
NPWS Travel Allowance Policy 2002
NSW Environmental Law: Access to Information
NSW Waste Boards Annual Reports 2000-2001
“Our Commitment to Diversity” Statement
Overseas and Interstate Travel Policy (under review)
Participants Workbook – Training Course – Environmental Assessment and REF Preparation
Payment of increments to Casual Employees Policy and Procedures
Prevention and Resolution of Workplace Bullying and Harassment Policy (under review)
Privacy and Personal Information Protection Management Plan (July 2000)
Privacy and Personal Information Protection Act - Handling Public Submissions (2002)
Privacy and Personal Information Protection Act - Staff Guide (2001)
Publication Design Standards
Rates and allowance book
Records Management Policy
Records Management Standards and Guidelines
Recruitment and Employment Policy 2001
Redeployment in the Service: Managing Displaced Employees Policy and Procedures
(55 of 97)
Resource NSW Annual Report 2002-03
Resource NSW Code of Conduct for Board Members
Study Time Leave Policy 2001 (under review)
Summary of Standards of Best Practice for Job Evaluation (42 of 96)
Temporary Staffing Decisions and Management Policy and Procedures 2000
Work and Family Policy 2001
Workers’ Compensation and Rehabilitation Manual (under review)
Workforce Diversity Strategy 2002-2006 (under review)

**Pesticide and Chemical Control Orders**

Chemical Control Order in Relation to Aluminium Smelter Wastes Containing Fluoride and/or Cyanide (1986)
Chemical Control Order in Relation to Dioxin-Contaminated Waste Materials (1986)
Pesticide Control Order Air-1
Pesticide Control (Termiticide) Order 2000
Pesticide Control (Bromadiolone) Order (No.2) 2000
Pesticide Control (Endosulfan) Order (No. 2) 2000
Pesticide Control (1080 Wild Dog Bait) Order 2002
Pesticide Control (1080 Feral Pig Bait) Order 2002
Pesticide Control (1080 Fox Bait) Order 2002
Pesticide Control (1080 Rabbit Bait) Order 2002
Pesticide Control (Pindone Concentrate) Order 2002
Pesticide Control (Mevinphos) Order 2003
Pesticide Control (1080 Fox Bait within Gosford City Council) Order 2004
Polychlorinated Biphenyl (PCB) Chemical Control Order (1997)
Scheduled Chemical Wastes Chemical Control Order (1994)
Scheduled Chemical Waste Chemical Control Order 2004

**Environmental Guidelines**

Bulk Dangerous Goods Transport: Application and Guidelines for the Approval of Dangerous Good Courses and Trainers (Sept 2003)
Car Wash Bays (fact sheets for car yard operators) (2002)
Clean Cars for NSW (2003)
Contaminated Sites: (Draft) guidelines for the Assessment of Former Gasworks Sites (2003)
Contaminated Sites: Draft Guidelines for the NSW Site Auditor Scheme (2002)
Contaminated Sites: Guidelines for Assessing Service Station Sites (1994)
Contaminated Sites: Guidelines for the NSW Site Auditor Scheme (1998)
Contaminated Sites: Guidelines for the Vertical Mixing of Soil on Former Broad-Acre Agricultural Land (1995)
Controls on HCFCs, CFCs and Halons — NSW Ozone Protection Regulation 1997
Course in Protection of the Environment: Authorised Officers (2001)
Draft Policy: Assessment and Management of Odour from Stationary Sources in NSW (2001)
Environmental Assessment and Cleaner Production Training for Local Government (2003)
Environmental Compliance Operating Principles (2002)

Environmental Education for Businesses on Wheels: Council Resource Kit (2001) which contains:
Environmental Education for Businesses on Wheels: Council Resource Manual (2001) and a series of brochures:
Environmental Education for Businesses on Wheels: Carpet Cleaners (2001)
Environmental Education for Businesses on Wheels: Mobile Dog Washers (Bathtime and Fish Friendly Bathtime) (2001)
Environmental Education for Businesses on Wheels: Mechanics on Wheels (Mobile Mechanics Guide to Environmental Best Practice (2001)
Environmental Education for Businesses on Wheels: Smart Gardeners (2001)
Environmental Education for Businesses on Wheels: Pressure Cleaners (Cleaning Under Pressure) (2001)
Environmental Guidelines: Regulation of Open Burning in NSW (June 2003)
NSW EPA and NSW Rural Fire Service
Environmental Guidelines: Surface Water Management on the Covered Forecourt Areas of Service Stations (1992)
(Draft) Environmental Guidelines for the Utilisation of Treated Effluent by Irrigation (1995)
Environmental Information for Dry Cleaners (2002)
Environmental Information for Auto Servicing & Mechanical Repairers (1998)
Environmental Information for Builders (1998)
Environmental Information for the Composites Industry (2001)
Environmental Information for the Foundry Industry (2001)
Environmental Information for Marinas, Boatsheds and Slipways (1998)
Environmental Information for Photographic Film and Paper Processors (1998)
Environmental Information for Printers (2000)
Environmental Information for Retail Food Businesses (1998)
Environmental Information for Service Stations (1998)
Environmental Information for Shopping Centre Management (2000)
Environmental Information for Small Factories (2000)
Environmental Information for Smash Repairers (1998)
Environment Matters 21: Managing Pesticides — Who Does What
Environment Matters 22: What Are Pesticides
Environment Matters 23: How Pesticides Work
Environment Matters 26: Handling Pesticide Wastes — a Household Guide
Environment Matters 28: Pesticides Act 1999 — Your Responsibilities
(plus summary leaflets in Arabic, Chinese, Italian, Khmer, Maltese and Vietnamese)
Environment Matters 29: How to Respond to Pesticide Misuse
Environment Matters 32: New Law for Keeping Records of the Pesticides You Use
(plus translated versions in Arabic, Chinese, Italian, Khmer, Maltese and Vietnamese)
Environment Matters 40: New Law for Training people who Use Pesticides in Their Work
Greensmart Course for the Building Industry 92003)
Guideline for the Use and Disposal of Biosolids Products (1997)
(Draft) Guidelines for the Assessment of Former Gasworks Sites (2003)
Guidelines: Environmental Trust Emergency Pollution Clean-Up Program (1999)
Guidelines for Seeking Environmental Court Orders (2003)
Improving the Environmental Management of NSW Golf Courses (2003)
Information sheet: Occasional users of agricultural & forestry pesticides.
Industry Guidance Fact Sheet – Pesticides Record Keeping: Field Crops, Pastures and Tree Plantations
Industry Guidance Fact Sheet – Pesticides Record Keeping: Horticulture
Industry Guidance Fact Sheet – Pesticides Record Keeping: Landlords and Property Managers
Industry Guidance Fact Sheet – Pesticides Record Keeping: Livestock
Industry Guidance Fact Sheet – Pesticides Record Keeping: Pest Controllers
Industry Guidance Fact Sheet – Pesticides Record Keeping: Vertebrate Pest Baiting
Industry Guidance Fact Sheet – Pesticides Record Keeping: Green Keepers
Industry Guidance Fact Sheet – Pesticides Record Keeping: Public Authorities

Information for Registration Applicants – Ionising radiation apparatus used in radiotherapy or the planning of radiotherapy (2004)

Industry Partnership Program – Overview (2001)


Issue of Authorisations — NSW Ozone Protection Regulation 1997

Is that Fill Legal? – Waste Dumping Fact Sheet for Community Enforcement Officers, Environmental Health Officers and Rangers – Waste Dumping Fact Sheet for Planners and Development Control Officers – Waste Dumping Fact Sheet for Engineering and Works Officers


Landscape Industry Fact Sheets (2002)


Local Government: POEO Short Course (1998)


Minimising Construction and Demolition Waste (1997)


NSW Pollution Laws and the Workplace (1999)


Nurseries: Environmental Information Sheets (1999) – includes:

Chemical/Fuel Storage and Handling Information Sheet

Environmental Responsibilities Information Sheet

Land Modifications Information Sheet

Local Native Vegetation and Weeds

Sediment and Erosion Control Information Sheet

Water Quality Management

Paint Clean: Environmental Information for Painters (2001)
Preventing Stormwater Pollution in Local Council Operations – A Training Kit for Council Trainers (2001)
Protocol for Investigating and Reporting Fish Kills (October 2000)
Radiation Guideline: The operation of part 3 of the mutual recognition legislation in relation to licensing and accreditation of consulting radiation experts under the Radiation Control Act incorporating Trans-Tasman mutual recognition agreement
Radiation Guideline No. 6: Registration Requirements & industry Best Practice for Ionising Radiation Apparatus Used in Diagnostic Imaging (revised edition 2004)
  - Part 1: Mammography
  - Part 2: Fluoroscopy and Radiography
  - Part 3: Dentistry (including Maxillofacial)
  - Part 4: Veterinary Science
  - Part 5: Computed Tomography and Bone Mineral Densitometry
  - Part 6: Test Protocols for Parts 2–5
Registration of diagnostic imaging (X ray) apparatus (2004)
Regulatory Impact Statement for the Proposed Radiation Control Regulation 2003
Review of NSW Kerbside Recycling Service Arrangements (2001)
Stormwater Management for Golf Courses (1999)
Stormwater Management for Parks and Gardens (1999)
Stormwater Management for Road Construction and Maintenance (1999)
Training Course Manuals for the Train-the-Trainer Program with TAFE Automotive Teachers
Guidelines on Interim Environmental Objectives
Water Quality and River Flow Interim Environmental Objectives, Guidelines for River, Water and Groundwater
Management Committees for:
- Barwon–Darling and Far Western Catchments (1999)
- Bega River Catchment (1999)
- Bellinger River and Coffs Harbour Catchment (1999)
- Border River Catchment (NSW) (1999)
- Brunswick River Catchment (1999)
- Camden Haven and Hastings River Catchments (1999)
- Castlereagh River Catchment (1999)
- Clyde River and Jervis Bay Catchments (1999)
- Cooks River Catchment (1999)
- Georges River Catchment (1999)
- Gosford and Northern Beaches Lagoons Catchments (1999)
- Gwydir River Catchment (1999)
- Hacking River Catchment (1999)
- Hunter River Catchment (1999)
- Illawarra Catchments (1999)
- Karuah River and Great Lakes Catchments (1999)
- Lachlan River Catchment (1999)
- Lake Macquarie and Tuggerah Lakes Catchments (1999)
- Macleay River Catchment (1999)
- Macquarie–Bogan River Catchment (1999)
- Manning River Catchment (1999)
- Moruya River Catchment (1999)
- Murray River Catchment (NSW) (1999)
- Murrumbidgee and Lake George Catchments (1999)
- Nambucca River Catchment (1999)
- Namoi River Catchment (1999)
- Richmond River Catchment (1999)
- Sydney Harbour and Parramatta River Catchment (1999)
- Towamba and Genoa River Catchments (1999)
- Tuross River Catchment (1999)
- Tweed River Catchment (1999)

Environmental Education
A New Approach to Environmental Education in NSW: Consultation and the Next Steps (1998)
Environmental Education in NSW: Towards a Three-Year Plan (NSW Council on Environmental Education, 2001)
Learning for Sustainability: NSW Education Plan 2002–05

Licence Information
Copies of individual Environment Protection Licences issued under the Protection of the Environment Operations Act 1997 (POEO Act) are available from the DEC.
A consolidated list of Environment Protection Licences is also available.
Contact: Operations Service CentreDepartment of Environment and ConservationLevel 1759-61 Goulburn StreetSYDNEY NSW 2000
Telephone: 133 372
Email: prpooeohelp@epa.nsw.gov.au

Registers
Protection of the Environment Operations Act (POEO) Public Register
The POEO Public Register is a register under the POEO Act of Environment Protection Licences and Notices, any exemptions from the provisions of the Act or regulations, details of convictions in prosecutions under the Act and the results of civil proceedings. For more information contact the POEO Service Centre on 133 372.
Members of the public can access the online Public Register at no charge via the EPA's website (www.epa.nsw.gov.au/prpoeo/index.htm).

Contact: Operations Service Centre Department of Environment and Conservation SYDNEY
Telephone: 133 372
Email prpoeohelp@epa.nsw.gov.au

OR

Contact: Pollution Line Department of Environment and Conservation SYDNEY
Telephone: 131 555 (NSW only) or (02) 9995 5555
Email info@environment.nsw.gov.au

Register of approvals, exemptions and determinations made under the Road and Rail Transport (Dangerous Goods) Act 1997

Members of the public can access the online Public Register at no charge via the EPA's website (www.epa.nsw.gov.au/prdg/index.htm).

Contact: Dangerous Goods Unit Department of Environment and Conservation SYDNEY
Telephone: (02) 9995 5555
Email DGoods@environment.nsw.gov.au

Register of Dangerous Goods Licences

Members of the public can access the online Public Register at no charge via the EPA's website (www.epa.nsw.gov.au/prdg/index.htm).

Contact: Dangerous Goods Unit Department of Environment and Conservation SYDNEY
Telephone: (02) 9995 5555
Email DGoods@environment.nsw.gov.au

Contaminated Land Record

Copies of declarations, orders and notices issued under the Contaminated Land Management Act 1997 are available at a cost of $12 per copy. A full list or part list of the regulatory instruments issued under the Contaminated Land Management Act 1997 is available at a cost of $12. Members of the public can access the online Public Register at no charge via the EPA's website (http://www.epa.nsw.gov.au/clm/aboutregister.aspx).

Contact: Pollution Line Department of Environment and Conservation SYDNEY
Telephone: 131 555 (NSW only) or (02) 9995 5555
Email info@environment.nsw.gov.au

Registers of declared chemical wastes and chemical control orders under the Environmentally Hazardous Chemicals Act 1985

Members of the public will be able to access the Register at no charge during office hours.

Contact: Dangerous Goods Unit Department of Environment and Conservation SYDNEY
Telephone: (02) 9995 5555

Manuals

Approved Methods and Guidance for the Modelling and Assessment of Air Pollutants in New South Wales (2001)
Approved Methods for the Sampling and Analysis of Air Pollutants in New South Wales (2001)
Contingency Planning and Operations Manual (For Use by Regional Algal Coordinating Committees) (2000)
Do I Need a Licence?
Environment Protection Manual for Authorised Officers
Guide to Licensing (Parts A and B)
Memoranda of Understanding

Agreement between Agencies on matters relating to the implementation of the National Environment Protection Measure for the Movement of Controlled Waste between States and Territories (1998)

Cross Border Protocol between the NSW Environment Protection Authority and the Victorian Environment Protection Agency

Draft Memorandum of Understanding between Sydney Water Corporation and Environment Protection Authority (2002)

Guidelines to the Memorandum of Understanding between the Environment Protection Authority and the NSW Fire Brigades (1998)

Memorandum of Understanding between the Environment Protection Authority and the NSW Fire Brigades covering hazardous materials incident response (1999)

Memorandum of Understanding covering the administration of the transport of dangerous goods under the Dangerous Goods Act 1975 and the Road and Rail Transport (Dangerous Goods) Act 1997 between the Environment Protection Authority, the Department of Transport and the WorkCover Authority (2001)

Memorandum of Understanding between the University of Technology and the Environment Protection Authority on the Centre for Ecotoxicology

Memorandum of Understanding between the Environment Protection Authority and Hunter Water Corporation

Memorandum of Understanding between the Environment Protection Authority and Radiation Advisory Council (2002)

Memorandum of Understanding between the Environment Protection Authority and the Roads and Traffic Authority for the Pacific Highway Upgrade

Memorandum of Understanding between the Environment Protection Authority and Sydney Catchment Authority (2002)

Memorandum of Understanding between the National Parks and Wildlife Service and the Roads and Traffic Authority for the Pacific Highway Upgrade

Memorandum of Understanding between the National Parks and Wildlife Service Northern Directorate and DPWS Hunter-New England Region

Minutes

EPA Board Minutes

Minutes of meetings of the Board of the EPA are available at a cost of $10.

Contact: Executive OfficerDepartment of Environment and ConservationLevel 1559-61 Goulburn StreetSYDNEY NSW 2000
Telephone:(02) 9995 6089

(Former) State Waste Advisory Council Minutes

Minutes of the meetings of the former State Waste Advisory Council are available from:

Contact: Waste Management SectionDepartment of Environment and ConservationLevel 1559-61 Goulburn StreetSYDNEY NSW 2000
Telephone:(02) 9995 5622

Radiation Advisory Council

Minutes of the meetings of the Radiation Advisory Council are available from the Radiation Control Section, Environmental Science Branch, by writing to:

The SecretaryRadiation Advisory CouncilPO Box A290SYDNEY SOUTH NSW 1232

Hazardous Chemicals Advisory Committee

Minutes of the meetings of the Hazardous Chemicals Advisory Committee are available by writing to:

Contact: Chemicals Policy Section Department of Environment and ConservationLevel 1559-61 Goulburn StreetSYDNEY NSW 2000
Telephone:(02) 9995 5799
Pesticides Implementation Committee
Minutes of the meetings of the Pesticides Implementation Committee are available from:
Contact: Chemicals Policy Section Department of Environment and ConservationLevel 1559-61 Goulburn StreetSYDNEY NSW 2000
Telephone:(02) 9995 5799

Load-based Licensing Technical Review Panel
Minutes of the meetings of the Load-based Licensing Technical Review Panel are available from:
Contact: Load-based Licensing Technical Review Panel Liaison OfficerDepartment of Environment and ConservationLevel 15 59-61 Goulburn StreetSYDNEY NSW 2000
Telephone:(02) 9995 6002

Policy Statements/Strategies
Action for Air: An Update (September 2002)
A Competency Based System for Authorised Officers: A Joint Project of Local Government and the NSW Environment Protection Authority (1997)
Consultation Paper: Extended Producer Responsibility Priority Statement
Consultation Paper: Proposals to Amend the NSW Site Auditor Scheme under the Contaminated Land Management Act 1997 (EPA 2002)
Corporate Environmental Reporting: Why and How (1997)
Environmental Criteria for Road Trafﬁc Noise (1999)
Environmental Noise Control Manual (the manual is progressively being replaced; most of the material in it has been superseded)
Information on whole body scanning (2003)
Interdepartmental Lead Taskforce Lead Management Action Plan (1994)
Managing Neighbourhood Noise (video and booklet package) EPA 1999
Managing Rural Noise (video and booklet package) EPA 2001
NSW Government Lead Issues Paper (with Health Department) (1993)
NSW Industrial Noise Policy (2000)
Pollution Reduction Trading Scheme for South Creek: Pilot Proposal (2002)
Proposed Marine Water Quality Objectives for NSW Coastal Waters (2002)
South Creek Bubble Licence: Reducing Nutrients in the Hawkesbury–Nepean (1996)

Policy Documents Adopted by the DEC
The following documents are not published by but have been adopted as policy by the DEC:

Air
National Environment Protection Measure and Impact Statement, Variation to the Ambient Air Quality Protection Measure (PM2.5) (2002)
National Environment Protection Measure for Ambient Air Quality (NEPC) (1998)
National Environment Protection Measure for Diesel Vehicle Emissions
Policy for Control of HCFC Emissions in Australia, Australian and New Zealand Environment and Conservation Council (ANZECC) (1994)

Radiation Control
Australian Institute of Radiographers Guidelines for the Professional Development Year
Administration of Ionizing Radiation to Human Subjects in Medical Research (National Health and Medical Research Council (NHMRC) Radiation Health Series No. 12) (1984)
Code of Nursing Practice for Staff Exposed to Ionizing Radiation (NHMRC Radiation Health Series No. 8) (1984)
Code of Practice for the Safe Transport of Radioactive Material 2001 (ARPANSA Radiation Protection Series No. 2)
Code of Practice for the Safe Use of Ionizing Radiation in Veterinary Radiology: Parts 1 and 2 (NHMRC Radiation Health Series No. 3) (1982)
Code of Practice for the Safe Use of Radiation Gauges (NHMRC Radiation Health Series No. 4) (1982)
Code of Practice for Protection Against Ionizing Radiation Emitted from X-ray Analysis Equipment (NHMRC Radiation Health Series No. 9) (1984)


Code of Practice for the Safe Use of Soil Density and Moisture Gauges Containing Radioactive Sources (NHMRC Radiation Health Series No. 11) (1984)

Code of Practice for the Disposal of Radioactive Wastes by the User (NHMRC Radiation Health Series No. 13) (1985)

Code of Practice for the Safe Handling of Corpses Containing Radioactive Materials (NHMRC Radiation Health Series No. 18) (1986)


Code of Practice for Radiation Protection in Dentistry (NHMRC Radiation Health Series No. 20) (1987)

Code of Practice for the Control and Safe Handling of Radioactive Sources Used for Therapeutic Purposes (NHMRC Radiation Health Series No. 23) (1988)


Code of Practice for the Safe Use of Sealed Radioactive Sources in Borehole Logging (NHMRC Radiation Health Series No. 28) (1989)

Code of Practice for the Safe Use of Industrial Radiography Equipment (NHMRC Radiation Health Series No. 31) (1989)


International Basic Safety Standards for Protection against Ionising Radiation and for the safety of Radiation Sources (Radiation Safety Series No. 115 IAEA) (1996)

ISO 2919 – Sealed Radioactive Sources – Classification


Interim Guidelines on Limits of Exposure to 50/60 Hz Electric and Magnetic Fields (NHMRC Radiation Health Series No. 30) (1989)

Intervention in Emergency Situations Involving Radiation Exposure (NHMRC Radiation Health Series No. 32) (1990)

Occupational Standard for Exposure to Ultraviolet Radiation (NHMRC Radiation Health Series No. 29) (1989)


Recommendations for Minimising Radiological Hazards to Patients (NHMRC Radiation Health Series No. 14) (1985)

Recommendations — Discharge of Patients Undergoing Treatment with Radioactive Substances (ARPANSA’s Radiation Protection Series No. 4) (2002)

Recommended Limits on Radioactive Contamination on Surfaces in Laboratories (NHMRC Radiation Health Series No. 38) (1995)

Revised Statement of Cabinet X-ray Equipment for Examination of Letters, Packages, Baggage, Freight and Other Articles for Security, Quality Control and Other Purposes (NHMRC Radiation Health Series No. 21) (1987)


Statement on Enclosed X-ray Equipment for Special Applications (NHMRC Radiation Health Series No. 22) (1987)

**Waste**


Land Protection Proposal: Regulating the use of industrially sourced waste materials as fertilisers


Overview of the National Waste Tracking System under the National Environment Protection Measure for the Movement of Controlled Wastes between States and Territories (Controlled Waste NEPM Implementation Working Group) (1999)


Waste Dumping Fact Sheet 1 for Community Enforcement Officers, Environmental Health Officers, Rangers (2000)

Waste Dumping Fact Sheet 2 for Planners, Development Control Officers (2000)

Waste Dumping Fact Sheet 3 for Engineering and Works Officers (2000)

**Water**

Advice to Water Management Committees No. 1 – Managing to diversion limits in regulated rivers (NSW Government) (2001)

Advice to Water Management Committees No. 2 – Supplementary water access (NSW Government) (2001)

Advice to Water Management Committees No. 3 – Floodplain harvesting (NSW Government) (2001)

Advice to Water Management Committees No. 4 – Regulated rivers (high security) access licences (NSW Government) (2001)

Advice to Water Management Committees No. 5 – Managing to diversion limits in inland unregulated rivers (NSW Government) (2001)

Advice to Water Management Committees No. 7 – Diversion limits for coastal unregulated rivers (NSW Government) (2001)

Advice to Water Management Committees No. 8 – Groundwater quantity management (NSW Government) (2001)

Advice to Water Management Committees No. 9 – Groundwater dependent ecosystems (NSW Government) (2001)
Advice to Water Management Committees No. 10 – Freshwater flows to estuaries and coastal waters (NSW Government) (2001)

Advice to Water Management Committees No. 11 – Integrating water quality and RFOs in water sharing plans (NSW Government) (2001)

Advice to Water Management Committees No. 12 – Conservation of biodiversity and threatened species management (NSW Government) (2001)

Advice to Water Management Committees No. 13 – Incorporating the results of the weir review into the water sharing plans (NSW Government) (2001)

Advice to Water Management Committees No. 14 – Aboriginal issues and cultural heritage protection (NSW Government) (2001)

Advice to Water Management Committees No. 15 – Water transfers (NSW Government) (2001)

An Interim Approach for Water Monitoring in NSW (prepared for the State Water Monitoring Coordination Committee) (2003)

Australian Guidelines for Recreational Use of Water (NH&MRC) (1990)


National Water Quality Management Strategy: Guidelines for Water Quality Monitoring and Reporting
(ARMCANZ/ANZECC) (2000)


NSW Guidelines for Urban and Residential Use of Reclaimed Water (NSW Recycled Water Coordination Committee) (1993)

Other
A Guide to Mangrove Transplanting (SPCC/Fisheries Division, NSW Dept of Agriculture)

Australian and New Zealand Guidelines for the Assessment and Management of Contaminated Sites (ANZECC, NHMRC) (1992)

Australian Water Quality Guidelines for Fresh and Marine Waters, Australian and New Zealand Environment and Conservation Council, November 1992, which are only approved for the purposes of contaminated site assessment, investigation, remediation and site auditing under the Contaminated Land Management Act (or other relevant legislation) commenced before September 2001


Australian Environmental Guidelines for Copper Chrome Arsenate Timber Preservation Plants (1996) (TPAA, ANZECC)


Composite Sampling: National Environmental Health Forum Monographs, Soil Series No. 3 (now known as EnHealth) (1996)

Composite Sampling (1996) (National Environmental Health Forum Monographs, Soil Series No. 3)


Dangerous Goods Initial Emergency Response Guide (Standards Australia) 1998


Environmental Services Functional Area Supporting Plan [Enviroplan] (State Emergency Management Committee) (2001)

Financial Liability for Contaminated Site Remediation — a position paper (ANZECC) (1994)


Hexachlorobenzene Waste Management Plan (ANZECC) 1996


Licence Application Form for Aircraft (Pesticide Applicator) Licence (2000)
License Application Form for Dangerous Goods Bulk Driver Licence for holder of current New Zealand dangerous goods driver licence (2001)

License Application Form for Pilot (Pesticide Rating) Licence (2000)

Load Reduction Agreements — Guidance Material for Licensees (2001)


Medical Examinations of Commercial Vehicle Drivers (National Road Transport Commission and Federal Office of Road Safety) (1997)


National Guidelines For Beef Cattle Feedlots in Australia (Agricultural Council of Australia and New Zealand) (1992)


Organochlorine Pesticides Waste Management Plan (July 1999)

Polychlorinated Biphenyls Management Plan (ANZECC) (revised 1999)

Site-specific Emission Factor Guidance (2001)


State Disaster Plan [Displan] (State Emergency Management Committee) (2000)

Technical Basis for Guidelines to Minimise Annoyance Due to Blasting Overpressure and Ground Vibration (ANZECC) (1990)

Technical Basis for the Regulation of Noise Labelling of New Grass-Cutting Machines (AEC 1988)

Cultural Heritage Policy Documents

Aboriginal Cultural Heritage Standards and Guidelines Kit (Guidelines under review)

Aboriginal Land Claims Policy (July 2002)

Aboriginal Place Declarations: Guidelines for their Assessment (2002)

Aboriginal Sites and EIA Procedures (1987)

Aboriginal Sites – Permits and Consents Policy (1987)

Aboriginal Sites Research policy (1987)

Composition of Selection Committees for Aboriginal Heritage Positions

Cultural Heritage Strategic Policy (2001)

Cultural Heritage Community Consultation Policy (2001)

Cultural Heritage Community Information Policy (2001)

Cultural Heritage Conservation Policy (2002)


Guidelines for the Repatriation of Aboriginal Cultural Material
Historic Resources Research Policy (1987)
Moveable Heritage Policy (2002)

**Parks and Wildlife Policy Documents**
Access to Inholdings Policy (February 2003)
Adaptive Reuse Leases Policy (February 2003)
Adventure activities Policy (July 2002)
Advisory Committee Memorandum of Understanding
Amphibian Keepers Licence – Species List (November 2002)
Annual Passes – Guidelines for Agents (Under review)
Beekeeping Policy (July 2002)
Boundary Fencing Policy (March 2003) (under review)
Business Opportunities – Guidelines for Preliminary Assessment
Commemorative Plaques Policy (July 2002)
Commercial Recreation Activities – Licensing in Sydney North Region (interim policy)
Commercial Recreation Policy (July 2002)
Community Biodiversity Survey Manual
Conservation Management Plan Policy
Construction Assessment and Approvals Procedure
Contingency Plan for the Rehabilitation and Rescue of Oiled Wildlife
Contract Management Manual
Contracting for Services Policy 2000
Critical Habitat Register
Custodian of Media Policy (under review)
Commercial Tour Operator’s Policy (under review)
Cycling Policy (June 2003)
Dangerous Goods Procedures (March 2003)
Developing a Representative System of Marine Protected Areas - an Overview - Marine Parks Authority (2001)
Discovery Policy and Guidelines (September 2003)
Disposal of Buildings and Property Policy (July 2002)
Disposal of Vacant Land Policy (January 2003)
Environmental Education Policy (June 1989) (under review)
Environmental Integrity Policy (July 2002)
Environmental Management System booklet (October 2000)
Environmental Planning and Assessment Manual Vol I (1998) (under review)
Environmental Planning and Assessment Manual Vol II Appendices (1998) (under review)
Environmental Management System (2002)
Exotic Plant Policy (July 2002)
Extractive Industries Policy (July 2002)
Filming & Photography Policy (July 2002) (under review)
Fire Management Manual 2003 (updated yearly)
Firearms Policy (July 2002) (under review)
Firewood Policy (July 2002) (under review)
Fossicking in Service Areas Policy (June 1989)
Grazing by Livestock Policy (July 2002) (under review)
Guide to Building Conservation Works
Guidelines and Conditions for Marine Reptile Rescue, Rehabilitation and Release in NSW
Guidelines for animal care and use in research and education for NPWS staff, contractors and volunteers.
Guidelines for completing a review of environmental factors covering exploration in state conservation areas (2003)
Guidelines for CRA Wilderness Assessments in NSW (draft)
Guidelines for Issuing Licences for Modified Natural Areas (February 2003)
Guidelines for Participating in External Committees
Handbook for Kangaroo Trappers (draft, expected to be finalised end June 2004)
Heritage Asset Management Program (HAMP) Guidelines
Infectious Diseases Manual
Interpretation of Service Areas (June 1989) (under review)
Keeping Birds as Pets
Keeping Frogs as Pets
Keeping Native Mammals as Pets
Keeping Reptiles as Pets
Kosciuszko National Park Ski Resorts – Winter Access Arrangements (printed each year)
Law Enforcement Policy (July 2002)
Leases for Permanent Residential Accommodation Policy (February 2003)
Management of Native Birds that Show Aggression to People
Managing Parks Prior to Adoption of Plan of Management Policy (July 2002)
Marine Mammals Management Manual
Marine Parks Authority Annual Report
Mining and Exploration Policy (July 2002)
Mitigation of Damage to Commercial Fruit Crops by Flying-Foxes
Mooring application and guidelines, Ku-ring-gai Chase National Park
Moveable Heritage Policy
Neighbour Relations Policy (July 2002)
Netting Commercial Fruit Crops to Exclude Flying-Foxes: Best Practice Guidelines to Protect Wildlife
Netting of Garden Fruit Trees: Best Practice Guidelines to Protect Wildlife
NPWS Building Code (under review)
NPWS Northern Directorate Guidelines for Infrastructure Development
NPWS Northern Directorate Criteria for Sealing Roads in National Parks
NPWS Policy on Cetacean Conservation and Management
NPWS Policy on the Rescue and Rehabilitation of Oiled Wildlife
NPWS Procedural Guidelines on the Rescue and Rehabilitation of Oiled Wildlife
NPWS Prosecution Policy (1997)
NSW Biodiversity Strategy (1999) (under review)
NSW Bitou Bush Strategy
NSW Bird Keepers Licence – Species List (November 2002)
NSW Reptile Keepers Licence – Species List (November 2002)
NSW Kangaroo Management Program 2002-2006
NSW Kangaroo Management Procedural Manual (June 2004 draft update)
NSW Kangaroo Management System User Manual (June 2004 draft)
Orienteering, Rogaining and Geocaching Policy (September 2002)
Oversnow Vehicles Policy (July 2002)
Park Furniture Manual
Park Names Policy (October 2002)
Park Use Fees Policy Schedule
Perisher Range Resorts Environmental Management System Information Booklet
Perisher Range Resorts Environmental Management System Lodge Workbook 2003-2004
Pets Policy (August 2002)
Plains-wanderer Habitat Management Guide
Professional Fishing Access Policy (July 2002)
Project Proposals and Project Management Policy
Property and Leasing Manual (July, 2003)
Protected and Threatened Plants in the Cut-flower Industry Management Plan 2002-2005
Recreational Horse Riding Policy (September (2002) (under review)
Rehabilitation of Fauna Policy (July 2002)
Property and Leasing Manual
Reporting of Non-Fire Events
Reservation Establishment Guidelines (November 2003)
Resolution of Workplace Grievances 2002 (under review)
Review of Revocation Procedures (June 2001 report to the Minister for the Environment)
Revocation of Land Policy (July 2002)
Schedule 14, National Parks and Wildlife Act 1974: Guidelines for the assessment of reserved land
Signage Design Standards
Snake Venom Collection Policy (July 2002)
Soil Conservation and Rehabilitation Policy (July 2002)
Sponsorship Policy (July 2001)
Strategy for the Conservation of Bats in Derelict Mines
Supplementary Conservation Methods Policy (July 2002)
Taxiderma and Preserved Fauna Policy (July 2002)
Timber Industry Workers (66 of 96)
Threatened Species – A Landholders guide – Central West Region
Threatened Species Conservation Act 1995 Policy and Procedures
Statement 1 Director-General’s Requirements (March 1996)
Statement 2 Concurrence and Consultation (March 1998)
Statement 3 Delegations of power and functions (October 1999)
Statement 6 Authorship of Recovery Plans and Ownership of Intellectual Property (August 1999)
Statement 7 Provision and Format of Action Costs in Recovery Plans
Statement 8 Statewide Prioritisation for Recovery Plan Preparation
Statement 9 Policy for the Translocation of Threatened Fauna in NSW (July 2001)
Threatened Species Conservation Act 1995 Information Circulars
Circular 1 Threatened Species Conservation Act (January 1996)
Circular 2 Threatened Species Assessment under the EP&A Act: the 8 part test of significance (November 1996)
Circular 3 Scientific Licences for Threatened Flora and Fauna (November 1996)
Circular 4 Critical Habitat Identification and Declaration (December 1996)
Circular 5 Species Impact Statements (June 1998)
Circular 6 Hygiene Protocol for the Control of Disease in Frogs (August 2001)
Threatened Species Information Fact Sheets
Alternation to natural flows as a key threatening process – an overview. July 2002
Bushrock removal – a key threatening process. October 1999
Competition from Feral Honeybees as a Key Threatening Process – an overview. October 2002
Clearing of native vegetation as a key threatening process – an overview. September 2001
Invasion of native plant communities by exotic grasses 2003
Grazing and browsing by feral deer as key threatening process – an overview. October 2003
Invasion of native plant communities by exotic perennial grasses as a key threatening process – an overview. August 2003
Recovery planning for threatened species. December 1998
Recovery planning – statewide priorities for plan preparation. May 2003
Removal of Dead Wood as a key threatening process – an overview. December 2003
Threat abatement planning. December 1998
Translocation of Koalas. July 2002
Threatened Species Management Species Information
Threatened Plants in Western NSW Information Review A-G
Threatened Plants in Western NSW Information Review H-Z
Toilet Systems Guidelines (under review)
Tour Operators Information Kit - A Resource Worth Protecting
Towing Vehicles and Vessels Policy (July 2002)
Trade of Fauna Policy (July 2002)
Unpublished NPWS Reports and Papers (October 2001)
Use of Raw Materials Policy (July 2002)
Vehicle Access Policy (July 2002) (under review)
Visitor Accommodation Policy (July 2002)
Visitor Safety Policy (July 2002)
Volunteer Policy & Guidelines (July 2002)
Walking Tracks Policy (July 2002) (under review)
Waste Reduction and Purchasing Policy (under review)
Wilderness Policy (July 2002)
Wildlife under threat. December 1998
Wild Dogs Policy (October 1997) (under review)

THREATENED SPECIES RECOVERY PLANS
(“DP” means Draft Plan)
Acacia constablie
Acacia georgensis
Acacia pubescens
Allocasurina portuensis
Araluen Zieria (Zieria adenophora)
Barking Owl (DP)
Bush stone-curlew (DP)
Bathurst Copper Butterfly (Paralucia spinifera)
Black-throated Finch southern subspecies (Poephila cincta cincta) (DP)
Bertya sp. A Cobar-Coolabah
Black-eared miner
Bolam’s mouse
Blue Mountains Water Skink (Eulamprus leuraensis)
Brush tailed Rock Wallaby Warrumbungles (Petrogale penicillata) Endangered Population
Caladenia arenaria (a flower)
Caladenia arenaria Fitzg. (DP)
Caladenia rosella and other ‘lost’ threatened flora of south-east NSW
Carex raleighii (a herb) and other threatened alpine flora
Centralian Ranges rock skink
Coxen’s Fig-Parrot (Cyclopsitta diophthalma coxeni)
Crimson Spider Orchid (Caladenia concolor) (DP)
Diploglottis campbelli (DP)
Diploglottis campbelli (DP)
Davidsonia jerseyana (Davidon’s Plum) (DP)
Davidsonia johnsonii (DP)
Double-eyed fig parrot
East Lynne Midge Orchid (*Genoplesium vernale*)
Eastern Suburbs banksia scrub
*Eidothea hardeniana* (Nightcap Oak) (DP)
*Elaeocarpus* sp. Rocky Creek
*Elaeocarpus williamsianus* (DP)
*Emydura macquarii* (Bellinger River)
*Endiandra floydii* (DP)
*Endiandra muelleri* subsp. *Bracteata* and *Endiandra hayesii* (DP)
*Epacris hamiltonii*
*Ericauron carsonii*
*Euchiton nitidulus* and other threatened alpine flora
*Euphrasia collina* subsp. *Muelleri* and other ‘lost’ threatened flora of south-east NSW
Flame Spider-flower (*Grevillea kennedyana*-*Genoplesium rhyoliticum*)
*Gentiana baeuerlenii* and other ‘lost’ threatened flora of south-east NSW
Giant Fern (*Angiopteris evecta*)
Gould’s Petrel (*Pterodroma leucoptera*) (DP)
Granite Boronia (*Boronia granitica*)
Grevillea beadleana (DP)
Grevillea obtusiflora
Hakea pulvinifera
Hastings River Mouse (*Pseudomys oralis*) (DP)
Illawarra Greenhood Orchid (*Pterostylis gibbosa*)
*Irenepharsus magicus* and other ‘lost’ threatened flora of south-east NSW
*Irenepharsus tryherus* (DP)
Jervis Bay Leek Orchid (*Prasophyllum affine*) (DP)
Koala population at Hawks Nest and Tea Gardens
Kultarr (*Antechinomys laniger*)
*Leionema lachnaeoides*
Little penguin population, Manly Point
Little Tern (*Sterna albifrons*)
Long-footed Potoroo (*Potorous longipes*)
Lord Howe Placostylus (*Placostylus bivaricosus*)
Lord Howe Woodhen (*Gallirallus sylvestris*)
*Leionema ralstonii*
*Leptidium pseudopapillosum*,
Mitchell’s Rainforest Snail (*Thersites mitchellae*)
Mongarlowe Mallee (*Eucalyptus recurva*) (DP)
Mountain Pygmy-possum (*Burramys parvus*)
Painted Burrowing Frog (*Neobatrachus pictus*)
Nowra Heath Myrtle (*Triplarina nowraensis*) (DP)
Peppered frog
*Persoonia mollis* subspecies maxima
*Phebalium lachnaeoides*
*Pimelia spicata* (DP)
Plains –wanderer (*Pediononus torquatus*) (DP)
*Prasophyllum affine* (a terrestrial herb) (DP)
*Pterostylis* sp. Botany Bay (a flower)
*Pultenaea parrisiae* ssp. *Elusa* and other ‘lost’
*Randia moorei* (DP)
*Quassia species B* (a shrub) (DP)
*Rapanea sp. A Richmond River* (DP)
Red Goshawk (*Erythrotriorchis radiatus*)
*Renunculus anemoneus* and other threatened alpine flora
*Rytidosperma pumilum* and other threatened alpine flora
Sandy Inland and Forrest’s Mouse (*Leggadina forresti* & *Pseudomys hermannsburgensis*)
*Senecio squarrosus* and other ‘lost’ threatened flora of south-east NSW
Shining Cudweed (*Ranunculus animoneus, Erythranthera pumila*)
Silky Mouse (*Pseudomys apodemoides*)
Square-stemmed Spike-rush (*Eleocharis tetraquetra*)
Somersby Mintbush (*Prostanthera junonis*)
Southern Corroboree Frog (*Pseudophryne corroboree*)
Spotted Tree Frog (*Litoria spenceri*)
Tallong Midge Orchid (*Genoplesium plumosum*)
Terrey Hills Grevillea (*Grevillea caleyi*)
Tarengo Leek Orchid (*Prasophyllum petilum*) (DP)
Thick-billed Grasswren (*Amytornis textilis*)
Threatened Alpine Plant Species: anemone Buttercup, Feldmark Grass, Raleigh Sedge, Tumut Grevillea (*Grevillea wilkinsonii*)
*Uromyrtus australis* (DP)
*Viola cleistogamoides* and other ‘lost’ threatened flora of south-east NSW
Western pygmy possum
*Westringia davidii*
*Wollemia nobilis* (the Wollemi pine)
Yellow-bellied Glider (*Petaurus australis*)
Yellow Spotted Bell Frog/Peppered Frog (*Litoria castanea/Litoria piperata*)
*Zieria granulata* (DP)
*Zieria lasiocaulis*
*Zieria Multispecies Plan* (*Zieria parrisiae, Zieria buxijugum, Zieria formosa*)
*Zieria prostata*
THREAT ABATEMENT PLANS
(“DP” means Draft Plan)
Predation by the Red Fox (Vulpes vulpes)
Predation by Gambusia hobrooki
RESERVE FIRE MANAGEMENT PLANS
(“DP” means Draft Plan)
Arakwal NP and key adjoining lands Fire Management Plan (DP)
Awabakal NR Fire Management Plan (DP)
Badja Swamps NR Fire Management Plan (DP)
Barrington Tops NP Fire Management Plan (DP)
Bell Bird Creek NR Fire Management Plan
Ben Boyd NP Fire Management Plan
Berlang State Conservation Area Fire Management Plan (DP)
Berowra Valley Regional Park Fire Management Plan
Billinudgel NR Fire Management Plan
Binnaway NR Fire Management Plan
Bird Island NR Fire Management Plan
Blue Mountains NP Fire Management Plan (DP)
Bobundara NR Fire Management Plan (DP)
Bondi Gulf NR Fire Management Plan (DP)
Bongil Bongil NP Fire Management Plan (DP)
Boondelbah NR Fire Management Plan
Botany Bay NP (Kurnell) Fire Management Plan (DP)
Botany Bay NP (La Perouse) Fire Management Plan (DP)
Bournda NP Fire Management Plan
Bournda NR Fire Management Plan
Broadwater NP Fire Management Plan
Cape Byron State Conservation Area Fire Management Plan (DP)
Corrie Island NR Fire Management Plan
Crowdy Bay NP Fire Management Plan
Darawank NR Fire Management Plan (DP)
Deua NP Fire Management Plan (DP)
Dharawal NR and State Conservation Area Fire Management Plan (DP)
Dharug NP Fire Management Plan
Egan Peaks NR Fire Management Plan (DP)
Eurobodalla NP Fire Management Plan (DP)
Frogs Hole State Conservation Area Fire Management Plan (DP)
Garawarra State Conservation Area Fire Management Plan (DP)
Garigal NP Fire Management Plan (DP)
Georges River NP Fire Management Plan (DP)
Glenrock State Conservation Area (DP)
Goobang NP Fire Management Plan
Goulburn River NP Fire Management Plan (DP)
Gulaga NP Fire Management Plan (DP)
Heathcote NP Fire Management Plan (DP)
Ironmungy NR Fire Management Plan (DP)
John Gould NR Fire Management Plan
Kattang NR Fire Management Plan
Kooraban NP Fire Management Plan (DP)
Kosciuszko NP Fire Management Plan
Ku-ring-gai Chase NP Fire Management Plan (DP)
Limeburners Creek NR Fire Management Plan (DP)
Little Broughton Island NR Fire Management Plan
Macquarie Marshes NR Fire Management Plan
Mimosa Rocks NP Fire Management Plan (DP)
Monga NP Fire Management Plan (DP)
Montague Island NR Fire Management Plan (DP)
Moone Beach NR Fire Management Plan (DP)
Mount Imlay NP Fire Management Plan (DP)
Mount Kaputar NP Fire Management Plan (DP)
Munghorn Gap NR Fire Management Plan (DP)
Munmorah State Conservation Area Fire Management Plan
Myall Lakes NP and island reserves Fire Management Plan
Narran Lake NR Fire Management Plan (DP)
Nattai Reserves Fire Management Plan (DP)
Nombinnie NR Fire Management Plan
Parr State Conservation Area Fire Management Plan
Paupong NR Fire Management Plan (DP)
Pilliga NR Fire Management Plan
Popran NP Fire Management Plan (DP)
Round Hill NR Fire Management Plan
Royal NP Fire Management Plan (DP)
Seal Rocks NR Fire Management Plan
South East Forest NP Fire Management Plan (DP)
Stormpetrel NR Fire Management Plan
Sydney Harbour NP Fire Management Plan (DP)
Tarawi NR Fire Management Plan
Thirimere Lakes NP Fire Management Plan (DP)
Tilligerry NR Fire Management Plan (DP)
Tinderry NR Fire Management Plan (DP)
Tomaree NP Fire Management Plan (DP)
Tyagarah NR Fire Management Plan
Wadbilliga NP Fire Management Plan (DP)
Warrumbungle NP Fire Management Plan
Willi Willi NP Fire Management Plan
Yathong NR Fire Management Plan
Yengo NP Fire Management Plan
Yurammie State Conservation Area Fire Management Plan (DP)

PLANS OF MANAGEMENT
(“DP” means Draft Plan. Not all parks and reserves are in separate plans. Some plans cover a number of parks and reserves)
Abercrombie River National Park (DP)
Agnes Banks Nature Reserve
Andrew Johnston Big Scrub Nature Reserve
Arakoon State Conservation Area
Arakwal NP (DP)
Bago Bluff NP (DP)
Bald Rock National Park
Ballina Nature Reserve
Bargo State Conservation Area
Barool National Park (DP)
Basket Swamp NP (DP)
Barren Grounds Nature Reserve
Bellinger River National Park
Belowla Island Nature Reserve
Benambra National Park (DP)
Ben Boyd National Park
Ben Halls Gap National Park
Berkeley NR (DP)
Bermagui Nature Reserve
Berowra Valley Regional Park (DP)
Big Bush NR (DP)
Billinudgel Nature Reserve
Bimberi Nature Reserve
Bindarri National Park (DP)
Binnawey Nature Reserve (DP)
Bird Island Nature Reserve (DP)
Biriwal Bulga National Park (DP)
Blue Gum Hills Regional Park (DP)
Blue Mountains National Park
Boatharbour Nature Reserve
Bogandyera NR (DP)
Bongil Bongil National Park (DP)
Boomi Nature Reserve
Boomi West Nature Reserve
Boonanghi Nature Reserve (DP)
Boonoo Boonoo National Park
Boorganna NR (DP)
Booroolong Nature Reserve (DP)
Booti Booti National Park
Border Ranges National Park
Border Ranges National Park (DP)
Borenore Karst Conservation Reserve
Bornhardtia Voluntary Conservation Area (DP)
Boronga Nature Reserve
Botany Bay National Park
Bouddi National Park
Bouddi National Park (DP)
Bournda National Park
Bournda Nature Reserve
Brigalow Park Nature Reserve
Brimbin Nature Reserve (DP)
Brisbane Waters National Park
Broadwater National Park
Broken Head Nature Reserve
Brunswick Heads Nature Reserve
Brush Island Nature Reserve
Budawang National Park
Budderoo National Park
Bundjalung National Park (DP)
Bungabee Nature Reserve (DP)
Bungonia State Conservation Area
Burning Mountain Nature Reserve
Burragorang State Conservation Area
Byrnes Scrub NR (DP)
Cadmans Cottage Historic Site
Cape Byron Headland Reserve
Cape Byron State Conservation Area
Capoompeta National Park (DP)
Captains Creek Nature Reserve (DP)
Careunga Nature Reserve (DP)
Carrai NP (DP)
Castlereagh Nature Reserve
Cathedral Rock National Park
Cattai National Park
Cecil Hoskins Nature Reserve
Cedar Brush Nature Reserve (DP)
Chambigne NR (DP)
Clarkes Hill NR (DP)
Cocopara National Park
Cocopara Nature Reserve
Comerong Island Nature Reserve
Conimbla National Park
Coocumbbac Island Nature Reserve
Coolah Tops National Park
Coolumbooka Nature Reserve (DP)
Cooperabung Creek Nature Reserve
Coorabakh National Park (DP)
Coramba NR (DP)
Coturaundie Nature Reserve
Courabyra NR (DP)
Crowdy Bay National Park
Cudgen Nature Reserve
Culgoa National Park (DP)
Cullendulla Creek Nature Reserve (DP)
Cunnawarra National Park (DP)
Dharawal NR (DP)
Dhaeawal State Conservation Area (DP)
Dalrymple-Hay Nature Reserve (DP)
Davidson Whaling Station Historic Site
Davis Scrub Nature Reserve
Demon Nature Reserve
Dharug National Park
Dooragan National Park (DP)
Dorrigo National Park
Downfall NR (DP)
Dunggir National Park (DP)
Duval Nature Reserve (DP)
Eagles Claw Nature Reserve
Eurobodalla National Park
Fifes Knob Nature Reserve (DP)
Fishermans Bend NR (DP)
Five Islands NR (DP)
Flaggy Creek Nature Reserve (DP)
Flagstaff Memorial Nature Reserve (DP)
Gads Sugarloaf Nature Reserve (DP)
Gamileroi Nature Reserve (DP)
Garawarra State Conservation Area
Garigal National Park
Georges Creek Nature Reserve (DP)
Georges River National Park
Gibraltar Range National Park
Gibraltar Range National Park (DP)
Glenrock State Conservation Area
Goobang National Park
Goonengerry National Park (DP)
Goulburn River National Park
Goura Nature Reserve
Gulaga NP
Gundabooka National Park (DP)
Hartley Historic Site
Hat Head National Park
Hayters Hill Nature Reserve
Heathcote National Park
Hexham Swamp Nature Reserve
Hill End Historic Site
Hogarth Range Nature Reserve (DP)
Hortons Creek NR (DP)
Illawarra Escarpment State Recreation Area
Iluka Nature Reserve
Imbota Nature Reserve (DP)
Indwarra National Park (DP)
Ingalba NR (DP)
Ironbark Nature Reserve (DP)
Jagun NR (DP)
Jervis Bay Marine Park (overview of the zoning plan)
Jasper Nature Reserve (DP)
Jingellic NR (DP)
Kajuligah Nature Reserve
Kanangra-Boyd National Park
Kattang Nature Reserve (DP)
Killarney Nature Reserve (DP)
Kinchega National Park
Kings Plains National Park (DP)
Kirramingly Nature Reserve
Koonadan Historic Site
Kooragang Nature Reserve
Koorebang Nature Reserve (DP)
Koroko NR (DP)
Kosciuszko National Park
Kosciuszko National Park Amendments 1994
Koukandowie NR (DP)
Kwiambal NP (DP)
Kumbatine National Park (DP)
Kumbatine State Conservation Area (DP)
Ku-ring-gai Chase National Park
Lake Innes Nature Reserve
Lake Macquarie State Conservation Area (DP)
Lake Urana Nature Reserve
Lane Cove River National Park
Langtree Nature Reserve
Limeburners Creek Nature Reserve
Limpinwood Nature Reserve
Linton Nature Reserve (DP)
Lion Island Nature Reserve
Little Broughton Island Nature Reserve
Little Llangothlin Nature Reserve
Long Island Nature Reserve
Macquarie Marshes Nature Reserve
Macquarie Pass National Park
Mallanganee National Park (DP)
Mallee Cliffs National Park
Maria National Park (DP)
Maroota Historic Site
Marramarra National Park
Maryland National Park
Maynggu Ganai Historic Site (DP)
Mebbin National Park (DP)
Middle Brother National Park (DP)
Midkin Nature Reserve (DP)
Mimosa Rocks National Park
Minjary National Park (DP)
Moon Island Nature Reserve (DP)
Montague Island Nature Reserve
Morton National Park
Mount Canobolas State Conservation Area
Mount Imlay National Park
Mount Jerusalem National Park (DP)
Mount Kaputar National Park
Mount Seaview Nature Reserve (DP)
Mount Warning National Park
Mount Warning National Park (DP)
Muckleewee Mountain Nature Reserve (DP)
Mundoonen Nature Reserve (DP)
Munghorn Gap Nature Reserve
Mungo NP (DP)
Munmorah State Conservation Area
Munmorah State Conservation Area (DP)
Muogamarra Nature Reserve
Murraramang Aboriginal Area
Murraramang National Park
Mutawintji National Park
Mutawintji Historic Site
Muttonbird Island NR (DP)
Myall Lakes National Park
Nadgee NP
Nadgee Nature Reserve (DP)
Nangar National Park (DP)
Narran Lake Nature Reserve
Nattai National Park
Nattai State Conservation Area
Nest Hill NR (DP)
New England National Park
Newington Nature Reserve
Ngambaa Nature Reserve (DP)
Nightcap National Park
Nightcap National Park (DP)
Nocoleche Nature Reserve
Nombinnie Nature Reserve
Numinbah Nature Reserve
Numinbah Nature Reserve (DP)
Nymboida National Park (DP)
Oxley Wild Rivers National Park (DP)
Pambalong NR (DP)
Parr State Conservation Area (DP)
Pee Dee Nature Reserve (DP)
Pilliga Nature Reserve
Pitt Town Nature Reserve
Planchonella Nature Reserve (DP)
Popran National Park
Pucawan NR (DP)
Pulbah Island Nature Reserve (DP)
Pulletop NR (DP)
Queanbeyan Nature Reserve
Rawdon Creek Nature Reserve (DP)
Richmond Range National Park (DP)
Richmond River Nature Reserve (DP)
Robertson Nature Reserve
Victoria Park Nature Reserve
Wallaga Lake National Park
Wallumatta Nature Reserve
Wambaral Lagoon Nature Reserve
Wambina Nature Reserve
Warra NP (DP)
Warrabah National Park (DP)
Warrumbungle National Park
Washpool National Park (DP)
Watsons Creek Nature Reserve (DP)
Weddin Mountains National Park
Weelah Nature Reserve (DP)
Weetalibah Nature Reserve (DP)
Werrikimbe National Park (DP)
Wiesners Swamp Nature Reserve
Willandra National Park
Willi Willi Caves Nature Reserve (DP)
Wilson Nature Reserve
Windsor Downs Nature Reserve
Wingen Maid Nature Reserve (DP)
Wingham Brush Nature Reserve (DP)
Wollemi National Park
Wolli Creek Regional Park (DP)
Wombeyan Karst Conservation Reserve
Wooyung NR (DP)
Wyrrabalong National Park
Yanunumbeyan National Park (DP)
Yanunumbeyan Nature Reserve (DP)
Yanunumbeyan State Conservation Area (DP)
Yarrawel Nature Reserve (DP)
Yathong Nature Reserve
Yatteyattah Nature Reserve
Yengo National Park (DP)
Yerranderie State Conservation Area
Yessabah Nature Reserve (DP)
Yina Nature Reserve (DP)
Yoorigan National Park (DP)
Yuranighs Aboriginal Grave Historic Site
Yuraygir National Park (DP) Yuragir State Conservation Area
Sustainability Policy Publications
- A Literature Review on the Composting of Composite Wood Products
- A Survey of Infrastructure for the Reception and Processing of Wood Waste
- Alternative Waste Treatment Technologies – Assessment Methodology and Handbook & CD
- Alternative Waste Treatment Technologies – AWT is it for you? Information sheet
- Anti Dumping Guidelines
- Assessment of Attitudes and Behaviour of Multi-Unit Dwelling Residents in relation to Illegal dumping – Summary
- Best Practice Guideline to Managing On-site Vermiculture Technologies
- Better Practice Guide for Public Place Recycling (Draft October 2003)
- Better Practice Guide for Waste Management in Multi-Unit Dwellings
- Construction & Demolition review (newsletter)
- Determination and Comment on CCA Retentions in Waste Pallets made from Treated Pine

Directories
- The Buy Recycled Guide
- Recycling Directory – Hunter Region 2003
- The Construction and Demolition Projects Directory
- The Reuse and Recycling Directory
- The Waste Transporters and Skips Directory
- The Waste Centres Directory

Disposal-based C&I Waste Characterisation Survey full report (Web only)

Disposal-based Commercial and Industrial Waste Audit Factsheet

Easy Guides
- The easy recycling guide
- Easy composting guide
- The marvel of mulch
- Easy worm farming guide
- The easy guide to natural cleaning

Environmental Trust Eco Schools Grants Program 2003 Guidelines – A Guide to Preparing Your Application

Establishing a Wood Recycling Centre – Key Stakeholder Involvement

Getting more from our recycling systems – Assessment of domestic waste and recycling systems Final Report (Mar 04) CD only

Getting more from our recycling systems – Good practice performance measures for kerbside recycling systems (Mar 04)

“Going for Zero” – a zero waste to landfill event

Green Specification - A draft specification for supply of recycled material for roads, drainage and fill

Guide to Developing a Process Control System for an Organics Processing Facility 2nd ed.

Healthy Parks and Gardens Resource Manual for Local Government

Herbicide Risk Management Tools for the Recycled Organics Industry

Herbicide Risk Management Tools for the Recycled Organics Industry (Website only)

Household Chemical Clean Out brochures

How to use Recycled Organics Products 2nd edition
Integrated Environmental Program 2004 – 2005 Guidelines for Applications
Know Your Paper – A Guide to Purchasing Recycled Content Office Paper
Know your paper – a guide to purchase recycled content office paper
Know your printing paper – a guide to purchasing recycled content paper for corporate stationery & promotional materials
Laboratory Test Results and Site Inspection Report from the Composite Wood Composting Trial
Life Cycle Inventory and Life cycle assessment for windrow composting systems in Australia (Website only)
Local Government Action Plan contributing to waste reduction and resource recovery in NSW Consultation paper (Dec 03)
Local Government Buy Recycled Alliance Information flyer
Local Government Commercial Recycling Discussion Paper
Murfy – recycling education materials - CD & website only
NESB Pesticides Training Program 2003 – Guideline for Applicants
NSW Reprocessing Industries Survey 2001-02 and 2002-03 Combined summary report
Occupational Health and Safety and Commercial Composting
Office Products – A Guide to Sustainable Purchasing and Use
Organics Fact Sheets:
• Organics Recycling offers major environmental benefits
• Conserving Waster using compost materials
• Reducing Soil Erosion with compost materials
• Sustainable landscape using compost materials
• Using Compost materials for sustainable viticulture
Overview - Getting more from our recycling systems – Assessment of domestic waste and recycling systems (Mar 04)
Overview - Getting more from our recycling systems – Good practice performance measures for kerbside recycling systems (Mar 04)
Producing and Consuming Efficiently to conserve our resources - Summary
Producing and Consuming Efficiently to conserve our resources (Feb 04)
Producing Quality Compost 2nd ed.
Recycle IT Information Sheet
Recycle IT! A Computer Collection Pilot Report
Recycled Organics Products in Stormwater Treatment Applications
Research Report: An Assessment of Attitudes and Behaviour of Multi-Unit Dwelling Residents in Relation to Illegal Dumping (web only)
Resource News for Local Government
Resource NSW Programs brochure
Review of the Opportunities for Commercial and Demolition Wood-wastes as Renewable Energy Fuels
Risk Assessment of Garden Maintenance Chemicals in Recycled Organics Products
Sector and Material Profiles – Retail Sector, Local Government Sector
Soil Carbon Sequestration Utilising Recycled Organics – A review of the scientific literature
Specification for Supply of Recycled Materials for Pavements, Earthworks and Drainage
Study on Local Government Management Costs for Garden Organics (Dec 03) (web only)
SECTION 2: CONTACT ARRANGEMENTS

The DEC’s policy documents, annual reports and Statement of Affairs may be inspected at the DEC’s Library, which is located at:

Level 15
59-61 Goulburn Street
SYDNEY NSW 2000

Please contact the Library in advance to arrange inspection (telephone: (02) 9995 5302 or fax: (02) 9995 5910). Members of the public cannot borrow library materials but a reading section and photocopying facilities are available. Office hours are 9.30 am to 4.30 pm, Monday to Friday.

Publications may be purchased over the counter at the above address between the hours of 8.30 am to 5 pm Monday to Friday.

Many of the DEC’s key documents and a current list of EPA publications are available on its website (www.epa.nsw.gov.au). The website also provides access to a range of EPA data including air quality and beach and harbour water quality monitoring.

The DEC’s Pollution Line receives reports about pollution incidents, provides information about the DEC’s activities, policies and pollution issues and assists members of the public seeking access to the DEC’s policy documents. It may be reached on 131 555 (NSW only) or (02) 9995 5555 (TTY: (02) 9211 4723).

A recorded message on air pollution (regional pollution index), No Burn Notices and Don’t Light Tonight advice is available on:

Sydney: 1300 130 520
Newcastle: 1800 817 838
Wollongong: 1800 819 112.

The Beachwatch and Harbourwatch Info Line (ph: 1800 036 677) provides a daily summary of water quality conditions and advises the public on whether there is any risk of bacterial contamination from swimming at ocean and harbour beaches in the Sydney region.

Department of Environment and Conservation (Former National Parks and Wildlife Service)

General enquiries.
Phone: 1300 361 967
Email: info@npws.nsw.gov.au
Website: www.environment.nsw.gov.au

Inspection/purchase of policy documents

Many policy documents are available for inspection at the Library (Level 7, 43 Bridge Street, Hurstville) or various offices (refer to the contact list – former NPWS) depending on the nature of the document. The Library is open 9.30 am to 4.30 pm Monday to Friday, except Wednesday. Details of current prices of documents may be obtained by contacting the National Parks Centre (telephone 1300 36 1967 (throughout Australia) or by going to the website www.environment.nsw.gov.au. Many of these documents are also available for downloading from the website.

Policy documents may be inspected or purchased during normal business hours (8.30 am to 4.30 pm Monday to Friday) at some offices (refer to the contact list). However, in more remote localities, business hours may vary. Members of the public who wish to inspect or purchase documents at a regional office should telephone the office regarding their local business hours and the availability of documents.
ROYAL BOTANIC GARDENS AND DOMAIN TRUST

PUBLICATIONS

The following documents published by the institution are available for inspection or purchase. Those with neither a price nor an indication of free availability will be provided for the cost of photocopying (20¢ per sheet).

- Botany, Ecology and Horticulture

*Flora of New South Wales Vols. 3-4 (1990-1993)* edited by G. Harden. A comprehensive guide (the first revision since 1893) to the plants of New South Wales; $155.00 (Vol 3), $155.00 (Vol 4)

*Supplement to Flora of New South Wales Volume 1* (2000); $39.95


**Rare Bushland Plants of Western Sydney (1999), by T. James, L. McDougall and D. Benson. A book documenting the communities and regionally significant species in western Sydney; $13.15**


*Plants of Pooncarie and the Willandra Lakes* (1996), by M. Porteners and L. Ashby. A guide to the plant species native to Pooncarie and the Willandra Lakes region; $8.75


*Telopea*, a journal of research in systematic botany. Produced twice yearly and available on annual subscription - $66.00 for individuals, $100.00 for institutions; back copies available at cost

*Cunninghamia*, a journal of plant ecology - in particular vegetation mapping and plant community dynamics. Each issue includes a detailed vegetation survey and large-scale coloured map. Produced annually and available on subscription - $77.00 for individuals, $110.00 for institutions; back copies available at cost

*Collection, Preparation and Preservation of Plant Specimens;* $6.95

*The National Herbarium of New South Wales* (free brochure)

*Plant Conservation Policy* (free booklet).

**Missing Jigsaw Pieces: The bush plants of the Cooks River Valley** (1999) by D. Benson, D. Ondinea and V. Bear; $13.15

**Setting the Scene: the Native Vegetation of NSW** (1999) by J. S. Benson, published by the Native Vegetation Advisory Council, $8.95.

**Sydney's Bushland: More than meets the eye** by J. Howell and D. Benson (Royal Botanic Gardens Sydney, 2000) $27.95.


Information and interpretation

Commitment to Service (free brochure)

Annual Report 2002-2003; $10.00

Corporate Strategic Plan 2002-2005

EEO Action Plan 2000-2003

Sydney Gardens and Domain

Royal Botanic Gardens Sydney, Mount Annan, Mount Tomah, Friends (free brochures)

Sydney Gardens and Domain Map (free, only photocopies available)

Royal Botanic Gardens and Domain Map and Visitor Information, (free brochure)
Mount Annan Botanic Garden
Visitor Guide pamphlet (part of entry fee).
Visitor Guide book; $5.00
Various self guiding brochures (free)

Mount Tomah Botanic Garden
Visitor Guide pamphlet (part of entry fee).
Visitor Guide book; $8.95
In addition, horticultural and botanical publications and gift items are available from the Gardens Shops at each location.

Education

Administration
Manual of Accounting Procedures (available for inspection)
Instrument of Non-Financial Delegation (available for inspection)
Ethnic Affairs Policy Statement
Staff Induction Manual
Occupational Health and Safety Policy
Grievance Procedures Policy
Code of Conduct Policy
Drug and Alcohol Policy
Harassment Policy
Sick Leave Policy and Procedures
Volunteer Programs Policy Statement
Users’ Guide to NSW Data (database manual available for inspection)
A Gift of a Lifetime (bequests brochure)

ACCESS ARRANGEMENTS
Requests under the Freedom of Information Act for access to file documents in the possession of the institution should be accompanied by a $30.00 application fee and directed in writing to:
Mr Ralph Williams
FOI Coordinator
Royal Botanic Gardens
Mrs Macquaries Road
SYDNEY NSW 2000

General enquiries can be directed to the FOI Coordinator on telephone (02) 9231 8111 or facsimile (02) 9251 4403.

Arrangements can be made to obtain copies of any of the above-listed publications by contacting the FOI Coordinator or enquiring at the Visitor Centre at any of our three sites between the hours of 10.30 am and 4.00 pm.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
DEPARTMENT OF GAMING AND RACING

Under the terms of Section 14(1)(b) and (3) of the Freedom of Information Act 1989, the Department of Gaming and Racing is required to publish an up-to-date summary of affairs within 12 months of the commencement of the Act and at six-monthly intervals thereafter. The information contained in this summary of affairs is correct as at 31 December 2004.

BACKGROUND

The Department of Gaming and Racing is responsible for the proper conduct and balanced development, in the public interest, of the gaming, racing, liquor and charity industries in New South Wales.

SECTION 1 – DOCUMENTS

A wide range of policy and administrative documents are available for access to members of the public.

• Annual Reports
  - Department of Gaming and Racing
  - Casino Community Benefit Fund Trustees
  - Liquor Administration Board
  - EEO

• Code of Conduct
• Corruption Prevention Policies and Procedures
• Corporate Plan
• EEO Management Plan
• Ethnic Affairs Priorities Statement
• Privacy Management Plan
• Disability Action Plan

Bulletins – Charities
• March 1998
• December 1999
• July 2001
• June 2002
• February 2004

Bulletins – Liquor and Gaming
• December 1999 - Legislation Bulletin
• March 2000 - General Industry Bulletin
• April 2000 - Legislation Bulletin (2)
• July 2000 - Legislation Bulletin
• July 2000 - General Industry Bulletin
• September 2000 - General Industry Bulletin
• December 2000 - General Industry Bulletin
• March 2001 – General Industry Bulletin
• July 2001 – General Industry Bulletin
• October 2001 – General Industry Bulletin
• December 2001 – General Industry Bulletin
• December 2001 – Legislation Bulletin
• March 2002 – Legislation Bulletin
• April 2002 – General Industry Bulletin
• July 2002 – General Industry Bulletin
• September 2002 – General Industry Bulletin
• December 2002 – General Industry Bulletin
• April 2003 – General Industry Bulletin
• July 2003 – General Industry Bulletin
• July 2003 – Three (3) legislation bulletins
• September 2003 – General Industry Bulletin
• December 2003 – General Industry Bulletin
• March 2004 - General Industry Bulletin
• July 2004 - General Industry Bulletin
• October 2004 - General Industry Bulletin

**Bulletins – Racing**
• December 1997 - Racing New South Wales
• December 1998 - Racing New South Wales
• April 2000 - Racing New South Wales

**Information Sheets – Industry**
• NSW Liquor Industry’s Code of Practice - Responsible Promotion of Liquor Products
• Casino Community Benefit Fund
• Counselling and Support Services for Problem Gamblers, Families and Others
• Department of Gaming and Racing
• End of Year Functions and Alcohol Checklist
• G-line (NSW) Problem Gambling Help Line
• G-line (NSW) Awareness Campaign
• G-line (NSW) Awareness Campaign - Stage 2
• Government Duty on Commercial Gaming and Wagering
• Industry Statistics at a Glance
• Interstate Gaming Tax Comparisons
• Liquor Accords
• Marginal Tax Rates for Gaming Machines
• NSW Racing Industry
• The NSW Proof of Age Card - Got the Proof ... Get the Card
• The NSW Proof of Age Card - Applying for your Fourth Card
• Responsible Service of Alcohol Program
• Underage Drinking Prevention Program
• Young People and the NSW Liquor Laws

**Information Sheets – General**

- 6/04 Requirements of the Liquor Administration Board for the Responsible Service of Alcohol Courses
- 5/04 2004-05 Christmas/New Year Trading Hours
- 4/04 RSA Training Requirements for Wine Australia 2004
- 3/04 Urgent Attention Top 200 Hotels
- 1/04 Sale of Undesirable Liquor Products in NSW
- 10/03 CDSE Scheme - Gaming Machine Tax Year Ending 31 August 2004
- 9/03 Mandatory Responsible Service of Alcohol Training
- 7/03 Self Exclusion Schemes in Hotels and Registered Clubs
- 6/03 Free or Reasonably Priced Drinking Water Compulsory in Licensed Venues
- 5/03 Venue Connectivity to Centralised Monitoring System (CMS)
- 4/03 Governor’s Licences for Horse Racing Clubs
- 3/03 Responsible Gambling Affidavit for Clubs
- 2/03 Responsible Gambling Affidavit for Hotels
- 1/03 Easter Trading Hours 2003
- 14/02 Gaming Machines Further Amendment Act 2002
- 10/02 Amendment to Gaming Machines Act 2001
- 9/02 Minors and RSA in Licensed and BYO Restaurants
- 8/02 Sale of Liquor via the Internet, telephone, facsimile or mail order in NSW
- 7/02 ‘Hardship’ Gaming Machines for Hotels
- 6/02 Social Impact Assessment
- 3/02 Sale and Supply of Liquor in Hospitals and Nursing Homes
- 2/02 Gambling Harm Minimisation requirements for race clubs and TAB Limited outlets
- 1/02 Alcoholic ice blocks and aerosol products declared ‘undesirable liquor products’
- 7/01 PlaySmart Player Information Brochures
- 20/00 Alcoholic Ice Blocks - Changes to Regulations
- 20/00 Centralised Monitoring System - Changes to Regulations
- 19/00 Liquor and Registered Clubs Amendment (Penalty Notices) Regulations 2000
- 16/00 The Role of the Director of Liquor and Gaming
- 14/00 Guidelines for Exemption from Cashing of Cheques and Location of Cash Dispensing Facilities
- 11/00 The NSW Responsible Conduct of Gambling Course
- 8/00 Hotel Gaming Machine Duty Changes from 1 July 2000
- 7/00 Registered Clubs Gaming Machine Duty Changes from 1 July 2000
- 5/00 The Role of Special Inspectors and Key Officials of the Department of Gaming and Racing
- 4/00 Social Function Liquor Laws
- 3/00 Liquor Licensing of NSW Restaurants
- 1/00 Minors in Registered Clubs
- 6/99 Management of Registered Clubs
- 5/98 Financial Management for Race Clubs - A basic outline
3/98 Club Best Practices - ‘Use your Auditor to Check on Key Matters’
2/98 Commencement of Amendments - Liquor and Registered Clubs Legislated Amendment (Community Partnership) Act 1998
1/98 Registered Club Taxation Changes
15/97 Responsible Service on Licensed Cruise Vessels
7/97 Information Sheet on Liquor and Registered Clubs Legislation Amendment (Monitoring and Links) Act 1997
6/97 Guidelines for Completion of the ‘Progressive Gaming System Application’
5/97 Guidelines for Completion of the ‘Standalone Gaming Device Applications’
3/97 Lotteries - The Game Plan

Fact Sheets – Liquor and Gaming
1 NSW Liquor Licences
1.1 Hotel Trading Hours
1.2 Minors Functions Authority - Hotels
1.3 Minors Functions Authority - Nightclubs
1.4 10 Hints on How to Make Your Under 18s Functions A Success
2 Certificate of Registration
2.1 Signs in Registered Clubs
2.2 Section 22A Approval for Junior Members - Registered Clubs
2.3 Functions Authority - Registered Clubs - Junior Membership
3 Applying for a New Liquor Licence
4 Transfer of Licence
6.1 Advertising Applications
6.2 Objections to Applications under the Liquor Act 1982
6.3 Applications to the Liquor Administration Board
6.4 Signs in Licensed Premises
8 Complaints - Quiet and Good Order of the Neighbourhood
9 Permanent Function Licences
10 Temporary Function Licences
11 Community Liquor Licenses
15 Governor’s Licences
16 Special Event Licences

• Dine or Drink Authority - Fees Payable - Schedule of fees payable for a dine-or-drink authority for a licensed restaurant

Casino Community Benefit Fund
• Casino Community Benefits Fund Trustees Annual Reports
• Casino Community Benefit Fund Newsletter - Edition 2 – December 2003
• Casino Community Benefit Fund Newsletter - Edition 1 – September 2002
• Policy Framework on Treatment Services for Problem Gamblers and their Families
• G-line (NSW) Problem Gambling Help Line - Information Sheet
• G-line (NSW) Unscrambling Problem Gambling Advertising Campaign
• Counselling, Treatment and Associated Services for Problem Gamblers and their Families - Information Sheet
• Counselling and Support Services for Problem Gamblers, Families and Others - Information Sheet
Charitable Fundraising – Brochures
- Access to Information (and information request form)
- Auditor Independence
- Auditor Qualifications
- Authority Conditions
- Branches
- Charitable Fundraising General Information
- Disaster Appeals
- Financial Reporting
- Incorporation and Change of Name
- Investigating Charities - Complaints
- Registered Office
- Religious bodies
- Remuneration of members of the governing body
- Reporting entity
- Starting a Charity
- Sweet Charity
- Suggested Rules (model constitution)
- The Audit
- Traders

Community-based Minor Gaming/Lottery Activities – Brochures
These brochures provide information on the following types of community-based gaming or lottery activities:
- Art Unions
- Card Jackpot Games
- Club Bingo
- Charity Housie
- Charity Housie - Smoke-free
- Conduct of Interstate Lotteries
- Football Doubles
- Gaming Nights
- Gratuitous Lotteries
- GST implications in respect of community-based minor gaming activities
- Lucky Envelopes and Chocolate Wheels
- Investigating Community Gaming Activities - Complaints
- Mini-numbers
- Money Prizes – Prohibited Prizes
- No-draw Lotteries
- Progressive Lotteries
- Promotional Raffles in Registered Clubs
- Raffles
- Ready Reference Guide
• Ready Reference Guide for Political Parties
• Social Housie
• Sweeps and Calcuttas
• Tipping Competitions
• Trade Promotion Lotteries
• Two-up on Anzac Day

Priced Publications
• Australian ID Checking Guide $7.70
• Annual Subscription Services - Liquor and Gaming Bulletin and Annual Reports packages for 2004 $25 to $125.00
• Annual Reports Package 2002-2003 – Liquor Administration Board and Department of Gaming and Racing $25.30
• Best Practice Guidelines for Charitable Organisations - 4th Edition $35.00
• Index of Licensed Premises and Registered Clubs – available in hard copy format, Portable Document File (PDF) format or on CD ROM $43.45
• Transfer List Service (to help keep the Index current) $381.15 pa
• Responsible Service of Alcohol Training Register $22.00
• Responsible Conduct of Gambling Training Register $22.00
• Hotel Gaming Device Duty Book $12.50

SECTION 2 – STATEMENT OF AFFAIRS
The Department of Gaming and Racing’s Annual Report serves as the Department’s latest statement of affairs. The Annual Report (describing the operation, functions and structure of the organisation) can be obtained by contacting an officer of the Department’s Industry and Corporate Development Branch – (ph) 02 9995 0333. The Report is also available for downloading from the Department’s website: www.dgr.nsw.gov.au/Publications/Corporate Publications

SECTION 3 – CONTACT DETAILS
Accessing Information on the Internet -
The Department of Gaming and Racing’s website - www.dgr.nsw.gov.au - offers access to information developed for industry stakeholders.

Online database can be accessed at - https://wwwdb.dgr.nsw.gov.au - where you can obtain particulars of persons or organisations authorised in NSW to conduct art unions, fundraising appeals for charitable purposes, games of chance (charity housie, lucky envelopes, chocolate wheels), and trade promotion lotteries.

Inquiries concerning available subscription services and the procedures for inspecting and/or purchasing the Department’s policy and administrative documents can be directed to - info@dgr.nsw.gov.com.au - or contact:
Department of Gaming and Racing
Industry and Corporate Development Branch
Level 7, 323 Castlereagh Street (GPO Box 7060)
SYDNEY NSW 2000
(ph) 02 9995 0333 (fx) 02 9995 0669

Freedom of Information applications
Applications under the Freedom of Information Act 1989 should be directed to:
FOI Coordinator
Department of Gaming and Racing
GPO Box 7060
SYDNEY NSW 2000
(ph) 02 9995 0300 (fx) 02 9995 0888

Where applicable, applications must be accompanied by a fee.
SUMMARY OF AFFAIRS
of the
NEW SOUTH WALES DEPARTMENT OF HEALTH
December 2004

1. STATEMENT OF AFFAIRS

The most recent Statement of Affairs for the NSW Department of Health is incorporated in its Annual Report for 2003/04.

World Wide Web

NSWHealthWeb is the Internet site maintained by the Department. The site includes a wide range of information on health matters, the health workforce, hospitals and other health services, publications and projects. The address for this web site is www.health.nsw.gov.au

A list of NSW Department of Health circulars from 1989 and information bulletins from 1990 can also be accessed through the Department’s website at http://www.health.nsw.gov.au/fcsd/rmc/cib/.

2. ENQUIRIES

For any further enquiries, contact:

FOI Coordinator
NSW Department of Health
Locked Mail Bag 961
NORTH SYDNEY NSW 2059
Telephone: (02) 9391 9000

3. OTHER AGENCIES IN THE HEALTH PORTFOLIO

Area and Statewide Health Services

Under the Freedom of Information Act 1989 No. 5, the 17 Area Health Services in New South Wales (from January 1 2005, the number of area health services will be reduced to 9), the Ambulance Service of NSW, the New Children’s Hospital, Justice Health (formerly the Corrections Health Service), the Health Care Complaints Commission, the Mental Health Review Tribunal and HealthQuest are separate entities to the NSW Department of Health. These Services have the responsibility of processing FOI applications relevant to their own agency.

For a list of policy documents held by these agencies, contact the Health Services as listed on pages 28 and 29 of this edition of the Summary of Affairs.

4. ACCESSING MEDICAL RECORDS

Most medical records of patients are held at the hospital or health centre where treatment was provided. The NSW Department of Health has a policy, which generally allows patients the right to access their medical records held by public health facilities. Access to these can be obtained in accordance with procedures laid down in Circular 99/18 - Information Privacy Code of Practice and Circular 02/22 – Charge for Health Records and Medical Reports.

People seeking access to medical records should contact the relevant hospital (Medical Records section) or Community Health Centre directly. Should any difficulties be encountered in obtaining medical records, contact the Area Health Service in the first instance. For further information relating to access of medical records contact the NSW Department of Health FOI Coordinator on (02) 9391 9000.
5. **FREEDOM OF INFORMATION**

A range of publications on various aspects of Freedom of Information are available including brochures, booklets, and Summary of Affairs from the NSW Premier’s Department website at www.premiers.nsw.gov.au.

To access unpublished documents held by the Department, it is necessary to apply in writing under the FOI Act to:

<table>
<thead>
<tr>
<th>FOI Officer</th>
<th>Telephone: (02) 9391 9000</th>
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<tbody>
<tr>
<td>NSW Department of Health</td>
<td>9.00am to 5.00pm</td>
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<tr>
<td>Locked Mail Bag 961</td>
<td>Monday to Friday</td>
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6. **DOCUMENTS HELD BY THE NEW SOUTH WALES DEPARTMENT OF HEALTH**

6.1 **CORPORATE COMMUNICATIONS**

The Better Health Centre is the distribution warehouse for NSW Department of Health publications. Most community, policy and corporate documents produced by the Department are available. Order forms for a wide range of publications are available from the Better Health Centre or via the Department’s website at www.health.nsw.gov.au/pubs/.

Orders can be placed with Publication Enquiries Officers, Better Health Centre on telephone (02) 9816 0452 or bhc@doh.health.nsw.gov.au. Copies of some translated publications are available from the Multicultural Health Communication Service website (www.mhcs.health.nsw.gov.au).

Some reports and publications are sold through the Government Information Service, Goodsell Building, 8-12 Chifley Square, Sydney NSW 2000, telephone (02) 9743 7200, or toll free on 1800 463 955 and 130 George Street, Parramatta NSW 2150.

6.2 **Audit Branch**

The following manuals are available to the public at a cost of $100.00:

**Public Service Manuals**

- Accounting
- Delegations
- Combined
  - Public Health
- Leave/Salaries
- Supply Procedures

Copies of the above manuals can be obtained from the Audit Branch on (02) 9391 9000 or from the NSW Department of Health website (www.health.nsw.gov.au).

**Health Services and Public Hospital Manuals**

- Accounting
- Accounts and Audit Determination
- Building and Equipment
- Cleaning Services Standards
- Fees Procedures
- Health Records and Information Manual (for Community Health Facilities)
- Leave Matters
- Patient Matters
- Purchasing and Supply

Copies of the above manuals can be obtained from the Audit Branch on (02) 9391 9000. All manuals are also incorporated on the Department’s internet website (www.health.nsw.gov.au).
6. 3 HEALTH SYSTEM SUPPORT DIVISION

6.3.1 Documents available for purchase

Asset and Contract Services

- Asset Strategic Planning Benchmark Support (1997) $38.50
- Asset Strategic Planning Guidelines (1996) $38.50
- Biomedical Engineering Health Building Guidelines (1992) $110.00
- Central Sterile Supply Unit - Health Building Guidelines - (1992) $110.00
- Day Oncology Unit Health Building Guidelines – Kit (1993) $110.00
- Drug and Alcohol Service Health Building Guidelines – Kit (1992) $110.00
- Engineering and Maintenance Unit Health Building Guidelines – Kit (1992) $110.00
- Floor Coverings for Health Care Buildings (1988) $33.00
- Improved Access for Health Care Facilities (1994) $49.50
- Inpatient Assessment and Rehabilitation Health Building Guidelines – Kit (1992) $110.00
- Linen Handling Unit Health Building Guidelines (1992) $110.00
- Managing Maintenance Guidelines (1994) $27.50
- Medical Imaging Unit Health Building Guidelines (1992) $110.00
- Medical Records Unit Health Building Guidelines (1993) $110.00
- Ambulatory care Unit Volume 2 (2003) $110.00
- Adult and Adolescent Mental Health Acute Inpatient Units Volume 1 $110.00
- Mortuary/Post Mortem Unit Health Building Guidelines (1992) $110.00
- Obstetric Unit Health Building Guidelines (1992) $110.00
- Paediatric Inpatient Unit Health Building Guidelines (1992) $110.00
- Pathology Unit Health Building Guidelines (1993) $110.00
- Pharmacy Unit Health Building Guidelines – (1992) $110.00
- Rehabilitation/Day Hospital Unit Health Building Guidelines (1992) $110.00
- Rural Health Service Building Guidelines (2000) – CD-ROM $110.00
- Signposting for Health Care Facilities (1994) $38.50
- Stores Unit Health Building Guidelines (1992) $110.00
- Thermostatic Mixing Valves in Health Care Facilities Ed. 1 (1990) $55.00

Nursing and Midwifery Office (NaMO)

- Standards for Hospital Planning Units Health Building Guidelines (1992) $110.00

6.3.2 Documents Available Free of Charge

NSW Health revised Facility Guidelines are available on http://www.asset.gov.com.au/nswguidelines/ and include the following: Operating Unit Health Facility Guidelines 2004

- Intensive Care Unit Health Facility Guidelines 2004
- Inpatient Unit Health Facility Guidelines 2004
- Emergency Unit Health Facility Guidelines 2004
- Community Health Unit Health Facility Guidelines 2004
- Ambulatory Care Unit Health Facility Guidelines 2004
- Infection Control Health Facility Guidelines 2004
- Furniture, Fittings & Equipment Health Facility Guidelines 2004
- Operational Commissioning Health Facility Guidelines 2004
- Cost Benchmarking Guidelines 2004

The following guidelines are available from Asset Management Services Unit, Asset Support Services:

- Guidelines for HELIPADS 1998
- Fire Evaluation Reporting Systems Guidelines (FERS)
- Guidelines for Disposal of Real Property Assets 2004
- Post-Occupancy Evaluation Health Facility Guideline 2004
Employee Relations

For awards/determinations and salary rates please refer to the NSW Department of Health website.

- A Framework for Managing the Disciplinary Process in NSW Health (C2001/112)
- A Framework for Recruitment and Selection (C2001/74)
- Access to Reduced Hours for Staff (including Managers and Supervisors) Following Return from Maternity Leave (C99/66)
- Accessing Leave Entitlements and Flexible Work Arrangements to Observe Religious Duties (C2004/7)
- Attendance at State Super Retirement Preparation Seminars (C2002/113)
- Best Practice Guidelines for Including Health and Safety in the Engagement, Management and Evaluation of Contractors in Health Services (C2001/119)
- Bullying, Harassment and Discrimination: Joint Management and Employee Association Statement (C2001/109)
- Casual Employees – Entitlement to Long Service Leave (IB2004/40)
- Chaplains Subsidy (IB2004/05)
- Creation and Grading of Management Positions (C96/86)
- Creation and Grading of Positions for Clerical and Administrative Support Staff in Community Health Centres (C95/92)
- Creation and Grading of Positions in Area Health Services/Public Hospitals (C89/160)
- Delegation of Authority - Determination of Gradings - Hospital Secretaries (State) Award and Public Hospital (Medical Superintendents) Award (C95/48)
- Devolution of Industrial Relations Responsibilities to Area Health Services and Regional Offices (C90/45)
- EEO Program Minimum Standards for Area Health Services and the NSW Ambulance Service (C99/35)
- EEO within the Public Health Sector (C88/187)
- Effective Incident Response: A Framework for Prevention and Management in the Health Workplace (C2002/19)
- Emergency Volunteers Bush Fire Fighting Training Courses (C2002/25)
- Employer Contributions for First State Super and Complying Accumulation Superannuation Schemes (C2004/21)
- Employment Health Assessment Policy and Guidelines (C2000/89)
- Exemption from Jury Duty – Nurses (C2002/115)
- Fees Payable to Lecturers in Respect of In-Service Courses (C2003/11)
- Guidelines for the Provision of Work Experience Programs in the NSW Public Health System (C98/115)
- Guidelines for the Safe Use of Glutaraldehyde in Health Care Establishments
- Health Service Boards, Chief Executive Officers and Other Employees of Health Services are not permitted to offer Over-Award Salaries, and/or Conditions of Employment (C2003/85)
- Health Services Staff with Possible Exposure to Sever Acute Respiratory Syndrome (SARS) (C2003/35)
- Increase in Paid Adoption Leave Entitlement for Staff in Public Hospitals, Health Services and the NSW Ambulance Service (C2004/11)
- Industrial Consultative Arrangements – Public Health Organisations (2004/75)
- Inter-Hospital Mini-Olympics (97/18)
- Job Vacancy Qualifications (C2002/38)
- Jury Act 1977 - Regulation (C95/95)
- Leave to undertake Defence Force Duties (C2004/48)
- List of Accredited Occupational Health and Safety (OHS) Profilers (IB2003/29)
- Management Development Strategy for NSW Health (C97/119)
- Managing Displaced Employees (C2000/78)
- Managing Employment, Promotion and Transfer where Employees are Closely Related or have a Close Personal Relationship (C2001/51)
- Managing for Performance: A Better Practice Approach for NSW Health (C2000/68)
- Managing Overpayment of Salaries and Wages for Health Service and Public Hospital Employees (C99/85)
- Managing Parental Leave for Employees in the NSW Health System (C98/93)
- Managing Sick Leave: Policy Guidelines and Eligibility (C2003/10)
- Managing Workplace Issues for Transgender People (C2000/8)
- Mature-Aged Workforce Policy (C98/113)
- Mobility of Superannuation (C99/93)
- NSW Health Executive Leadership Program (H.E.L.P.) (C2001/28)
- NSW Health Policy and Procedures for Injury Management and Return to Work (C2003/75)
- NSW Health Training Program a Safer Place to Work: Preventing and Managing Violent Behaviour in the Health Workplace (C2003/50)
- NSW Health Learning and Development Leave Policy (C2000/61)
- New Superannuation Guarantee Requirements (IB2003/26)
- Official Travel (C2003/74)
- Orientation Policy for NSW Health (C2000/91)
- Participation at External Seminars (C97/116)
- Pay Slips and Employers Records (C2002/41)
- Payment of Leave During Periods of Relieving Higher Grade Duties (C96/59)
- Staff Specialist Private Practice Arrangements: Reimbursement from Private Patient Revenue of Medical Indemnity Insurance Payments made by Level 2 to 5 SMPs for financial year 2004-2005 (C2004/42)
- Payments in Lieu of Employer Superannuation - Support for Certain Employees and Former Employees Aged 65 Years and Over (C99/106)
- Personal/Carer’s Leave, Family and Community Service Leave (C97/11)
- Policy and Best Practice Guidelines for the Prevention of Manual Handling Incidents in NSW Public Health Services (C2001/111)
- Policy and Guidelines for the Development of Protected Disclosures Procedures in Health Services (C98/101)
- Policy and Guidelines for the Safe Handling of Glutaraldehyde in NSW Public Health Care Facilities (C97/61)
- Policy and Guidelines for the Safe Use of Hazardous Substances in NSW Public Health Care Facilities (C98/76)
- Policy for Flexible Work Practices (C96/4)
- Policy Framework and Best Practice Guidelines for the Development of Health Service Grievance Management Systems (C99/45)
- Policy Framework and Better Practice Guidelines for the Development of Employee Assistance Programs (EAPs) (C2000/42)
- Policy Framework and Guidelines for the Prevention and Management of Latex Allergy (C2000/99)
- Policy on Employment of People with Physical Disability in the Department of Health, Area Health Services and Public Hospitals (C89/79)
- Pre-Employment Screening of Security Staff (C2003/71)
- Principles and Minimum Standards for the Development of Health Service Codes of Conduct (C98/79)
- Professional Year Development Policy – Radiographers (C97/22)
- Protecting People and Property: NSW Health Policy and Guidelines for Security Risk Management in Health Facilities (C2003/92)
- Provision of First Aid Facilities and Personnel (C2004/22)
- Public Holidays for 2004 (IB2004/7)
- Public Holidays for 2005 (IB2004/37)
- Public Hospital Medical Officers (State) Award – Transfer of Study Leave (IB2004/19)
- Public Hospital Nurses’ (State) Award – On Call and Call Back (IB2004/17)
- Public Sector Employees Contesting Elections (C2002/116)
- Public Sector Staff Mobility (C96/71)
- Public Sector Vacancies - Exemptions from PEO Circular 96/27 (C96/31)
- Qualifications for Senior Financial Management and Accounting Positions (C2000/25)
- Reimbursement of Child Care Costs for Health Service Board Members (C97/113)
- Reimbursement of Licence Fees for Security Officers Required to Hold a Security Licence (C2001/117)
- Right of Private Practice – Allied Health Professionals (C2003/51)
- Salary Sacrifice for Superannuation (C99/26)
- Salary Sacrifice for Superannuation (IB2004/45)
- Salaried Senior Medical Practitioners and Rights of Private Practice Disbursement of Funds from No 2 Account (C2003/63)
- Staff Specialist Private Practice Arrangements: Fees that can be charged where medical gap cover insurance is held (C2004/40)
• Salary Sacrifice for Superannuation (C99/26)
• Spokeswomen’s Programme Within the NSW Public Health System (C98/16)
• TESL Travel for Salaried Senior Medical Practitioners (C2003/29)
• The Anti-Discrimination (Carer’s Responsibilities) Act 2000 (IB2002/13)
• The Occupational Health, Safety and Rehabilitation Numerical Profile (C2001/5)
• Trade Union Activities - Public Health Sector (C92/67)
• Transfer of funds for pro rata annual leave loading when an employee transfers between health services (IB2004/21)
• WorkCover NSW Reporting Requirements: Occupational Exposure to Blood Borne Pathogens (C2004/26)
• Workforce Learning and Development Strategy for NSW Health (C97/120)
• Workplace Health and Safety: A Better Practice Guide (C2001/22)
• Zero Tolerance Response to Violence in the NSW Health Workplace (C2003/48)

Finance and Business Management
• Capital Asset Charges – Issued October 2001
• Operations Guidelines, Non-Government Organisations Grant Program

Nursing and Midwifery Office (NaMO)

Publications are available on the Department’s website unless otherwise indicated.

• Our Commitment - NSW Nursing Workforce (Nov 2000)
• NSW Nursing Workforce Research Project Report (Sept 2000)
• NSW Midwives Data Collection Report - 1995
• Ministerial Standing Committee on the Nursing Workforce Action Plan (Sept 2001)
• NSW Recruitment and Retention of Nurses Progress Report (Oct 2002)
• Nurse Practitioner Project Stage 3 (1995) (Available on order from N&MO)
• Nursing Scholarships
• Profile of the Registered Nurse and Enrolled Nurse Workforce 1998 – 2002
• NSW Area Director of Nursing Strategic Plan to Develop the Nursing and Midwifery Workforce in NSW (2003/2004)

Legal and Legislative Services

• Circular 2004/45 – Policy on Intellectual Property arising from health research
• Circular 2004/58 – Provision of pathology services to private in-patients in public hospitals
• Circular 2004/72 – Private Cord Blood Banking
• Memorandum of Understanding Between NSW Health and the NSW Police Service Regarding Police Service Access to Guthrie Spot Records Held by the Newborn Screening Program
• Report – Blood Donation and the Supply of Blood and Blood Products, April 2002
• Review of the Nursing Homes Act 1988 – Issues Paper, June 2000
• Review of the Podiatrists Act 1989 – Issues Paper, April 2000
• Review of the Public Health Act 1991 – Issues Paper, September 1999
• Health Privacy Management Plan
• Information Privacy Code of Practice, 2nd Edition (December 1998)
• Information Security Policy for Personal Health Information
• NSW Health Information Privacy Code of Practice
• NSW Health Privacy Manual (Version 1 2004)
• Regulatory Impact Statements

A Regulatory Impact Statement is an assessment of the cost and benefits of the proposed Regulation and copies of the following are available from the Legal and Legislative Services Branch, subject to availability
Regulatory Impact Statement for the Dental Technicians Registration Regulation 2003
Regulatory Impact Statement for the Medical Practice Regulations 2003
Regulatory Impact Statement for the Nurses Regulation 2003

Workforce Development and Leadership Branch
- Area of Need Program a Framework for Eligibility of Area of Need Status

6.4 POPULATION HEALTH DIVISION

Aboriginal Health

6.4.2 Documents available free of charge
- Ensuring Progress in Aboriginal Health in NSW – A Policy for the NSW Health System (1999)
- Ensuring Progress in Aboriginal Health in NSW – A Policy for the NSW Health System (1999) – A Policy Outline
- NSW Aboriginal Family Health Strategy (1995)
- NSW Aboriginal Health Revised Partnership Agreement (2001)
- NSW Aboriginal Health Strategic Plan (1999)
- NSW Health Aboriginal Health Impact Statement and Guidelines (2003)
- NSW Otitis Media Strategic Plan for Aboriginal Children – A Summary
- NSW Otitis Media Strategic Plan for Aboriginal Children – (2000)
- NSW Health – Communicating Positively – A guide to appropriate Aboriginal terminology (2004)
- Principles for Recording Aboriginal and Torres Strait Islander Origin Information of Patient and Clients - Circular 2000/38
- Preferred Terminology to be Used When Referring to Aboriginal and Torres Strait Islander Peoples – Circular 2003/55

Centre for Drugs & Alcohol

Publications are available on the Department’s website
- Adult Alcohol Action Plan 1998-2002
- Youth Alcohol Action Plan 2001-2005
- Heroin Overdose and Prevention Management Strategy
- Methadone/Buprenorphine Treatment Agreement
- NSW Detoxification Clinical Practice Guidelines
- NSW Methadone Clinic Accreditation Standards
- NSW Methadone Maintenance Treatment Clinical Practice Guidelines
- NSW Minimum Data Set for Alcohol and Other Drug Treatment Services Data Dictionary and Collection Guidelines 2002/2003
- The NSW Drug Treatment Services Plan 2000-2005
- Information for Medical Practitioners & Pharmacists on the treatment of Heroin dependence
- Rapid detoxification for Opioids – Circular 2001/17
- Methadone takeaway doses
- A reference manual for participants – Pharmacotherapies
- 2003-2004 data dictionary and collection guidelines for the NSW minimum dataset for alcohol and other drug treatment services
- 2003-2003 data dictionary and collection guidelines for the NSW minimum dataset for alcohol and other drug treatment services
- Training Needs Review
- NSW Health – Alcohol & other drugs policy for Nursing Practice in NSW

Centre for Chronic Disease Prevention & Health Advancement

Tobacco and Health Branch
- Tobacco Action Plan Summary

Nutrition and Physical Activity Branch
- Childhood Obesity Summit NSW Government Response 2003
Injury Prevention Policy
- Management Policy To Reduce Fall Injury Among Older People (electronic version available)
- Aboriginal Safety Promotion Strategy (electronic version available)

Strategies and Settings Branch
- Building Capacity to Improve Health: A Strategic Framework (electronic version available)
- Health Promotion with Schools: A Policy for the Health System (electronic version available)
- NSW Aboriginal Health Promotion Program: Direction Paper (electronic version available)
- NSW Chronic Disease Prevention Strategy: Discussion Paper (electronic version available)
- Report on the National Consultation Workshop for the Establishment of the Collaborative Centre for Aboriginal Health Promotion (2002) – Report (Hard copy only)
- Skin Cancer Prevention Strategic Plan for New South Wales 2001 – 2005
- NSW Health Impact Assessment Project Report – A4 booklet (electronic version available)

Communicable Diseases
- Notifiable Diseases Under the Public Health Act 1991 (2001/9)
- Supply of Rifampicin Prophylaxis to Prevent Meningococcal Disease (9/91)
- Notifiable Disease Data Security and Confidentiality (2000/72)
- BCG Vaccination (2001/70)
- Charging for Inpatient and Outpatient Services for Medicare Ineligible Persons with Suspected or Confirmed Tuberculosis (99/06)
- Chemotherapy (94/94)
- Contact Tracing (2001/70)
- Guidelines for the Management of People with Tuberculosis who Knowingly Place Others at Risk of Infection (94/98)
- Health Care Worker TB Screening and Protection (2001/71)
- Health Undertakings Follow-Up (94/98)
- Infection Control (94/87)
- Management of Multi Drug Resistant Tuberculosis in NSW (99/75)
- Management of Persons with Tuberculosis (99/05)
- Mantoux Test (94/90)
- Preventative Therapy (94/93)
- Refugee Screening and Follow-Up (94/97)
- Role of the Area TB Coordinator (92/55)
- Screening Target Groups (94/96)
- The Role of Chest Clinics in NSW (2001/72)
- Tuberculosis and HIV (94/99)
- Tuberculosis in Children and Adolescents (94/89)

AIDS/Infectious Diseases Branch
- NSW Hepatitis C Strategy
- NSW Hepatitis C Care and Treatment Plan
- Guidelines for the Development of Sexual Health Services in NSW
- NSW HIV/AIDS Health Promotion Plan
- NSW HIV/AIDS Statement of Strategic Directions 2000-2003
- Policy and Procedures for the Needle and Syringe Program
- Guidelines for the Development of Sexual Health Services in NSW
- Mental Health, HIV and AIDS: A Policy Statement
- Definition of HIV Infection and AIDS-Defining Illness
- Sterilization And Disinfection Core Competencies (March 2003)
- NSW Immunisation Strategy 2003-2006

Environmental Health Branch
- Aerated Wastewater Treatment System Accreditation Guidelines
- Approved Specifications for Warm Water Systems
- Blood Cholesterol and Glucose Measurement Code of Best Practice
- Code of Practice for the Control of Legionnaires Disease (Govt Sales)
- Domestic Greywater Treatment Systems Accreditation Guidelines
- Greywater Reuse in Sewered Single Domestic Premises
• Guidelines for the Funeral Industry
• Guidelines for Blood Cholesterol and Glucose Measurement
• Investigation of Cases of Elevated Blood Lead levels - Guidelines for Environmental Health Officers
• NSW Health Drinking Water Monitoring Program
• NSW Health Response Protocol for the Management of Coliform Bacteria in Drinking Water
• NSW Health Response Protocol - Following failure in water treatment or detection of Giardia or Cryptosporidium in drinking
• Precautions for Schools & child care centres during boil water alert
• Precautions for swimming pools and spas during boil water alerts
• Precautions relating to commercial establishments serving food or drink to the public during boil water alerts
• Protocol for Minimising the Risk of Cryptosporidium in Public Swimming Pools and Spa Pools
• Public Swimming Pool and Spa Pool Guidelines
• Septic Tank and Collection Well Accreditation Guidelines
• Skin Penetration Code of Best Practice
• Skin Penetration Guidelines
• Using Water Header Tanks - Following boil water alerts
• Waste Management Guidelines for Health Care Facilities
• Waterless Composting Toilet Accreditation Guidelines

Clinical Policy Unit

(Older version of policy framework and guidelines posted on Department's website)

• Policy framework and guidelines for the prevention and management of latex allergy (C2000/99) (under review)
• Acute management of young children and infants with gastroenteritis – clinical practice guidelines (C2002/26)
• Paracetamol Use (C2003/26)
• Paracetamol Use (CHO Alert) (Nov 2002)
• Regulation of complementary health practitioners – discussion paper (September 2002)
• Guideline for the management of fresh blood components (Mar 2003)
• Management of fresh blood components (C2002/92)
• National Blood Authority: accountability for blood and blood products in NSW (C2003/83)
• NSW Haemophilia Advisory Group guidelines on Factor VIII usage January 1997 (C97/34)
• Treatment and supply of Factor VIII to patients with Haemophilia and von Willebrands disorder (C2000/23)
• Use and retention of human tissue including organ donation, post-mortem examination and coronial matters (Circular 2004/1)

Pharmaceutical Services Branch

• Attention Deficit Hyperactivity Disorder in Adults - Criteria for the Diagnosis and Management - TG190/3
• Attention Deficit Hyperactivity Disorder in Children and Adolescents – Criteria for Diagnosis and Management – TG181/5
• Barbiturates – Prescribing guidelines – TG206
• Cancer Related Pain – Prescribing of Opioids – TG198/2
• Chronic Pain – Patient Management Guidelines – TG202/4
• Community-Based Health Services and Residential Facilities – Guidelines for the Handling of Medication – Circular 97/10.
• Flunitrazepam – Prescribing Guidelines – TG204
• Nursing Homes - Guide to Handling of Medications in New South Wales
• Prescription Recording – Approved Systems – TG50/2
• Prescriptions - Criteria for the Issuing of Non-Handwritten Prescriptions – TG184/4
• Private Hospital – Guide to the Poisons and Therapeutic Goods Legislation – TG115
• Public Hospitals Policy on Handling of Medication in New South Wales – Circular 2001/64
• S100 Information Bulletin – 2004/14
• Schedule 3 Substances – Guide to Poisons and Therapeutic Goods Legislation – TG151/7
• Schedule 7 Substances – Requirements for Authority to Obtain, Use and Supply – TG207
• Use of Buprenorphine in the Treatment of Opioid Dependencies
- Veterinary Surgeons – Guide to Poisons and Therapeutic goods Legislation – TG74/10
- Wholesalers – Guide to Supply of Substances in Schedule 2, 3 or 4 of the Poisons List – TG191/6


**Oral Health Branch**

*Publications are available on the Department’s website*

- Code of Practice for Fluoridation of Public Water Supplies, Under the Fluoridation of Public Water Supplies Act 1957
- Dental Practitioner Handbook
- Fluoridation of Public Water Supplies Regulation 2002, Under the Fluoridation of Public Water Supplies Act 1957
- Infection Control Guidelines for Oral Health Care Settings
- Schedule of Services and Fees
- Guidelines (as above) also available as Information Bulletin 2003/15

**Centre for Epidemiology and Research**

*Publications are available on the Department’s website.*

- The health of the people of NSW: Report of the Chief Health Officer 2004
- Strategy for Population Health Surveillance in NSW: Discussion Paper

**6.5 STRATEGIC DEVELOPMENT DIVISION**

**6.5.2 Documents available free of charge**

**Centre for Mental Health**

*Publications are available on the Department’s website and the Better Health Centre.*

- NSW Aboriginal Mental Health Policy: A Strategy for the Delivery of Mental Health Services for Aboriginal People in New South Wales
- Memorandum of Understanding Between NSW Police and NSW Health (Joint agreement for working with people with a mental illness)
  (Available from the Better Health Centre)
- Police Ambulance MOU (Memorandum of Understanding) Flow Charts 2002
  (Available from the NSW Health website)
- NSW Doctors’ Mental Health Program: Doctors’ Mental Health Policy
  (Available from the Better Health Centre)
- NSW Doctors’ Mental Health Program: Strategies for Area Health Services
  (Available from the Better Health Centre)
- Guidelines for the Promotion of Sexual Safety in NSW Mental Health Services (Second edition)
- Best Practice Model for the Use of Psychotropic Medication in Residential Aged Care Facilities and Guidelines on the Management of Challenging Behaviour in Residential Aged Care Facilities in NSW
- Prevention Initiatives for Child and Adolescent Mental Health: NSW Resource Document
- NSW Rural and Regional Youth Suicide Prevention Project: Evaluation Framework
- Parenting Program for Mental Health: The NSW Triple P Training Procedure Manual
- Preventing and Managing Reported Increases in Suicide in Local Communities
- Circular 98/31 – Policy Guidelines for the Management of Patients With Possible Suicidal Behaviour for NSW Health Staff and Staff in Private Hospital Facilities
  (Available from the NSW Health website)
  (Available from the NSW Health website MH-OAT site)
- Your Guide to MH-OAT: Clinician’s Reference Guide to NSW Mental Health Outcomes and Assessment Training (Available from the NSW Health website MH-OAT site)
- Suicide: We Can All Make a Difference: NSW Suicide Prevention Strategy
- Framework for Rehabilitation for Mental Health
- Framework for Housing and Accommodation Support for People with Mental Health Problems and Disorders
• NSW Parenting Partnerships - A framework for mental health service involvement in promotion, prevention and early intervention through parenting initiatives- Resource and Literature Review and Strategies for 2002-2004
• Suicide Prevention for Older People – Training Manual
• Improving Mental Health and Wellbeing in NSW – a set of seven publications:
  • Improving mental health and wellbeing in NSW
  • Integrated Perinatal and Infant Care (IPC)
  • NSW Parenting Program for Mental Health
  • NSW School-Link initiative
  • Children of parents with mental illness
  • NSW Early Psychosis program
  • Suicide Prevention in NSW
• Joint Guarantee of Service for People With Mental Health Problems and Disorders – NSW Department of Housing, NSW Aboriginal Housing Office, NSW Health, Aboriginal Health and Medical Research Council of NSW, NSW Department of Community Services
• Consensus Guidelines for Assessment and Management of Depression in the Elderly
• NSW Mental Health Sentinel Events Review Committee - Tracking Tragedy - First Report of the Committee December 2003
  (Available from the NSW Health website)
• NSW Government Response to the Select Committee Inquiry into Mental Health Services in NSW
• Disaster Mental Health Response Handbook
  (Available from NSW Institute of Psychiatry website at www.nswiop.nsw.edu.au)

Primary Health and Community Partnerships
• Policy and Procedures for Identifying and Responding to Domestic Violence (2003)
• Adult Sexual Assault Protocol (2004)
• A Guide to Rehabilitation and Support Services for Children and Young People (1997) (Photocopy Only)
• Aboriginal Men’s Health Implementation Plan (2003)
• Better Access to Health Services for Aboriginal Women in Custody
• Care for Carers – NSW Framework for Supporting Carers (December 1999)
• Draft Policy Framework on Treatment Services for Problem Gamblers and Their Families in NSW (2001)
• Economic Evaluation of the NSW Hospital in the Home Pilot Project (June 2001) (Photocopy Only)
• Ethnic Health Planning Guidelines (Photocopy Only)
• Gender Equity in Health (2000)
• General Practice Policy (2000)
• Guidelines for Family Care Centres in NSW (2000)
• Health Services for a Culturally Diverse Society: An Implementation Plan 1995 – 2000
• Initial Presentations to NSW Sexual Assault Services, 1994/95 and 1997/98
• Interagency Guidelines for Responding to Adult Victims of Sexual Assault (1995)
• Non Emergency Health Related Transport Discussion Paper (December 2001)
• Non-Government Organisation Grant Program Operational Guidelines
• NSW Action Plan on Dementia Implementation Strategy (1996)
• NSW Government Carers Statement (October 1999)
• NSW Health Frontline Procedures for the Protection of Children and Young People (2000)
• NSW Health Policy on the Program of Appliances for Disabled People (2000/103)
• NSW Health Sexual Assault Services Policy and Procedures Manual (Adult)
• NSW Healthy Ageing Framework 1998-2003
• NSW Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) Policy and Procedures Manual (June 2000)
• NSW Palliative Care Framework (2001)
• Policy Guidelines for Bilingual Counsellor Programs (Photocopy Only)
• Strategic Directions for Refugee Health Care in NSW (October 1999)
• Strategic Directions in Men’s Health (June 1999)
• Strategic Framework to Advance the Health of Women (2000)
• The Start of Good Health: Improving the Health of Children in NSW (1999) – NSW Child Health Policy Document – Summary
• Victims of Crime Policy (1995) (Photocopy Only)
• Women’s Health Outcomes Framework (2002)
• Foetal Intravascular Report (2002) NSW Maternal and Perinatal Committee
• Minimisation of Neonatal Early Onset of Group B Streptococcal (EOGBS) Infection (C2002/28)
• Protocols for Administration of Tocolytic Agents (IV Salbutamol or Oral Nifedipine) for Threatened Preterm Labour (C2002/49)
• Framework for Prevention, Early Recognition and Management of Postpartum Haemorrhage (PPH) (C2002/99)
• Magnesium Sulphate (MgSO4) Infusion Protocol for Eclamptic Seizure Prophylaxis (C2002/27)
• Framework for Health Services to develop Policy and Procedures Relating to Clinical Care and Resuscitation of the Newly Born Infant (C2002/3)
• RH D Immunoglobulin (Anti D) (C2003/4)
• NSW Department of Health Guidelines to selecting Consumer and Community Representatives (2003)
• Working with Consumers in NSW Health, Guidelines for Secretariat (2002)

Statewide Services Development Branch

• The Report of the Rural Health Implementation Coordination Group. The NSW Rural Health Report 2002
• NSW Government Response to the Report of RHICG, NSW Rural Health Plan (2002)
• Specialised Testing for Genetic Disorders (2000)
• A Cancer Care Model for NSW (February 1999)
• Emergency Departments: A Policy Statement (1994)
• Emergency Departments Strategic Directions (May 1997)
• Ethical Code Governing the Provision of Genetics Services (June 1998)
• Intensive Care Strategic Directions (1999)
• NSW Guidelines for the Development of New Cardiac Catheterisation Laboratories (March 96)
• NSW Health Department Guidelines for the Hospitalisation of Children (1998)
• NSW Intensive Care Services – A Basis for Review (May 1998)
• NSW Metropolitan Critical Care Plan (November 1996)
• Same Day Surgery Policy for NSW: “What a Difference a Day can Make…(1999)"
• Snake and Spider Bite Management Protocol (1998) (Black and White copies only).
• State Trauma Plan (1991)
• Strategic Plan for Radiotherapy Services in NSW 1995-2000 (February 1995)
• NSW Rural Critical Care Plan (1998)
• Emergency Department Service Plan (2001)
• Intensive Care Service Plan (2001)
• Selected Specialty and Statewide Service Plans (2002)

Inter-Government and Funding Strategies
• Episode Funding Guidelines 2001/2002
• Episode Funding Guidelines 2002/2003
• NSW Funding Guidelines 2004-2005
• ED Funding Guidelines 2002/2003
• ICU Funding Guidelines 2002/2003
• NSW AN-SNAP Clinical Training Handbook
• NSW Funding Guidelines for rehabilitation and extended care 2004-2005
• NSW Product and Program Data Collection Manual 2001/2002
• NSW Product and Program Data Collections Manual 2002/03

Most documents are available on the Department’s website

Greater Metropolitan Transitional Taskforce
Publications are available on the Department’s website
• Acute Inpatient Episode Funding Guidelines 2001-2002 (August 2001)
• An Effective Discharge Policy (July 2001)
• Chronic and Complex Care Performance Measures – Methodology Applied (October 2001)
• Emergency Department Services Plan (July 2001)
• Intensive Care Service Plan – Adult Services (July 2001)
• Key Metropolitan Hospitals – Ministerial Response (May 2001)
• Mental Health for Emergency Departments: A Reference Guide
• NSW Funding Guidelines for Emergency Department Services 2001/2002 (August 2001)
• NSW Funding Guidelines for Intensive Care Services 2001/2002 (August 2001)
• NSW Health Strategy for the Electronic Health Record NSW EHR*Net Report of the Health Information Management Implementation Coordination Group (February 2002)
• Report of the Greater Metropolitan Services Implementation Group (May 2001)
• Report of the NSW Health Council (March 2000)
• Working as a Team – GAP for Health Summary (May 2001)
• Metropolitan hospitals report service enhancements and new roles for metropolitan hospitals (August 2002).
• Brain Injury Rehabilitation Services Initiatives (February 2003)

6.6 HEALTH SYSTEM PERFORMANCE DIVISION

6.6.2 Documents available free of charge

Health Service Performance Improvement Branch
• 2001 to 2002/03 Performance Agreement Model
• Access Block Strategy (1999)
• Health Improvement Planning Guidelines (1997)
• Healthy Future in NSW: The Strategic Framework (Copy available from NSW Health Library)
• NSW Department of Health Corporate Plan 2001-2003
• NSW Isolated Patients’ Travel and Accommodation Scheme (IPTAAS) – Pamphlet
• NSW Isolated Patients’ Travel and Accommodation Scheme (IPTAAS) Application for Assistance
• NSW Isolated Patients’ Travel and Accommodation Scheme (IPTAAS) Guidelines for Medical Practitioner Specialists
• NSW Isolated Patients’ Travel and Accommodation Scheme Policy and Procedures Manual (June 2000)
• Reporting, Evaluation and Accountability Framework for Health Service Performance Agreement
Performance Analysis & Monitoring

- Waiting Times Collection Instruction
- Supply and Demand in Emergency Departments (1997)
- The Waiting List Reduction Program: Treating an Extra 40,000 Patients
- Waiting List Policy for NSW
- Guidelines for the Management of Booked Patient Delays (February 2002)
- Guidelines for the Management of Extended Wait Patients (November 1999)

Information Management & Technology Branch

Publications are available on the Department’s website.

- Discussion Paper – Ethical Management of Health Information (Available from the NSW Department of Health)
- Information Policy (August 2001) (Available from the Better Health Centre)
- Information Security Standards for Personal Health Information Midwives Data Collection Manual
- NSW Health Information Management Strategy 1999-2003
- NSW Health Information Policy, 2nd Edition
- NSW Health Product Compliance
- Operating Theatre Model
- System Integration Strategy
- NSW Information Management Strategy 1999/00
- NSW Health Information Management Guidelines
- Circular Number: 2003/47 NSW Health electronic Information Security Policy

Structural Reform Branch


Private Health Care Branch

The Private Health Care Branch is responsible for the management of the database of licensed private health care facilities in NSW. It’s policy documents are under review to reflect recent legislative amendments.

Quality and Safety Branch

- Guideline on the Management of a Complaint or Concern About a Clinician
- Model Policy on the Management of a Complaint or Concern About a Clinician
- Phase One Indicators of Appropriateness for NSW Area Health Services
- Qualified Privilege for Quality Improvement Committees and Programs in Health
- Application for Qualified Privilege
- Better Practice Guidelines for Managing Speech Pathology Non Admitted Episodes of Care (1999)
- Better Practice Guidelines for Patient Management (1998)
- Better Practice Guidelines to Improve the Level of Aboriginal and Torres Strait Islander Identification in the NSW Public Health System (1999)

6. 7 HEALTH PROFESSIONALS REGISTRATION BOARDS

6.7.1 Documents available for purchase

Copies of extracts of registers of:

- Chiropractor’s Registration Board $20.00
- Dental Technicians Registration Board $10.00
- Osteopaths Registration Board $20.00
- Optometrists Dispensers Licensing Board $20.00
- Physiotherapists Registration Board $10.00
- Podiatrists Registration Board $10.00
- Portfolios in Professional Practice for Registered Nurses $15.20
- Portfolios in Professional Practice for Enrolled Nurses $11.80
- Psychologists Registration Board $20.00
- Dental Board of NSW $20.00
Nurses & Midwives Registration Board
• Professional Conduct: A Casebook of Disciplinary Decisions Relating to Professional Conduct Matters $15.00

6.7.2 Documents Available Free of Charge

Board of Optometrical Registration
• Requirement for Registration as an Optometrist in NSW
• Information Booklet for Candidates (relating to examination for registration)

Chiropractors Registration Board
• Requirements for Registration as a Chiropractor in NSW
• Information Booklet for Candidates (relating to examination for registration) for Chiropractors
• Codes of Professional Conduct for Chiropractors
• Chiropractors Act 2001
• Chiropractors Regulation 2002

Dental Board
• Advertising Regulation 15
• Conditional Registration S20
• Dental Board and Research Account
• Dental Incorporation
• Descriptions Authorised by the Board S1 2(1)(e) and S55
• Failure to Pay Roll Fee S113(11)(6)
• Further Qualifications to Practice
• General Anaesthesia and Simple Sedation Regulation 22
• Infection Control Regulation 21
• Information Bulletin Dental Board of NSW
• Licence to Practice S 18
• Making Complaints in Relation to Dentists Section 31(1)(2)(3)
• Patients Records and Radiographs Regulation 23
• Qualifications Authorised by the Board
• Registration Requirements
• Registration Under Mutual Recognition Act
• Requirements for Recognition as a Specialist

Dental Technicians Registration Board
• Requirements for Dental Technicians who Trained Outside NSW
• Requirements for Dental Technicians who Trained at Randwick TAFE
• Newsletter of the Dental Technicians Registration Board
• Annual Report
• Policy and Procedures Statement Dental Technicians
• Legislation
• Dental Technicians
• Schedules of Fees
• Information about (including application for) applying for registration
• Information about (including application for) applying for restoration
• Information about the process for lodging Complaints
• Newsletter

Nurses & Midwives Registration Board
• Board Works
• 98/2: Guidelines for the Conduct of Enrolled Nurse Courses by Approved Health Institutions in Association with the New South Wales Technical and Further Education Commission
• 2001/1 – Midwifery Education
• 2001/2 – Interstate Clinical Placements for Students Undertaking an Approved Program leading to Registration as a Nurse in New South Wales
• Code of Conduct for members of the Board and committees of the Board
• Complementary Therapies in Nursing Practice
• Guidelines for Development of Programs Leading to Registration
• National Competency Standards for the Registered Nurse
• Guidelines for Preparation of Reports in regard to Approved
• Pre-registration Nursing Programs
• Institutions conducting Programs leading to Registration as a Nurse in New South Wales
• Interstate Clinical Placements for Students Undertaking an Approved Program leading to Registration as a Nurse in New South Wales
• Guidelines for Institutions Wishing to Submit Courses for Approval in Regard to Authorisation of Nurse Practitioners
• Guidelines and Requirements for Midwifery Education Programs Institutions conducting Programs leading to Authorisation to Practise Midwifery
• Guidelines for the Conduct of Enrolled Nurse Courses by Approved Health Institutions in Association with the New South Wales Technical and Further Education Commission
• Standards for the Recognition of Institutions and Facilities Wishing to Participate in the Enrolled Nurse Course
• National Competency Standards for the Enrolled Nurse (currently not available) Institutions conducting Programs leading to Enrolment as a Nurse in New South Wales
• Enrolled Nurse Education: Guidelines for the Development of Educational Component in the Administration of Medications
• History of the Nurses Registration Board (out of print; available on-line only)
• Impaired nurses
• Statistical information about impairments
• Administration of medications in residential facilities
• Background information
• Nurse Practitioners in New South Wales: Information Brochure
• Nurse Practitioner Authorisation including information for applicants
• Nurse Practitioner Application Guide
• Application Form
• Verification of Advanced Practice proforma
• Guidelines for Preparation of Case Studies
• Nurse Practitioner Education Programs
• Guidelines for Educational Institutions Wishing to Submit Courses for Approval in Regard to Authorisation of Nurse Practitioners
• Code of Professional Conduct for Nurses in Australia
• Complaints about professional conduct
• Guidelines Regarding the Boundaries of Professional Practice
• Information about inquiries
• Professional Conduct: A Casebook of Disciplinary Decisions Relating to Professional Conduct Matters (available for purchase $15.00 per copy)
• Expectations of Beginning Registered Nurses in the Workforce, 1997 Improving Patient Outcomes Project (out of print; available on-line only)
• Project to Develop Guidelines for Registered Nurses and Enrolled Nurses Regarding the Boundaries of Professional Practice, 1999 (available on-line only)
• Structure of the Register
• Structure of the Roll
• Scholarships for Nurses
• Statistical information about the Register and Roll of Nurses
• Information regarding temporary Registration

Osteopaths Registration Board
• Requirements for Registration as an Osteopath in NSW
• Codes of Professional Conduct for Osteopaths

Optical Dispensers Licensing Board
• Record of Training in Optical Dispensing (log book)
• Information for Overseas Trained Applicants
• Summary of the Optical Dispensers Act 1963
• Licence Application Form
• Approval to Practise Application Form

Optometrists Registration Board
• Requirement for Registration as an Optometrist in NSW
• Information Booklet for Candidates (relating to examination for registration)
• Annual Report
• Code of Professional Conduct
• Legislation
• Schedule of Fees
• Information about (including application for) applying for registration
• Information about (including application for) applying for restoration
• Information about the process for lodging Complaints

**Pharmacy Board of New South Wales**

• Code of Practice for the Supply, of Beta 2 Agonist Inhalers
• Dispensing Schedule 2, Schedule 3 and Unscheduled products
• Doctor Shopping and Excessive Prescribing
• Guidelines for the Operation of Service Companies by Pharmacists
• Guidelines for Mail Order Dispensing
• Guidelines for Pharmacies in Medical Centres
• Dose Administration Aids
• Responsibility to Scrutinise and Intervene
• Alternative and complementary medicines in Pharmacy
• Guidelines for Pharmacists’ Professional responsibilities in their Dealings with Private Hospitals and Nursing Homes
• Impaired Health Professionals
• Non Pharmacist Managers of Pharmacies
• Non Prescription Supply of Schedule 3 Products
• Operations of Pharmacies Without NHS, Approved Numbers
• Pharmacy –Board Review Information Sheet
• Policy on Price Promotion of Professional Services and Therapeutic Goods
• Registration Information Sheet – Interstate and New Zealand Graduates
• Registration Information Sheet, Overseas Registration Information Sheet – University of Sydney Graduates
• Remote Prescription Collection Service Guidelines
• Schedule 3 A Pharmacy Board View
• Service Companies
• Substitution
• Use of Superlatives in Pharmacy Names and Descriptions
• Owner’s Name to be displayed and name of pharmacist in charge to be displayed
• Veterinary Prescriptions for injectable steroids
• Drug Register Entries
• Criteria for Counselling: The Role of Counselling in error minimisation
• Express Dispensing/Fast Prescription Service
• Dispensing Procedures – Look-alikes and sound-alikes
• Extemporaneous Dispensing Errors
• Professional Liability of Partners
• Managing Complaints and medication errors
• Pharmacist Workloads and related stress
• Maintaining the cold chain
• Computer generated prescriptions

**Physiotherapists Registration Board**

• Registration application forms
• Policy Statement No 1 – Physiotherapists and Sexual Misconduct
• Policy Statement No 2 – Physiotherapy Students
• Policy Statement no 3 Medicines to be Supplied, Administered or Used by Physiotherapists
• Code of Conduct for Board Members (April 1998)
• Information on the Ian Collier Memorial Scholarship
• Guidelines of Examiners and Supervisors of Overseas Trained Physiotherapists
• Newsletter of the Physiotherapists Registration Board
• Annual Report
• Guidelines for the application and removal of plaster/casts (2001)
• Patient statement of rights brochure (2001)
• Frontline Complaints Handling
• Getting to know the Physiotherapists Act 2001
Podiatrists Registration Board
- Requirements for Registration as a Podiatrist in NSW
- Code of Professional Conduct
- Podiatrist Act, Regulations and Amendments

Psychologists Registration Board
- Code of Ethical Conduct (1997)
- Complaints Handling Procedures
- Registration Information Kit (July 2003)
- Psychologists and Sexual Behaviour in Professional Relationships
- Information Bulletin for Registrants
- Education and Research Grants and Scholarships
- Guidelines
- Application form

CONTACT LIST

Departmental

Audit Branch
Information Officer Telephone: (02) 9391 9000
NSW Department of Health 8.30am to 5.30pm
Locked Mail Bag 961 Monday to Friday
NORTH SYDNEY NSW 2059

Office of the Director-General
NSW Department of Health Telephone: (02) 9391 9642
Locked Mail Bag 961 8.30am to 5.30pm
NORTH SYDNEY NSW 2059 Monday to Friday

Health Professionals Registration Boards
Health Professional Registration Boards brochures, information and/or access to documents may be made between the listed times from the Registrars/Secretaries of the Boards at 28-36 Foveaux Street, Surry Hills:

<table>
<thead>
<tr>
<th>Health Professionals Registration Boards</th>
<th>Optometrists Registration Board</th>
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<tbody>
<tr>
<td>Mr J Tzannes</td>
<td>Mr M Jaques</td>
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<tr>
<td>Telephone: (02) 9219 0201</td>
<td>Telephone: (02) 9219 0233</td>
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<tr>
<td>Mr G Crossley</td>
<td>Ms B Cameron</td>
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<td>Telephone: (02) 9281 0835</td>
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<td>Mr M Jaques</td>
<td>Mr R Dwyer</td>
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<td>Ms M Shanahan</td>
<td>Ms J Caldwell</td>
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<td>Mr P Freeman</td>
<td>Ms S Hardman</td>
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### Strategic Development Division

<table>
<thead>
<tr>
<th>Department/Taskforce</th>
<th>Contact Details</th>
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<tr>
<td>Centre for Mental Health</td>
<td>Telephone: (02) 9391 9307 9.00am to 5.00pm Monday to Friday</td>
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<tr>
<td>NSW Department of Health</td>
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<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>Inter-Government and Funding Strategies</td>
<td>Telephone: (02) 9391 9533 9.00am to 5.00pm Monday to Friday</td>
</tr>
<tr>
<td>NSW Department of Health</td>
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<tr>
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<tr>
<td>Greater Metropolitan Transitional Taskforce</td>
<td>Telephone: (02) 9887 5518 9:00am to 5:00pm Monday to Friday</td>
</tr>
<tr>
<td>PO Box 6314</td>
<td></td>
</tr>
<tr>
<td>NORTH RYDE NSW 2113</td>
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</tr>
<tr>
<td>Primary Health and Community Partnerships</td>
<td>Telephone: (02) 9391 9184 8.30am to 5.30pm Monday to Friday</td>
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<td>NSW Department of Health</td>
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<tr>
<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>Statewide Services Development</td>
<td>Telephone: (02) 9391 9491 8.30am to 5.30pm Monday to Friday</td>
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<td>NSW Department of Health</td>
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<tr>
<td>Centre for Drugs &amp; Alcohol</td>
<td>Telephone: (02) 9391 9278 9.00am to 5.00pm Monday to Friday</td>
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### Population Health Division

<table>
<thead>
<tr>
<th>Branch/Unit</th>
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<tbody>
<tr>
<td>Aboriginal Health Branch</td>
<td>Telephone: (02) 9391 9502 9am to 5pm Monday to Friday</td>
</tr>
<tr>
<td>NSW Department of Health</td>
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<td>Locked Mail Bag 961</td>
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<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>AIDS and Infectious Diseases Unit</td>
<td>Telephone: (02) 9391 9234 8.30am to 5.30pm Monday to Friday</td>
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<td>NSW Department of Health</td>
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<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>Clinical Policy Unit</td>
<td>Telephone: (02) 9391 9188 9.00am to 5.00pm Monday to Friday</td>
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<td>NSW Department of Health</td>
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<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>Human Tissue Inquiry Line</td>
<td>Telephone: 1800 225 822 9.00am to 5.00pm Monday to Friday</td>
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<tr>
<td>NSW Department of Health</td>
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<td>NORTH SYDNEY NSW 2059</td>
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<tr>
<td>Better Health Centre</td>
<td>Ph: (02) 9816 0452</td>
</tr>
<tr>
<td>Gladesville Hospital site</td>
<td>Fax: (02) 9879 0994</td>
</tr>
<tr>
<td>Punt Road</td>
<td>Email: <a href="mailto:bhc@doh.health.nsw.gov.au">bhc@doh.health.nsw.gov.au</a></td>
</tr>
<tr>
<td>Locked Bag 5003</td>
<td></td>
</tr>
<tr>
<td>GLADESVILLE NSW 2111</td>
<td></td>
</tr>
<tr>
<td>Centre for Epidemiology and Research</td>
<td>Telephone: (02) 9391 9224 8.30am to 5.30pm Monday to Friday</td>
</tr>
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<td>NSW Department of Health</td>
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<td>Branch</td>
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<tr>
<td>Centre for Health Protection</td>
<td>(02) 9391 9934</td>
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<tr>
<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Communicable Diseases Branch</td>
<td>(02) 9391 9248</td>
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<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Centre for Drugs &amp; Alcohol</td>
<td>(02) 9391 9259</td>
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<tr>
<td>Environmental Health Unit</td>
<td>(02) 9816 0373</td>
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<td>Oral Health Branch</td>
<td>(02) 9816 0347</td>
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<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Strategies and Setting Branch</td>
<td>(02) 9391 9123</td>
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<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Nutrition and Physical Activity Branch</td>
<td>(02) 9391 9661</td>
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<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Pharmaceutical Services Branch</td>
<td>(02) 9879 3214</td>
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<td>Locked Mail Bag 961  NSW SYDNEY NSW 2059</td>
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<tr>
<td>Tobacco and Health Branch</td>
<td>(02) 9391 9111</td>
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<tr>
<td>Health System Performance</td>
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<tr>
<td>Information Management and Support Branch</td>
<td>(02) 9391 9318</td>
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<tr>
<td>Enterprise Information Technology Branch</td>
<td>(02) 8219 8175</td>
</tr>
<tr>
<td>28 Foveaux Street</td>
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<tr>
<td>SURREY HILLS NSW 2010</td>
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<tr>
<td>Health Service Performance Improvement Branch</td>
<td>(02) 9391 9446</td>
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<tr>
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<tr>
<td>Performance Analysis &amp; Monitoring Branch</td>
<td>(02) 9391 9446</td>
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Private Health Care Branch
NSW Department of Health
Locked Mail Bag 961
NORTH SYDNEY NSW 2059

Quality and Safety Branch
NSW Department of Health
Locked Mail Bag 961
NORTH SYDNEY NSW 2059

<table>
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<tr>
<th>Area Health Services</th>
<th>Administrator</th>
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<tr>
<td>Central Coast Area Health Service</td>
<td>PO Box 361</td>
<td>GOSFORD NSW 2250</td>
<td>Ph: (02) 4320 2111</td>
</tr>
<tr>
<td>Administrator</td>
<td>Central Sydney Area Health Service</td>
<td>Lvl 2, Bldg 11, 67-73 Missenden Road</td>
<td>Ph: (02) 9515 9600</td>
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<tr>
<td>Far West Area Health Service</td>
<td>PO Box 457</td>
<td>BROKEN HILL NSW 2880</td>
<td>Ph: (08) 8080 1469</td>
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<tr>
<td>Hunter Area Health Service</td>
<td>Locked Bag No. 1</td>
<td>NEW LAMBTON NSW 2305</td>
<td>Ph: (02) 4921 4960</td>
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<tr>
<td>Macquarie Area Health Service</td>
<td>PO Box 4061</td>
<td>DUBBO NSW 2830</td>
<td>Ph: (02) 6841 2221</td>
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<tr>
<td>Mid Western Sydney Area Health Service</td>
<td>PO Box 143</td>
<td>BATHURST NSW 2795</td>
<td>Ph: (02) 6339 5502</td>
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<tr>
<td>Northern Rivers Area Health Service</td>
<td>Locked Mail Bag 11</td>
<td>LISMORE NSW 2480</td>
<td>Ph: (02) 6620 2100</td>
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<td>South Eastern Sydney Area Health Service</td>
<td>Locked Mail Bag 961</td>
<td>Locked Mail Bag 961</td>
<td>Ph: (02) 9947 9898</td>
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Administrator
South Western Sydney Area Health Service
Locked Bag 7017
LIVERPOOL BC NSW 1871
Ph: (02) 9828 5700
Fax: (02) 9828 5704

Administrator
Wentworth Area Health Service
PO Box 63
PENRITH NSW 2751
Ph: (02) 4734 2120
Fax: (02) 4734 2441

Administrator
Western Sydney Area Health Service
Lvl 3, Dental School
Westmead Hospital
Cnr Darcy and Hawkesbury Roads
WESTMEAD NSW 2145
Ph: (02) 9845 7000
Fax: (02) 9689 2041

Statewide Health Services
Chief Executive Officer
Ambulance Service of NSW
State Headquarters
PO Box 105
ROZELLE NSW 2039
Ph: (02) 9320 7601
Fax: (02) 9320 7802

Chief Executive Officer
Justice Health Service
PO Box 150
MATRAVILLE NSW 2036
Ph: (02) 9289 2977
Fax: (02) 9311 3005

Chief Executive Officer
The Children’s Hospital at Westmead
Locked Bag 4001
WESTMEAD NSW 2145
Ph: (02) 9845 3327
Fax: (02) 9845 0510
INTRODUCTION
This document constitutes the Summary of Affairs as at December 2004, prepared in accordance with section
14 of the Freedom of Information Act 1989 for the Department of Housing and an associated statutory authority,
the NSW Land and Housing Corporation. The Corporation has not appointed members and its affairs are
managed by the Director General of the Department of Housing.

SECTION 1 – POLICY DOCUMENTS AND PUBLICATIONS

CORPORATE
Annual Report 2002-2003
Corporate Directions 2002-2004
Ethnic Affairs Priorities Statement – 2004-2009 EAPS Plan
Housing Today
60 Years of Public Housing
NSW Department of Housing Corporate Plan 2000-2003 (on website)
NSW Department of Housing Corporate Plan 1999-2000 (on website)

DISCUSSION PAPERS (available on www.housing.nsw.gov.au)
Discussion Paper 1 – Trends and changes in the social housing sector in European countries
Discussion Paper 2 – Healthy Housing Communities
National Housing Conference 1999
National Housing Conference 2001
National Housing Conference 2003
Discussion Papers
Professional Policy and Practice Partnership

REPORTS AND PAPERS (available on www.housing.nsw.gov.au)
Changes to Family Payments from 1 July 2000
1999 Bilateral Commonwealth State Housing Agreement - between Commonwealth and New South Wales
2004 Bilateral Commonwealth State Housing Agreement - between Commonwealth and New South Wales
NSW Department of Housing Reconciliation Information Kit
Rip-Off to Right-on: Re-orienting project managers, service providers and builders undertaking work affecting
ATSI communities
Siting & Housing: Design guidelines for siting in urban areas
2002/2003 NSW Budget Commentary on the Housing Assistance Program (260K)
The New South Wales Housing Advisory Group – Terms of Reference
Directions for Housing Assistance Beyond 2000 – Background Paper for Discussion
Rehabilitation: new ways for older housing
New South Wales Housing Indicators Report – Data to December 1999
Social Housing Register Policy Development Directions Paper – September 2001
Strategic Directions for Housing Assistance (196K)
A Bountiful Harvest – Community Gardens and Neighbourhood Renewal in Waterloo (4.5mb)

MISCELLANEOUS
Fire Kit – Protect Your Mob – Protect Your Family
Fire safety information targeting tenants (June 2004)
Folder, Fridge Card, 3xA4 posters, 1 x A3 poster, Fridge magnet

Community Development and Resourcing Grants
Fact Sheet (September 2003)

Antisocial Behaviour
Information sheet for stakeholders (May 2004)
Information Sheet – The Residential Tenancies Amendment (Public Housing) Bill 2004 (July 2004)

Helping you take the next step in your career
Aboriginal and Torres Strait Islander Mentoring Program (brochure + poster)

Aboriginal Enquiry Line
Business card, magnet and poster

After Hours Temporary Accommodation Line
Brochure and promotional card

HOUSING SECTOR SERVICE DEVELOPMENT

PRODUCT STRATEGY AND DEVELOPMENT
Ethnic Affairs Priorities Statement – 2004-2009 EAPS Plan
Block Booking Interpreter Service – Timetable available on www.housing.nsw.gov.au

Joint Guarantee of Service for People with Mental Health Problems and Disorders
Newsletter October 2003
Newsletter June 2004

Bennelong Housing Company
Brochure – You’re Invited to Join us in Partnership (PDF – 1.13mb)
Bennelong Housing Company – What You Need to Know to Register Interest in Providing Support Services (PDF – 199kb)
Bennelong Housing Company – Application for non-government organisations to Register Interest in “Preferred Partner” Status (PDF – 168kb)
Bennelong Housing Company – Application for non-government organisations to Register Interest in “Preferred Partner” Status (Word Document – Copies of this document are also available by emailing Supportedhousing@housing.nsw.gov.au)
Bennelong Housing Company – Application for government services to Register Interest in “Preferred Partner” Status (PDF – 174kb)

Bennelong Housing Company – Application for government services to Register Interest in “Preferred Partner” Status (Word Document – Copies of this document are also available by emailing Supportedhousing@housing.nsw.gov.au)

**Partnership Against Homelessness**

Partnership Against Homelessness - Fact Sheet  
Inner City Homelessness Action Plan – Fact Sheet  
Inner City Homelessness Action Plan – Launch Document  
After hours Temporary Accommodation Line – Information Sheet  
Protocol for Homeless People in Public Places – Fact Sheet  
Homelessness Action Team Support and Outreach Service (HATSOS) - brochure

**HOUSING APPEALS COMMITTEE**

Housing Appeals Committee Brochure – update and reprint (May 2004)

**REDEVELOPMENTS (www.housing.nsw.gov.au)**

**Minto Renewal Project**

**Info Kit**

Stage 2 Relocations (March 2004)

**Fact Sheets**

Project Launch May 2002 (87Kb PDF)  
Questions and Answers October 2002 (107Kb PDF)  
Minto Renewal Fact Sheet – Relocation: what to expect (March 2004)  
Minto Renewal fact Sheet – Stage 2 Relocations (March 2004)

**Newsletters**

December 2002 Newsletter  
June 2003 Newsletter (294Kb PDF)  
Minto Renewal Newsletter – Stage 2 Relocations (March 2004)

**Plans**

Masterplan Study Area – Existing Precincts  
Masterplan Options

**Consultations**

Presentation – May 2003 (4Mb PDF)  
Invitation – August 2003 (23Kb PDF)  
Presentation – August 2003 (8.3 Mb PDF)  
Minto Renewal – Invitation to Comment on Masterplan (July 2003)

**Elizabeth Street Redfern**

**Fact Sheets**

Questions and Answers

**Plans**

Masterplan Image (1.16Mb)  
Masterplan 3D Image (1.16Mb)
Kenny and Halliday Streets – West Bathurst
Fact Sheets
Fact Sheets (122Kb PDF)
Questions and Answers (37Kb PDF)

Privately Financed Projects
Address by Minister (2001) Word file, PDF version
Privately Financed Projects Fact Sheet – PDF version

HOME PURCHASE ASSISTANCE BRANCH
Policy Documents
HomeFund Policies Manual
Mortgage Assistance Scheme Guidelines

Publications
The A-Z of Home Purchase
Home Buyer’s Budget Planner
Home Buyer’s Checklist
Financing your Home Purchase
A Guide to the Costs of Home Purchase
Buying Land & Building a Home
Mortgage Assistance Scheme
Home Purchase Assistance for Public Housing Tenants (Fact Sheet)
Home Purchase Advice and Mortgage Assistance Scheme
Cost: Free

If you have any questions about the publications please contact the Home Purchase Assistance Branch directly on toll free 1800 806 653 Monday to Friday 8.30am to 5.00pm.

CLIENT SERVICE STRATEGY (available on www.housing.nsw.gov.au)
Policy
Abandoned Dwellings and Uncollected Goods
Abandoned vehicles and vehicles causing a nuisance
Aboriginal People and Housing Assistance
Absence from Dwelling
Acquiring New Public Housing
Additional/Unauthorised Occupants
Appeals and Review of Decisions
Child Protection Guidelines
Client Feedback
Client Service Visits
Commitment to Service and Code of Conduct
Consumer Trader and Tenancy Tribunal
Domestic Violence
Eligibility for Public Housing
Emergency Response
Emergency Temporary Accommodation
Fixed Term Tenancies
Freedom of Information
Good Neighbour Policy
Headleasing
Housing Assistance for Elderly Clients
Housing Former Tenants
Improvements to Homes
Income Confirmation Scheme
Information Sharing and Co-ordination with Other Agencies
Joint Tenancies
Languages services
Lead Paint
Locational Needs
Market Rent
Minors and Housing Assistance
Modifications
Mutual Exchange
Nomination of Public Housing Applicants to Community Housing Providers
Non Rent Charges
Offering a Property to a Client
Pay TV, Satellite Dishes & Antennas
Payment of Rent
Pets
Priority Housing
Privacy and Confidentiality
Public Equity Partnership
Public Housing Entitlements
Relocating Tenants
Rental Arrears
Renewable Tenancies
Rental Subsidies Fraud
Rental Subsidies
Rentstart
Sale of Homes to Tenants and Disposal of Public Housing
Sign-Up Procedure
Special Assistance Subsidy - Disability
Special Assistance Subsidy - Special
Succession of Tenancy
Summary of Housing Assistance Options for Applicants
Tenant Participation and Consultation
Transfers
Under-occupancy
Use of Premises
Vacated Accounts
Vacating a Property
Wait-turn Housing

**Future Directions in Social Housing**
Fact Sheet 1 – Rental Bonds
Fact Sheet 2 – Renewable Tenancies
Fact Sheet 3 – Helping People into Home Ownership
Fact Sheet 4 – Helping People Rent Privately
Fact Sheet 5 – Helping the Homeless
Fact Sheet 6 – Building Safer and Stronger Communities
Fact Sheet 7 – Helping Older People and People with Disabilities

**Centre for Affordable Housing**
Centre for Affordable Housing Fact Sheet
Self Build Grant Program Fact Sheet
Self Build Grant Program Guidelines
Self Build Grant Program Resources
Local Government Affordable Housing Strategy Summary
Local Government Affordable Housing Awards Summary
Local Government Affordable Housing Awards
Guidelines and brochure

Community Regeneration Documents
Transforming Estates into Communities: Partnership and Participation (Fact Sheet)
Transforming Estates into Communities: Partnership and Participation (full Estates Strategy document)
UNSW research report (jointly published by the Department of Housing and UNSW); A Bountiful Harvest, Community Gardens and Neighbourhood Renewal in Waterloo (Authors; Linda Bartolomei, Linda Corkery, Bruce Judd and Susan Thompson) available on the Department of Housing’s Website
Community Involvement in Regeneration Literature Review (available on Intranet only)
Evaluation of the ITM Program Literature Review (available on Intranet only)

**Community Renewal (Housing Services) Documents**
Tenant Employment Initiatives: Community Contracts
Building Partnerships - Transforming Estates into Communities
Community Gardens
Tenant Employment
Community Renewal in Airds
Community Renewal in Bellambi
Community Renewal in Bidwill
Community Renewal in Booragul
Community Renewal in Cranebrook
Community Renewal in East Nowra
Community Renewal in Goonellabah
Community Renewal in Inverell
Community Renewal in Macquarie Fields
Community Renewal in Miller
Community Renewal in Minto
Community Renewal in Riverwood
Community Renewal in Waterloo
Community Renewal in West Dubbo
Community Renewal in Windale
Handy Person’s Program Information Sheet
Handy Person’s Program A4 flier (September 2003)
Community Greening- Breathing Life Back into Neighbourhoods – Fact Sheet jointly updated by the Royal Botanical Gardens Sydney and the Department of Housing
Entry Card for the gardening competition for Green Thumb Public Housing Tenants
Green Thumb Gardening Competition 2004 (May)
Invitation, Post-Card, A2 Poster
WorkiT A4 flier (September 2003)
WorkiT Program Guidelines (2004-06)

**Tenant Participation Documents**
Minutes of Public Housing Customer Council Meetings
Meeting 1 held 18 & 19 June 2001
Meeting 2 held 26 September 2001
Meeting 3 held 13 & 14 November 2001
Meeting 4 held 13 February 2002
Meeting 5 held 13 & 14 May 2002
Meeting 6 held 12 & 13 August 2002
Meeting 7 held 11 & 12 November 2002
Meeting 8 held 17 & 18 February 2003
Meeting 9 held 19 & 20 May 2003
Meeting 10 held 18 & 19 August 2003
Meeting 11 held 17 & 18 November 2003
Meeting 12 held 18 & 19 February 2004
Meeting 13 held 19 & 20 May 2004
Agenda for most recent Public Housing Customer Council meeting
Terms of Reference for the Public Housing Customer Council
PHCC Evaluation – Executive Summary, Discussion and Recommendations
NSW Social housing Tenant’s Conference – 2005 Theme Survey
Papers, Program and Photos from the 2003 NSW Social Housing Tenant Conference

**Community Development and Resourcing Grants 2003/2004**
Fact Sheet
Funding Guidelines, August 2003
2003/04 Application Form

**Regional Tenant Resource Service**
Program Guidelines 2003-04
Housing Communities Assistance Program  
Program Guidelines 2003-04

Housing Systems - Other Fact Sheets  
Aboriginal Employment Opportunities  
Aboriginal Housing  
Aboriginal People (How to get information to)  
Allocation Zones – Metropolitan Sydney  
Allocation Zones – Non-metropolitan Sydney  
Antisocial Behaviour Information Sheet  
Information sheet – The Residential Tenancies Amendment (Public Housing) Bill 2004 (July 2004)  
Applying for or being referred to Community Housing  
Applying for Public Housing (9 languages – Arabic, Chinese, English, Farsi, Russian, Serbian, Spanish, Turkish and Vietnamese)  
Applying for public housing when you are a former tenant (6 languages – Arabic, Chinese, English, Russian, Spanish and Vietnamese)  
Being a Good Neighbour in Your New Home (7 languages – Arabic, Chinese, English, Russian, Spanish, Turkish and Vietnamese)  
Changes to Rentstart  
Client Feedback  
Code of Conduct and Ethics  
Community Housing Insurance Scheme  
Direct Debit Scheme  
Domestic Violence  
Emergency Temporary Accommodation  
Income Reconfirmation Scheme  
Interpreter Services  
Home Improvements Standards  
How to get Information to Aboriginal People  
Housing for Indigenous People  
Income Confirmation Scheme  
Locational Needs  
Long Term Leasing Program for Builders, Developers and Investors  
Mutual Exchange  
Pay TV (updated)  
Public Housing  
Priority Housing (10 languages - Arabic, Chinese, Croatian, English, Farsi, Korean, Serbian, Spanish, Turkish and Vietnamese)  
Privacy and Personal Information Notification - January 2001 (7 languages – Arabic, Chinese, English, Russian, Spanish, Turkish and Vietnamese)  
Privately Financed Projects  
Problems with Harassment (6 languages – Arabic, Chinese, English, Russian, Spanish and Vietnamese)  
Problems with Noise (6 languages – Arabic, Chinese, English, Russian, Spanish and Vietnamese)  
Problems with Pets (6 languages – Arabic, Chinese, English, Russian, Spanish and Vietnamese)
Problems with Nuisance and Annoyance (6 languages – Arabic, Chinese, English, Russian, Spanish and Vietnamese)

Public Housing (10) languages – Arabic, Chinese, Croatian, Farsi, Korean, English, Serbian, Turkish and Vietnamese

Renewable Tenancies

Rent Deduction

Rental Subsidy Policy (updated)

Rentstart (7 languages – Arabic, Chinese, English, Khmer, Russian, Spanish and Vietnamese)

Rentstart Fact Sheet for Landlords and Real Estate Agents

Reviewing Decisions

Rights and Responsibilities of Department of Housing Tenants (7 languages – Arabic, Chinese, English, Russian, Spanish, Turkish and Vietnamese)

Smoke Alarms

Special Assistance Subsidy

Swimming Pools (updated)

Tenant’s Guide to Housing Call Centre (6 languages – English, Arabic, Chinese, Russian, Spanish and Vietnamese)

Transfers (updated)

Two offer Policy - (6 languages – English, Arabic, Chinese, Russian, Spanish and Vietnamese)

**Newsletters**


The South Eastern Tenant Times: Issues 2, 7, 8, 10, 11, 13, and 14

Your Home: A Newsletter for Public Housing Tenants: Issues 4, 5, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27 and 28 (6 languages - English, Arabic, Chinese, Russian, Spanish and Vietnamese)

Public Housing Customer Council News: Issues 1, 2, 3, 4, 5, 6, 7 and 8

Northern Links Issues 8, 9 and 10

Hunter-Central Coast Tenant’s Advisory Council (HCCTAC) Tenant News: Issue 1

**STRATEGIC POLICY AND PLANNING**

Strategic Policy and Planning within the Department of Housing produced the following reports, which are available on the Internet.

**Rent & Sales Reports**

No. 45 - Rent for Sep-98 Quarter, Sales for Jun-98 Quarter
No. 46 - Rent for Dec-98 Quarter, Sales for Sep-98 Quarter
No. 47 - Rent for Mar-99 Quarter, Sales for Dec-98 Quarter
No. 48 - Rent for Jun-99 Quarter, Sales for Mar-99 Quarter
No. 49 - Rent for Sep-99 Quarter, Sales for Jun-99 Quarter
No. 50 - Rent for Dec-99 Quarter, Sales for Sep-99 Quarter
No. 51 – Rent for Mar-00 Quarter, Sales for Dec-99 Quarter
No. 52 – Rent for Jun-00 Quarter, Sales for Mar-00 Quarter
No. 53 – Rent for Sep-00 Quarter, Sales for Jun-00 Quarter
No. 54 - Rent for Dec-00 Quarter, Sales for Sep-00 Quarter
No. 55 - Rent for Mar-01 Quarter, Sales for Dec-00 Quarter
No. 56 - Rent for Jun-01 Quarter, Sales for Mar-01 Quarter
No. 57 - Rent for Sep-01 Quarter, Sales for Jun-01 Quarter
No. 58 - Rent for Dec-01 Quarter, Sales for Sep-01 Quarter
No. 59 - Rent for Mar-02 Quarter, Sales for Dec-01 Quarter
No. 60 – Rent for Jun-02 Quarter, Sales for Mar-02 Quarter
No. 61 – Rent for Sep-02 Quarter, Sales for June-02 Quarter
No. 62 – Rent for Dec-02 Quarter, Sales for Sep-02 Quarter
No. 63 – Rent for Mar-03 Quarter, Sales for Dec-02 Quarter
No. 64 – Rent for Jun-03 Quarter, Sales for Mar-03 Quarter
No. 65 – Rent for Sep-03 Quarter, Sales for June-03 Quarter
No. 66 – Rent for Dec-03 Quarter, Sales for Sep-03 Quarter
No. 67 – Rent for Mar-03 Quarter, Sales for Dec-03 Quarter
No. 68 – Rent for Jun 04 Quarter, Sales for Mar - 04 Quarter
No. 69 – Rent for Sept 04 Quarter, Sales for June 04 Quarter

Reports and Papers
2003/2004 NSW Budget Commentary on the Housing Assistance Program
Help with Housing – The Bilateral Commonwealth State Housing Agreement 1999-2003

OFFICE OF COMMUNITY HOUSING
Publications on the Department of Housing website:

Community Housing Bulletins
- August 2000
- November 2000
- December 2000
- February 2001
- April 2001
- September 2004

Community Development and Resourcing Grants
- Funding Guidelines
- Information Sheet
- Application Guidelines

Housing and Accommodation Support Initiative
- Guidelines for submitting an Expression of Interest
- Expression of Interest application

NSW Community Housing Associations
Discussion Papers
- New registration system for NSW non-government housing providers

Proposed Registration System
- Fact Sheet for Housing Co-operatives
- Fact Sheet for Housing Associations
- Fact Sheet for Churches

Publications/Manuals available for community providers from the Office of Community Housing at
223-229 Liverpool Road, Ashfield. Telephone: 8753 8000
- Analysis of Performance Community Housing Leasing Programs 2001/2002
- Applying for and being referred to Community Housing
- Community is it for me?
- Community Housing Leasing Program Guidelines
- Community Housing Resourcing Strategy 2000-2003
- Community Housing Special Bulletin
- CAPII (Crisis Accommodation Program Innovation Initiative) manual updated 2000
- Evaluation of the Community Housing External Appeals Pilot
- Home and Housed
- My Place Initiative Guidelines
- NSW Community Housing Disability Policy
- NSW Community Housing Rent Policy
• Registration Framework – Performance Based Registration System for NSW non-government housing providers
• Supported Accommodation Initiative for People Living with HIV/AIDS manual (updated 2000)
• Tenancy Guarantees Manual

Fact Sheets:
• Community Housing Insurance Scheme
• Community Housing Leasing Program Nos. 1-12
• Crisis Accommodation Program Management of Leasing Subsidies No. 1-2
• Planned Maintenance Program No.1
• Housing Policy and Programs

Accreditation:
National Community Housing Standards (1998 edition)
National Community Housing Standards (May 2003 edition)
• Accreditation Kit – documents and tools include:
  • Baseline requirements form
  • External evaluation timetable
  • File audit guide
  • Process tracking guide
  • Self Evaluation Report
  • Supporting document list
  • Tenant and agency questionnaires

Accreditation News:
Protocols for exchange of information between Standards and Accreditation Unit and OCH

RESITECH (RESIDENTIAL TECHNOLOGIES AUSTRALIA)

<table>
<thead>
<tr>
<th>PUBLICATION</th>
<th>COST</th>
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<tr>
<td>Corporate Resitech Brochure</td>
<td>FREE</td>
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The following Fact Sheets are available free of charge:
  • Aboriginal Housing Services
  • Asset Management
  • Community Managed Housing
  • Design and Construction
  • Disabled and Special Needs
  • Heritage
  • Neighbourhood Renewal
  • Professional Services
  • Property Audit and Maintenance
  • Property Services
  • Retirement Housing
  • Upgrading Services
  • Engineering Services
  • Acquisition and Disposal Services
  • Planning Services
  • Landscape Architecture
  • Architectural Services
  • Survey Services
  • Quantity Surveying
  • Upgrading and Renovations
  • Project Solutions
  • Project Management Brochure
To order a publication please forward your request to:

Publication Officer
Resitech
Locked Bag 4001
Ashfield BC 1800
Phone: (02) 8753 8100
Fax: (02) 8753 8011

Resitech’s website address is www.resitech.nsw.gov.au

SECTION 2 – MOST RECENT STATEMENT OF AFFAIRS

The Statement of Affairs published under section 14 of the Freedom of Information Act is included in the Department’s Annual Report. The most recent Annual Report for the Department is the 2002/2003 edition. The Department’s 2003/2004 Annual Report will be available shortly.

SECTION 3 – CONTACT ARRANGEMENTS

Copies of this document and the 2002/2003 Annual Report may be obtained free of charge from the FOI Coordinator & Senior Paralegal Officer, Legal Service Branch. Many of the documents published by the Department of Housing are available on its website at www.housing.nsw.gov.au Enquiries concerning the inspection of policy documents and Freedom of Information matters can be made from Monday to Friday between 8.30am and 4.30pm to:

FOI Coordinator & Senior Paralegal Officer
Legal Services Branch, Department of Housing
Locked Bag 4001, Ashfield BC NSW 1800
Telephone: (02) 8753 8226
Fax: (02) 8753 8406
BACKGROUND

The Department of Juvenile Justice was established as a separate and autonomous Government body on 1 November 1991 and as a schedule 1 NSW Government Department on 10 September 1993.

SECTION 1 – POLICY DOCUMENTS

Section 15(1)(c) of the Freedom of Information Act 1989 requests the Department to make each of its policy documents available for inspection and purchase by members of the public. Section 15(2) allows the Department to delete from a policy document information that would, if included, cause the document to be an exempt document. The price of each policy document is included in the list below. Where no price is shown, the policy document is a free publication.

- Aboriginal / Torres Strait Islander employment & career development
- Aboriginal Over-representation Strategic Plan
- Administrative, Financial and Human resources delegations manual
- Alcohol and Other Drugs Services Procedures Manual
- Case Management Policy
- Case Management Procedures
- Client Complaints Policy (under review)
- Client Protection Policy
- Clinical Supervision Guidelines
- Code of Conduct
- Conference Convenor Training Manual
- Community and Custodial Services Intervention Framework
- Corporate Plan
- Delegation - Children (Detention Centres) Act 1987
- Delegation - Children (Detention Centres) Regulation 2000
- Delegation - Children (Community Service Orders) Act 1987
- Delegation - Children (Community Service Orders) Regulation 2000
- Detainee Placement Policy
- Disability Action Plan
- Electronic Communication Devices Policy
- Employment Skilling Program – Broad Intensive Support (BIS) Model and Guidelines
- Equity Action Plan
- Escape Management Plan
- Ethnic Affairs Priorities Statement
- Events Management Policy
- Fixed Assets Policy
- Framework For Programming
- Girls’ And Young Women’s Action Plan 2002 – 2004
- Grievance Procedure
Harassment Free Workplace Policy
Incentive Policy
Information Security Policy
Intensive Programs Unit Intervention Manual
Intensive Programs Unit Procedures Manual
Internal Reporting Policy
Intranet Content Management Strategy
Juvenile Justice Community Policy And Procedures Manual
Language Services Kit
Language Services Policy
Managing Difficult Behaviour Policy
Media Policy
Memoranda of Understanding:
Agreement between the Department of Juvenile Justice
And: For:
Corrections Health Service (CHS) The transfer of responsibility for the provision of health services in detention centres
Centrelink Program protocol for the provision of services for young people in Juvenile Justice centres
NSW Police Arrangements regarding the transition of responsibility to DJJ from NSW Police for transport of juvenile detainees in custody
Dept Education and Training Provision of education and training in juvenile justice centres.
Department of Corrective Services to establish a framework for a co-operative relationship that will ensure best practice policies are implemented in the delivery of effective case management of young people
Mental Health Review Tribunal: Procedures For Preparing Submissions For Review Of Juvenile Forensic Patients
Mentor Scheme Guidelines (under review)
Motor Vehicle Fleet Policy
Objective Detainee Classification Policy
Occupational Health And Safety, and Injury Policies and Procedures
Occupational Health, Safety And Rehabilitation Strategic Plan 2002-2005
Operations Procedures Manual for Juvenile Justice Centres
Policy on the Random Urinalysis Program
Post Release Support Program Operational Model and Guidelines (under review)
Privacy Policy
Probation And Parole Procedures
Procurement Policy
Protocol For Acceptable Use Of Internet And Email
Recognition of Current Competency: Policy and Procedures for Youth Justice Conference Convenors
Records Management Policy
Registrable Offenders Policy
Release of Office Accommodation Policy
Release of Waste Policy
Self-Harm Policy
Specialist Crisis Team Operational Guidelines
Standards for Juvenile Custodial Facilities
Suicide Prevention Policy
Serious Young Offenders Review Panel Guidelines & Operational Procedures
Post Release Support Program Operational Model and Guidelines (under review)
Training Policies and Procedures
Use of Department Resources
Use of Force & Instruments of Restraint Procedures
Victims Register Policy
Violent Offender Program Policy and Procedures Manual
Writing Style Guide
Youth Justice Conferencing Procedures Manual
Youth Justice Conferencing Strategic Plan
Youth Justice Conferencing/NSW Police Service Joint Protocols
Youth Level Of Service/Case Management Inventory

PUBLICATIONS
Alcohol & Other Drugs Program Pamphlet
1998/99 Annual Report
1999/2000 Annual Report
2000/2001 Annual Report
2001/2002 Annual Report
2002/2003 Annual Report
2003/2004 Annual Report
Centre Psychologist Pamphlet
Custody Health Survey Key Findings
Department of Juvenile Justice Graffiti Clean-up CSO Scheme pamphlet
Department of Juvenile Justice Newsletter - quarterly
Family Information Kit (Information for families pamphlets)
Family Information Booklet
Forensic Program Pamphlet
Green Paper: Future Directions for Juvenile Justice in NSW
Induction Booklets
Information for Parents Booklet
Language Services Kit
Legal Issues Bulletin
Making Complaints About Juvenile Justice Community Services and Intensive Programs Units
• Available in English and some community languages
Making Complaints About Juvenile Justice Centres
• Available in English and some community languages
Making Complaints About A Youth Justice Conference
• Available in English and some community languages
Sex Offender Program Pamphlet
Tagata Moana: Pacific Islander Guide for Department of Juvenile Justice staff
Violent Offender Program Pamphlet
What goes on in Yasmar?
What goes on in Cobham?
What goes on in Reiby?
What goes on in Keelong?
What goes on in Riverina?
What goes on in Acmena?
What goes on in Orana?
Youth Justice Conferencing Periodic Newsletter
Youth Justice Conferencing Brochure (also available in common community languages)
SECTION 2 – STATEMENT OF AFFAIRS

The most recent Statement of Affairs of the Department of Juvenile Justice was published in the 2003-2004 Annual Report.

SECTION 3 – CONTACT ARRANGEMENTS

The Department of Juvenile Justice has nine Juvenile Justice Centres, together with regionally based Juvenile Justice Community Services offices, Intensive Programs Units and Youth Justice Conference Offices. Requests under the Freedom of Information Act 1989 are centrally coordinated at the Department’s Central Support Office in Sydney. Freedom of Information request forms are available on the Internet at www.djj.nsw.gov.au/publications.

APPLICATIONS FOR INFORMATION AND FEE STRUCTURE

The following information is provided as required in terms of the legislation. Requests under the Freedom of Information Act for access to Departmental documents and records should be made in writing, accompanied by an application fee, and forwarded to:
The Freedom of Information Officer
Department of Juvenile Justice
PO Box K399
HAYMARKET NSW 1240

Applications may be delivered in person to the Freedom of Information Officer at the Department’s Central Support Office:
Level 24
Sydney Central
477 Pitt Street
SYDNEY NSW 2000

Inquiries should be directed in the first instance to the Freedom of Information Officer by telephone (02) 9219-9400, or by facsimile (02) 9219-9500. Arrangements may be made to gain access to documents and obtain copies of documents at the Central Support Office of the Department of Juvenile Justice by contacting the Freedom of Information Officer. Inspection times are generally between 10 am and 4 pm Monday to Friday.

Personal Applications: $30.00 application fee plus $30.00 per hour processing charge after the first 20 hours
Non-Personal Applications: $30.00 application fee plus $30.00 per hour processing charge
Internal Review: $40.00 application fee
Amendment of Records: Nil

Note: In cases of financial hardship and public interest requests, a 50% reduction in fees and charges may apply.
The Department of Lands was created on the 2 April 2003 and is comprised of several business divisions, including Land and Property Information Division, Crown Lands Division and Soil Services Division.

Land and Property Information (LPI) is the key provider of land and property information for NSW. LPI provides mapping, titling, valuation, survey and related land and spatial information services to individuals, businesses, government agencies and non profit organisations throughout NSW, Australia and internationally.

The Crown Lands Division is concerned with the development of policies, strategies and projects relating to the administration of Crown land, Native Title and Aboriginal Lands Claims.

The Department, through the Soil Services Division, operates a specialist conservation earthmoving and soil consultancy business, specialising in:

- the planning, design and construction of soil and water conservation earthworks; and
- the planning and implementing of practical and realistic solutions to common land degradation problems.

The Department also provides administrative support for the Geographical Names Board and the Board of Surveying and Spatial Information.

SECTION 1 – POLICY DOCUMENTS

Corporate
Acceptable Use of Information Technology and Telecommunications Policy
Access Control Policy
Accounting Manual
Anti Virus Policy
Code of Conduct
Complete Guide to Staff (Induction Manual)
Conflict of Interest Policy
Corrupt Conduct, Maladministration and Serious and Substantial Waste, and Protected Disclosures Policy
Equal Employment Opportunity Policy
Filling of Short Term Vacancies Policy
Internal Reporting (Protected Disclosures) Policy
Gifts and Benefits Policy
Grievance Resolution
Harassment Free Workplace Policy
Information Security Policy
Interim Privacy Management Plan
Job Evaluation Policy
Learning and Development Policy
Management of Consultants and Contractors Policy
Managing E-Mail Resources Policy
Mail Server Policy
Media Policy
Occupational Health and Safety Policy
Outside Employment Policy
Policy for Protection against Malicious Software
Policy and Guidelines for the use of Departmental mobile telephones
Queens Square Security Policy
Records Management Policy
Travel Policy
WebGov Policy
Workforce Management Plan
Working From Home Policy
Land and Property Information

**Land Valuation**
- Procedures Manual for Contractors
- Valuer-General’s Instructions
- Chief Valuer’s Instructions
- Technical Instructions

Surveying
- Surveyor General’s Directions for Survey Practice
- Redefining the Queensland-New South Wales Border: Guidelines for Surveyors
- Guidelines for the Determination of the State border between New South Wales and Victoria along the Murray River
- Intellectual Property - Copyright and Licensing
- Technical Specifications and Standards for the Digitisation of the Cadastre
- Rural Addressing: A Model for Systematic Addressing for Rural Properties in New South Wales

Land Titling
- Registrar General’s Directions
- Suppression of Personal Information in LPI Public registers

**Geographical Names Board of NSW**
Dual Naming Policy
Road Naming in NSW Policy
Guidelines for the Naming of Roads
Guidelines for Determining Suburbs and Localities in NSW
Area Inclusion in Description Policy
Board Issuing Concurrence to Government Departments for Names Assigned under Other Acts Policy
Cultural Designation Guidelines for the Reintroduction of Cities, Towns and Villages
Generic Reserve Naming Policy
Guidelines for the Determination of Place Names
Primary Source Policy

**Crown Lands**
Coastal Crown Lands Policy 1990 – under review
Crown Lands Caravan Park Policy 1990 – under review
Crown Lands Recreation Vehicle Areas Policy 1990
Crown Lands Foreshore Tenures Policy (Non-commercial Occupations) 1991 – under review
Tourist Facilities and Services on Crown Reserves 1997
Food and Beverage Outlets on Crown Reserves 1997
Registered and Licensed Surf Clubs on Crown Land 2003
Reserve Trust Handbook – under review
Plans of Management Guidelines
Land Assessment Guidelines – under review
Land Assessment Waiver Guidelines – under review
PRMF Guidelines and Program – under review
Guidelines for Making Development Applications on Crown Land 2001
Guidelines for Development on Adjacent Crown Land in Bushfire Prone Areas (APZs) 2003
Soil Services
Staff Borrowing of Equipment Policy
Non-smoking in the Workplace

Some policy documents are available, free of charge, from the Department of Lands website www.lands.nsw.gov.au which has links to our administrative units. Geographical Names Board policies and guidelines may be accessed at their website www.gnb.nsw.gov.au.

SECTION 2 – STATEMENT OF AFFAIRS


The Department’s policy documents and Statement of Affairs may be inspected or obtained from the address indicated in Section 3 below.

SECTION 3 – CONTACT ARRANGEMENTS

Requests for documents the F.O.I. Act or the Privacy and Personal Information Act in the possession of Lands should be applied for in writing supplying the information required under the appropriate Act or by completing a Department of Lands Request for Access form. The completed written application should be directed to:

The FOI Coordinator
Bruce Robertson
Office of the Director General
1 Prince Albert Road
Queens Square
SYDNEY NSW 2000

Telephone: (02) 9236 7773
Facsimile: (02) 9236 7632
Office Hours Monday – Friday 8.30 a.m. – 4.30 p.m.

An application fee of $30.00 is applicable. Processing fees may also be applicable.

Note: Land title records, survey records and the Register of Land Values maintained by the Department are in the main PUBLIC RECORDS open to public scrutiny free of charge or for a fee prescribed by Regulations under the various acts administered by the Registrar General, Surveyor General and Valuer General.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
DEPARTMENT OF LOCAL GOVERNMENT
and the following associated agencies:
Local Government Boundaries Commission
Local Government Grants Commission
Local Government Pecuniary Interest Tribunal
Local Government Remuneration Tribunal
Published December 2004

MINUTES OF MEETINGS

Agendas and Minutes are held in relation to meetings of various commissions and committees administered by the Department. These include:

- New South Wales Local Government Boundaries Commission
- New South Wales Local Government Grants Commission

CIRCULARS

Circulars are regularly issued to councils providing information or advice on a wide range of issues. Most of the policy determinations made in relation to local government issues are contained in circulars distributed to councils. Circulars and other key publications are available on the Department of Local Government Internet Homepage, located at http://www.dlg.nsw.gov.au. Circulars falling within the category of FOI policy documents issued since June 2004 are listed as follows.

No   Title
04-56 Portable Soccer Goalposts
04-54 Walk to Work Day – Friday 5 November 2004
04-53 Clarification of Requirements for Approvals to Install and Operate Systems of Sewage Management
04-52 Separation of Land and Water Under the Water Management Act 2000: Land Valuations and Rating
04-51 Provision of Cheque Warrant to Councillors and in Business Papers
04-50 Practice Note 15 – Water Safety
04-49 Education of Owners of Restricted Dog Breeds
04-48 Local Government Reform
04-47 2004/05 Rating Reform – New Councils Comprising: The Statement of Compliance and Rates and Charges
04-46 Domestic Waste Management and Recycling Services Return
04-45 Council Claims for Payment of Pensioner Concession Subsidies
04-44 2004/05 Rating Return Comprising: The Statement of Compliance and Rates and Charges – 8 November 2004
04-43 Strategic Tasks 2004/05
04-42 Dividing Fence Inquiries – Further Contact Details
04-41 Draft Model Code of Conduct
04-40 Maximum Amount of Minimum Rates 2004/2005
04-39 Administration of the Dividing Fences Act 1991
04-38 Lodgement of Social or Community Plans
04-37 Sewage Management (Septicsafe Program) Update
04-35 Commencement of the Local Government Amendment (Mayoral Elections) Act 2004
04-34 Public-Private Partnerships: Proposed New Requirements for Councils Seeking to Participate in Developments with the Private Sector
04-33 Water Safety Week 2004
04-32 Code of Accounting Practice & Financial Reporting – Update #12
04-31 Financial Reporting – 30 June 2004
04-30 Lodgement of “Annual” Pecuniary Interest Returns by Newly Elected Councillors
04-29 Determinations of the Local Government Remuneration Tribunal
04-28 HIH Deficiencies – Claims for Financial Assistance
04-27 Revised Pensioner Concession Forms

Practice Notes
Practice Note 1 Public Land Management (revised May 2000)
Practice Note 2 Approval of Caravan Parks & Manufactured Home Estates
Practice Note 3a Building Notification (revised) August 1996
Practice Note 4 Mine Rating
Practice Note 5 Recruitment of the General Manager & Senior Staff
Practice Note 6 Code of Conduct
Practice Note 7 Freedom of Information
Practice Note 8a Code of Practice and Code of Tendering in the Construction Industry July 1996
Practice Note 9 Complaint Management in Councils
Practice Note 10 Swimming Pools on Public Land – Water Safety
Practice Note 11 Beach Safety
Practice Note 12 Resource Sharing for Local Government
Environment Guidelines – State of the Environment Reporting by Local Government
Practice Note 14 Local Approvals Policies (LAPs)
Practice Note 15 Water Safety – Revised September 2004

Publications
The publications listed have been prepared by the Department of Local Government and are available on the Internet at www.dlg.nsw.gov.au. Hard copies of our most recent publications may be obtained from CMS Solutions by calling (02) 9743 8777. Unless otherwise stated, publications are free. This list of publications is not exhaustive. The Department’s web site hosts publications that date back to October 1998.

- Information Regarding Former Murrurundi Shire Council
- Structural Reform of Local Government in New South Wales – Map Local Government Areas
- Cultural Planning Guidelines for Local Government
- Hardship Rate Relief Application Form
- Pensioner Concession Application Form
- Applying for a Pensioner Concession Information Sheet
- Memorandum of Understanding between the NSW Ombudsman and the Department of Local Government - 21 April 2004.
- Council Rating and Revenue Raising Manual
- Report of an Investigation in terms of Section 430 of the Local Government Act 1993 into Walgett Shire Council
- So, You Are Thinking of Becoming a Local Government Councillor – 7 January 2004
- Pensioner Concession Application Form – 19 December 2003
• Applying for A Pensioner Concession Application Form – 19 December 2003
• Report of an Investigation in terms of Section 430 of the Local Government Act 1993 into Rylstone Shire Council – 11 December 2003
• Home Pool Safety Checklist -1 August 2003
• Department of Local Government Corporate Plan 2002-2005
• Proclamation – Boundary Alteration – Sydney City, South Sydney and Leichhardt Councils – February 2003
• Social and Community Planning Reporting Guidelines – December 2002
• Social and Community Planning Reporting Manual – December 2002
• FOI Summary of Affairs – June 2002
• Report of an Investigation in terms of Section 430 of the Local Government Act 1993 into Warringah Council – October, 2002
• Getting Australia Active – Towards Better Practice for the Promotion of Physical Activity
• National Competition Policy – Review of the Local Government Act - October, 2002
• Multicultural Forum Notes 2001 – from the Local Government Multicultural Forum hosted by Holroyd Council on 8 November 2001 – August, 2002
• Thinking about blowing the whistle – How to make a protected disclosure - June, 2002
• Local Government Pecuniary Interest Tribunal Procedure - 2002
• Chapter Summary of the Local Government Act 1993 – Updated Information Paper No. 3 – December 2001
• Report of an Investigation under section 430 of the Local Government Act 1993 Re: Tweed Shire Council and Kings Forest Estate
• Dangerous Dog Survey 2001 – Report on Findings
• Report on Crime Prevention Planning and Initiatives Survey
• Review of the Children (Protection and Parental Responsibility) Act 1997
• NSW Water Safety Framework 2001-2003
• 2001/2002 Ethnic Affairs Priorities Statement (EAPS)
• Language Aide Kit – Ethnic Workers in Local Government Network, October 2001
• FOI Summary of Affairs – December 2003
• Report on Physical Activity Survey, July 2001
• Multicultural Forum Notes – held on Monday 6 November 2000 at Rockdale City Council, July 2001
• Strategic Tasks for Councils – 2001-2002, July 2001
• Report- Inquiry into the Structure of Local Government in Eight Council Areas in the Inner City and Eastern Suburbs of Sydney, July 2001
• Local Government and You: Information and Issues for Aboriginal People in NSW, July 2001
• Brochure – Your Local Government and You, July 2001
• Creating Active Communities – Physical Activity Guidelines for Local Councils, January 2001
• Final Report April 2001, January 2001
• Dividing Fences Law, December 2000
• 2000/2001 Ethnic Affairs Priorities Statement (EAPS), December 2000
• Minister’s Second Reading Speech – Local Government Amendment Bill 2000, November 2000
• Privacy Management Plan, October 2000
• Local Government Filming Protocol, September 2000
• Swimming Pool Laws, August 2000
• Simply Active Everyday Progress Report 1999, August 2000
• Report on Findings from the Evaluation of the Aboriginal Mentoring Program, May 2000
• Fact Sheet: Employment Screening, Child-Related Employment, February 2000
• Windouran Shire Council Public Inquiry Report, February 2000
• Management Planning for Local Government – Guidelines, January 2000
• Anti Discrimination Guidelines for Managers of Local Councils, January 2000
• Anti Discrimination Guidelines for Local Government Councillors, January 2000
• Environmental Guidelines – State of Environment reporting by Local Government, December 1999
• Bega Valley Shire Council Public Inquiry Report, August 1999
• Your council, August 1999
• How to have your say in council, August 1999
• Local Government Amendment (Amalgamations and Boundary Changes) Bill 1999 – Second Reading Speech, June 1999
• Lake Macquarie City Council Investigation Report, June 1999
• Annexures to the Lake Macquarie City Council Investigation Report, June 1999
• Bega Valley Shire Council – Investigation Report, May 1999
• Youth Consultation Checklist, May 1999
• Council Staff and Councillors’ Views about Youth Consultation, May 1999
• Companion Animals Regulation 1999 and Regulatory Impact Statement, April 1999
• Circular to Veterinary Surgeons, March 1998
• Department of Local Government Guarantee of Service, December 2001
• Ministerial Guidelines on Alcohol Free Zones, November 1998
• Multiculturalism & Local Governance – A National Perspective, November 1998
• Crime Prevention Resource Manual for Local Councils, October 1998
• Inquiry into Sydney City Council Election Procedure – Report (home page only) October 1998
• Minister’s Second Reading Speech on the Local Government Amendment (Ombudsman’s Recommendations) Bill 1998, September 1998
• Are Vehicles Trespassing On Your Land Or Blocking Your Driveway, August 1998 (home page only)
• Asset Accounting Manual Update No 4 (home page only)
• Council Staff and Councillor’s Views About Youth Consultation, May 1999 (home page only)
• Competitive Tendering Guidelines, January 1997
• Disability Action Plan 2001-2003
• Dog and Cat Owners, Things You Need to Know About the Companion Animals Act (Brochure)
• Free Parking Area Agreements, August 1998 (home page only)
• Guarantee of Service
• Guidelines and Code of Practice for Dance Parties, April 1998 (under cover of circular)
• Guidelines for Dance Parties: Provision of Water at Dance Parties 1999 (under cover of circular)
• Guidelines for the Compulsory Acquisition of Land by Councils January 1997
• Guidelines on the Management of Competitive Neutrality Complaints, October 1997
• How Local Councils Consult With Young People, October 1997 (home page only)
• How Young People Would Like to be Consulted, December 1998 (home page only)
• Local Government Act brochures: (also available translated into community languages) - Why do you pay rates?
• Local Government Code of Accounting Practice & Financial Reporting (home page only to update 10)
• Local Government Filming Protocol, September 2000
• Major and Special Events Planning – A Guide for Promoters and Council, October 1997 (home page only)
- Ministerial Guidelines on Alcohol-Free-Zones, November 1998 (home page only)
- Multiculturalism & Local Governance - A National Perspective, November 1998
- NSW Local Government Directory (home page only)
- Perspectives (Local Government Newsletter) Issues 1 – 20
- Privacy, You and Your Local Council, March 2001 (home page only)
- Proposals To Encourage Regional Co-operation Between Local Government Authorities in NSW, January 1997 (home page only)
- Swimming Pool Laws brochure, August 2000
- The Unintended Impact of National Competition Policy on Non Government Organisations Preliminary Report, December 1997 (home page only)
- Under Careful Consideration: Key Issues for Local Government. Guidelines to Reduce Conflicts of Interest in Councils, March 1997 (home page only)
- Youth Consultation Checklist, May 1999 (home page only)
- NSW Local Government Comparative Information 1994/95 – 2001/02

Local Government Pecuniary Interest Tribunal Publications:
- 2004 Annual Report, November 2004
- 2002 Annual Report, October 2002
- Local Government Pecuniary Interest Tribunal Procedure - 2002
- 2001 Annual Report, March 2001
- 2000 Annual Report, January 2000
- 1999 Annual Report, January 1999

Local Government Remuneration Tribunal Publications
- Report and Determination on the Categorisation of Eastern Capital City Regional Council, November 2004
- Erratum – Report and Determination on the Categorisation of New and Reconstituted Councils, July 2004
- Report and Determination on the Categorisation of New and Reconstituted Councils, June 2004
- Report and Determination of the Local Government Remuneration Tribunal, May 2004
- Report and Determination of the Local Government Remuneration Tribunal, May 2003
- Report and Determination of the Local Government Remuneration Tribunal, May 2002
- 2001 Report and Determinations, April 2001
- 1999 Report and Determinations, May 1999
- 1998 Report and Determinations, April 1998

Local Government Grants Commission

Local Government Boundaries Commission
- Steps in the Inquiry Process
- Factors considered in relation to merger proposals
- Guidelines for Preparing Amalgamation Proposals, August 1999
- Social/Community Planning Guidelines, May 1998
- Guidelines for Assessing Social Impact, December 1997
• The Concept of Community Interest: A discussion papers which explores the concept of community of interest as it applies to local government 1989

**Septic Safe Publications (also available on CD-Rom):**

- Evaluation of the Septic Safe Program1998 to June 2002
- Septic Safe Information Management Handbook
- Onsite Sewerage Risk Assessment System
- Easy Septic Guide
- On-site Sewage Management for Single Households
- On-site Sewage Management for Single Households Technical Sheets
- Department of Health Greywater Re-Use Technical Sheet
- Septic Safe Brochure
- Environmental and Health Protection Guidelines: On-Site Sewage Management for Single Households REVIEW
- Hawkesbury Lower Nepean On-Site Sanitation Study
- Model Conditions for Approval to Operate a System of Sewage Management
- Conference Papers
  - New South Wales on-site sewage management reforms
  - Protecting our communities and the environment
  - Soil information for on-site effluent management
  - The on-site sewage risk assessment system
  - Sewage Pollution Risk Assessment for Environmental Health
  - On-Site ’99 Conference Papers

**Companion Animals Publications:**

There are various brochures and papers available on the Companion Animals homepage accessible via the Department of Local Government homepage.

**Internal Circulars**

The Department issues two types of internal circulars. The Director General issues special circulars to staff dealing with matters of major importance. The Manager, Business Services issues circulars covering a wide range of non-policy issues.

**Procedure Manuals**

The Department’s procedure manuals and guidelines are concerned with internal management functions.

**ACCESS TO DEPARTMENTAL DOCUMENTS**

**Informal Access**

The Department’s general philosophy towards its affairs is openness. Any reasonable request for access to the documents held by the Department will be favourably considered and wherever possible access will be arranged informally and free of charge. However, there are inhibiting factors and these need to be understood and acknowledged. They include:

- the time and resources which may be involved in providing access;
- the political sensitivity of the material;
- the rights to privacy of others who may be affected by the disclosure of the information.

Personal information about members of the public

Members of the public seeking to amend Departmental documents about their personal affairs should contact the FOI Co-ordinator. In most cases, a written application will be required in terms of the FOI Act. Proof of the amendments being requested will also be required – what such proof will be may vary from case to case.

**Statement of Affairs**

The Department’s most recent Statement of Affairs is now available. Copies can be obtained free of charge from the FOI Co-ordinator, Department of Local Government, Locked Bag 3015 NOWRA NSW 2541 and from the Department’s homepage at www.dlg.nsw.gov.au.

**Formal FOI Applications**

Should an informal request for access to documents be refused, or if for some other reason a person wishes to make a formal application under the Freedom of Information Act, such an application should be addressed to the FOI Co-ordinator. Formal applications should be accompanied by a fee of $30.
Enquiries and Applications
Enquiries, requests and formal FOI applications should be directed to the FOI Co-ordinator at the address below between the hours of 9.30 am and 5.00 pm.

Department of Local Government
Level 2
5 O’Keefe Avenue
NOWRA NSW 2541
Phone (02) 4428 4217

It is strongly suggested that members of the public telephone the FOI Co-ordinator before attending or lodging FOI applications to ensure that documents are available or can be made available when required.

Fees and Charges
Fees and Charges are summarised below.

<table>
<thead>
<tr>
<th>Nature of Application</th>
<th>Application Fee</th>
<th>Processing Charge</th>
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<tr>
<td>Access to records by natural persons about their personal affairs</td>
<td>$30*</td>
<td>$30/hr after first 20 hrs*</td>
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<tr>
<td>All other requests</td>
<td>$30*</td>
<td>$30/hr**</td>
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<tr>
<td>Internal review</td>
<td>$40**</td>
<td>Nil</td>
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<td>Amendment of records</td>
<td>Nil ***</td>
<td>Nil</td>
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* subject to 50% reduction for financial hardship and public interest reasons
** refunds may apply as a result of successful internal reviews and successful applications for amendments of records
*** no application fees are charged for internal reviews in relation to amendment of records

Fees and charges outlined above are pursuant to the Freedom of Information (Fees and Charges) Order 1989.

ACCESS TO PERSONAL INFORMATION UNDER THE PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998

The Department has adopted a privacy management plan which sets out its policies and practices for dealing with privacy and personal information. The plan is accessible on the Department’s web site at www.dlg.nsw.gov.au.

Members of the public may find the following sections to be of particular interest – Section 4.1 (“Classes of Personal Information and Compliance with IPPs”); Section 4.2 (“The Notification, Access and Alteration Process”); and Section 5 (“The Internal Review Process”).

A person’s rights of access under the Privacy legislation are quite separate from his or her rights under the Freedom of Information legislation, but are limited to “personal information” as defined in the Privacy legislation.
FREEDOM OF INFORMATION ACT 1989
Section 14 (1) (b) and (3)

SUMMARY OF AFFAIRS
of the
NSW
DEPARTMENT OF PRIMARY INDUSTRIES

INTRODUCTION

The Freedom of Information Act became operative from 1 July 1989. Under the terms of Section 14 of the Act, the NSW Department of Primary Industries is required to publish a “Summary of Affairs”.

NSW Department of Primary Industries commenced on 1 July 2004 with the amalgamation of Mineral Resources, NSW Agriculture, NSW Fisheries and State Forests of NSW

SECTION 1 – POLICY DOCUMENTS

**FISHERIES**

Aquaculture
- Aquaculture Administration Billing Account Policy
- Aquaculture Administration Policy and Procedures Manual
- Aquaculture Debt and Fee Waiver Policy
- Aquaculture Lease Security Arrangements Information Kit
- Aquaculture Permit Application Guidelines
- Barramundi Aquaculture Policy
- Guide to Obtaining a Class A and B Aquaculture Permit
- Guide to Obtaining a Land-based Aquaculture Permit
- Introduction and Translocation Policy 1994
- Land Based Aquaculture Policy
- Management of ENHV in NSW Policy
- North Coast Sustainable Aquaculture Strategy
- NSW Fisheries Aquaculture Lease Application and Allocation Process 2003
- NSW Fisheries Eel Aquaculture Policy
- Oyster Industry Management and Administration Policy and Guidelines
- Oyster Research and Development Plan
- Pacific Oyster and QX Disease Control Program
- 2003–2007 Research and Development Strategic Plan for the NSW Oyster Industry

Commercial Fishing
- Directors Guidelines: Determination of Catch History for the Transfer of Class A Yabby and Carp Endorsement
- Estuary General Fishery Management Strategy
- Estuary Prawn Trawl Fishery Management Strategy
- Interim Policy on Access to Drying Lakes for Commercial Fishers
- NSW Fisheries Commercial Licensing Policy 2003
- NSW Offshore Prawn Trawling Management Rules
- Ocean Hauling Fishery Management Strategy
- Ocean Hauling Transfer Policy
- Ocean Trap and Line Transfer Policy
- Ocean Trawl Transfer Policy
Conservation
Caulerpa Control Plan
Fish Habitat Protection Plan No. 1
Fish Habitat Protection Plan No. 2 – Seagrasses
Fish Habitat Protection Plan No. 3 – Hawkesbury-Nepean River System
Interim Policy for Permits for Commercial Tourist Operations within New Marine Parks
Policy and Guidelines for Aquatic Habitat Management and Fish Conservation 1999
Policy and Guidelines for Fish Friendly Waterways Crossings 2003
Why Do Fish Need to Cross the Road? Fish Passage Requirements for Waterway Crossings 2003

Recreational Fishing
Charter Boat Replacement Policy
Dollar for Dollar Stocking Program Guidelines
Fish Stocking Fisheries Management Strategy
Small Grants Program Application Guidelines
Snowy Lakes Trout Strategy
Stocking and Harvesting of Fish in Farm Dams

Corporate
Indigenous Fisheries Strategy and Implementation Plan
Administration and Research
Advisory Council Procedure Manual
Animal Care and Ethics Committee Guide
Management Advisory Committee Procedures Manual
Strategic Research Plan for Fisheries, Aquaculture and Aquatic Conservation in NSW 2004-2009

MINERAL RESOURCES
Royalty Program
Guidelines for determining royalty obligations and calculating royalty payments
Definition of Disposals for the Purposes of Section 283(4) and 286B(1) Regulation 39 (3) (b) & Regulation 39 (4)
Definition of Revenue, Expenditure and Depreciation for Quarterly Non-Coal Mineral Returns
Disbursements of Private Owner Refunds for Quarterly and Annual Returns
Fringe Benefit Tax in the Calculation of Ex-Mine Value for Ad Valorem Royalty
Imposition and Application of Interest Penalties for Overdue Royalty Payments
Interest and Finance Expenses in the Calculation of Ex-Mine Value for Ad Valorem Royalty
Royalty Debt Recovery Procedure
Royalty Underpayments and Overpayments of less than $0.50
The Effect of the Goods and Services Tax (GST) Upon Mineral Royalty
Valuation for Sale of Ore or Tailings Bearing Mineral for Ad Valorem Royalty

Titles/Resource Development Programs
Authorities not granted if applicant has failed to meet their obligations under the Mining Act in respect of previous title (1974)
Code of conduct for landholders, opal miners and prospectors in the Narran-Warrambool Reserve, Lightning Ridge
Management plan for new opal fields - Opal mining in the Narran - Warrambool Reserve, Lightning Ridge
Open cutting in the Lightning Ridge area (1990)
Mine closure guidelines
Procedures for Departmental Processing of Land Use Referrals
Exploration Licence Applications - Minimum Amount That May Be Refunded
Policy On Grant And Renewal Of Exploration Licences For Five Year Terms
Single Securities On Exploration Licences
Policy On Retention Of Fees On Refused Or Withdrawn Applications
Policy On Mining Lease Grant Fee
Policy For Grant Of Assessment Lease Applications
Criteria For Cancellation Or Non Renewal Of Mining Leases
Processes for Highwall Mining Proposals
Guidelines for Emplacement Area Applications
Mine Closures – Guidelines
The Approval of Gas Drainage Drillholes
Coal Mining Under Flood-Prone Land
Guidelines for Preparing Conceptual Project Development Plans
“Bulk Sampling” and “Trial Mining” in Exploration Licences and Assessment Leases
Bulk Sampling on an Opal Prospecting Licence
The Colliery Holding in Coal Mining Operation in NSW
Part 5 of the Environmental Planning and Assessment Act 1979 and the Renewal of Mining Leases
Policy Guidelines for Issuing Exploration Licences to Explore for Coal
Acceptable Forms Of Security
Amount Of Security Required On Exploration Licences
Applications To Mine Or Prospect For Peat
Coal Lease Issuance In New South Wales
Claims for Opal Puddling
Criteria For Approving Assessment Lease Applications
Exemption From Mining Lease Grant Fee
Expenditure Requirements On Exploration Licences
Extension of Permits to use power operated machinery on Claims
Five Year Terms For Exploration Licences
Guidelines For Grant Of A Petroleum Production Lease For Coal Bed Methane
Labour/Expenditure Requirements On Mining Leases
Offshore Exploration Licence Applications
Petroleum Exploration Licence Applications
Policy For Exemptions To Full Lease Fees - Interim Procedures For Security Deposits And Lease Cancellation
Refund Of Excess Fees - Exploration Licence Applications
Retention Of Fees Lodged With Applications For And Renewal Of Authorities And Mineral Claims
Reward Claims
Review Of Non Coal Mining Leases – NSW Policy
Security Review Policy
Security Reviews On Mining Leases
Security Deposit Assessment for Mineral Claims in Lightning Ridge
Safety Awareness (Lightning Ridge)
Special Circumstances Renewal Of Exploration Licences
Two hectare “Prospecting” Claims
Three month Opal Prospecting Licences
Geological Survey of New South Wales
Guidelines for reporting on Exploration Licences (2001)
Guidelines for the release of onshore petroleum exploration areas (2000)
Mine Safety
Publications for Sale
Duty of Care in the Mining Industry DVD or CD – 2004
Be Aware, Be Safe - 2002 (second edition)
Guideline for the Safe Use of Electricity in NSW Mines – 2001
Safety Management Plan Workbook – 2002
Gretley Inquiry Report (Vols 1 and 2) – 1998
Guideline to Reviewing a Risk - Assessment of Mine Equipment and Operations – 1997
Lightning Ridge Opal Mining Safety Guidelines
Mine Safety Guidelines - various

Free Download
OHS Trainer’s Guidelines - Consultation for Coal Mining and Metal and Extractive Mines
The Enforcement of Health and Safety Standards in Mines
Mine Safety Management Plan
Mine Safety Update
Mines Inspection General Rule 2000 Compliance Audit
Minerals Industry Safety Handbook

Minfact Publications
Mining at Lightning Ridge
Safety and Environmental management in coal mines
Safety on the opal fields

Environment
The Environmental and Rehabilitation Role of the Department of Mineral Resources
Management of Exploration and Mining in NSW
Exploration and Resource Assessment
Approval of Mining
Mining Operations
Compliance and Enforcement
Criteria for Cancellation or Non-Renewal of Mining Leases
Guideline for Applications for Subsidence Management Approvals

Guidelines for Industry
Borehole Sealing Requirements on Land: Coal Exploration
Borehole Sealing Requirements on the Beds of Water Bodies: Coal Exploration
Guidelines to the Mining, Rehabilitation and Environmental Management Process (MREMP) (includes MOP and AEMR guidelines)
Preparation of Part 5 Assessments
Environmental Management System: Best Practice Reference
Sample Contents of a Review of Environmental Factors (REF)
SECTION 2 – STATEMENT OF AFFAIRS

The Statements of Affairs to June 2004 for the partner agencies, other than Forestry NSW, are available in their respective 2003/04 Annual Reports. These Annual Reports are available from the Department’s website: www.dpi.nsw.gov.au.

The Statement of Affairs for Forests NSW is available from:

Mike Hickman
Forests NSW
Locked Bag 23
Pennant Hills NSW 2120
(02) 9980 4168

SECTION 3 – ACCESS ARRANGEMENTS

Inquiries concerning the procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

The FOI Co-ordinator
NSW Department of Primary Industries
PO Box 21
Cronulla NSW 2230
(02) 9527 8411
Policy documents and Statements of Affairs may be inspected and purchased during normal office hours. The department has a number of offices across the state, with the main locations for specific enquiries as follows:

**Head Office**
Telephone +61 2 6391 3100  
Facsimile +61 2 6391 3336  
Postal address - Locked Bag 21, Orange NSW 2800  
Street address - 161 Kite Street, Orange NSW 2800

**Agriculture**
Telephone +61 2 6391 3100  
Facsimile +61 2 6391 3336  
Postal address - Locked Bag 21, Orange NSW 2800  
Street address - 161 Kite Street, Orange NSW 2800

**Fisheries**
Telephone +61 2 9527 8411, or 1300 550 474 (Australia only)  
Facsimile +61 2 9527 8576  
Postal address - PO Box 21, Cronulla NSW 2230  
Street address – 202 Nicholson Pde, Cronulla, NSW 2230

**Minerals**
Telephone +61 2 4931 6666, or 1 300 736 122 (Australia only)  
Facsimile +61 2 4931 6790  
Postal address - PO Box 344, Hunter Region Mail Centre 2310  
Street address – 516 High St, Maitland, NSW 2320

**Forests**
Telephone +61 2 9980 4100  
Facsimile +61 2 9484 1310  
Postal address - Locked Bag 23, Pennant Hills NSW 2120  
Street address – Building 2/423 Pennant Hills Rd, Pennant Hills NSW 2120

SECTION 4 - OTHER BODIES COVERED BY THIS SUMMARY

For the purposes of the Freedom of Information legislation the following bodies are also covered by this Summary of Affairs:

**Agriculture**
Agriculture Animal Services Functional Area Sub-Committee under the State Disaster Plan  
Agricultural committees under the Agricultural Tenancies Act 1990  
Animal Research Review Panel (ARRP)  
Board of Tick Control  
Exhibited Animals Advisory Committee  
Farrer Memorial Trust  
Non-Indigenous Animals Advisory Committee  
Noxious Weeds Advisory Committee  
NSW Biological Control Authority  
Pest Animal Council  
Poultry Meat Industry Committee  
Wine Industry Research and Development Advisory Council  
Agricultural Industry Service Committees of NSW constituted under the  
Agricultural Industry Services Act 1998:  
Murray Valley (NSW) Wine Grape Industry Development Committee  
NSW Nursery Industry Services Committee  
Riverina Citrus
Wine Grapes Marketing Board
Agricultural Scientific Collections Trust
C B Alexander Foundation
Banana Industry Committee
Marketing Boards:
  - Murray Valley Citrus Marketing Board
  - NSW Grains Board
  - Rice Marketing Board for the State of New South Wales
McGarvie Smith Institute

**Mineral Resources**
Board of Examiners
Coal Mining Qualifications Board

**Fisheries**
Abalone Management Advisory Committee
Advisory Council on Commercial Fishing
Advisory Council on Recreational Fishing
Animal Care and Ethics Committee
Australian Fisheries Management Forum, Research Subcommittee
Estuary General Management Advisory Committee
Estuary Prawn Trawl Management Advisory Committee
Fisheries Management Strategy Working Group
Fisheries Research Advisory Board
Fisheries Scientific Committee
Indigenous, Professional and Amateur Working Group
Inland Fishery Management Advisory Committee
Joint Abalone Working Group
Lobster Management Advisory Committee
Marine and Estuarine Recreational Charter Management Advisory Committee
NSW Fisheries Catch and Effort Working Group
Ocean Fish Trawl Management Advisory Committee
Ocean Hauling Management Advisory Committee
Ocean Prawn Trawl Management Advisory Committee
Ocean Trap and Line Management Advisory Committee
Oyster Research Advisory Committee
Peak Oyster Advisory Group
Recreational Fishing Freshwater Management Planning Committee
Recreational Fishing Freshwater Trust Expenditure Committee
Recreational Fishing Saltwater Management Planning Committee
Recreational Fishing Saltwater Trust Expenditure Committee
Regional Industry Convenors
Seafood Industry Advisory Forum
Total Allowable Catch Setting and Review Committee

The Marine Parks Authority is jointly administered by NSW Fisheries and the National Parks and Wildlife Service. All enquiries should be forwarded to:

Executive Officer
Marine Parks Authority
GPO Box 5341
SYDNEY NSW 2001
Telephone: (02) 9228 4918
Fax: (02) 9228 4757
Councils and committees associated with the Marine Parks Authority include:
- Cape Byron Marine Park Advisory Committee
- Jervis Bay Marine Park Advisory Committee
- Lord Howe Island Marine Park Advisory Committee
- Marine Parks Advisory Council
- Marine Parks Research Council
- Solitary Islands Marine Park Advisory Committee
SECTION 1 – POLICY DOCUMENTS.

PUBLIC EMPLOYMENT OFFICE

(All PEO documents listed can be found on the website: www.premiers.nsw.gov.au)

Contact for Enquiries: Executive Assistant telephone (02) 9228 3572

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<th>Title</th>
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<td>Re: Premier’s Memorandum No. 93-36 Managing Excess Employees</td>
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<td>Availability of Police Academy for Conferences and Training</td>
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<td>Fringe Benefits Tax on Car Parking and Review of Agency Vehicle Requirements</td>
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<td>SES - Changes to FBT</td>
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<td>APPLICATION OF PREMIER’S MEMORANDA TO ALL MINISTERS</td>
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<td>C95-03</td>
<td>Protected Disclosures Act 1994</td>
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<td>Participation and attendance at External Seminars</td>
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<td>Changes to Motor Vehicle Policy - Wholesale Sales Tax and Leasing</td>
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<td>Access to Public Sector Executives Superannuation Scheme</td>
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<td>Cessation of Payment for ‘Right of Return’ - Chief and Senior Executive Service</td>
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<td>Commitment to Ethical work Practices and Ethic Training Courses</td>
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<td>Consultative Arrangements: Policy and Guidelines</td>
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<td>Commonwealth Announcements Concerning Choice of Superannuation Fund</td>
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<td>Participation in Not-For-Profit and Commercially Run Conferences and Seminars</td>
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<td>M4 and M5 Cashback</td>
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<td>Chief and Senior Executive Service (SES) Leave Entitlements (Restricted)</td>
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<td>Dispute Resolution</td>
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<td>Community Language Allowance Scheme</td>
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<td>Commencement of Legislation Improving Retrenchment Benefits for State Superannuation Scheme Members</td>
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<td>1998</td>
<td>C98-105</td>
<td>Principles for Review of Awards</td>
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<td>C98-70</td>
<td>Salary Sacrifice for Superannuation</td>
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<td>Pay Advice Slips</td>
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<td>Unattached Officers: Chief And Senior Executive Service (SES)</td>
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<td>C98-103</td>
<td>Premier’s Department Performance Management Policy and Guidelines</td>
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<td>Premier’s Department Policy and Guidelines: Mature Workforce and Alcohol and Other Drugs</td>
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<td>SES Mobility System</td>
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2004 M2004-11 2004 Annual Determination of Remuneration for Chief Executive and Senior Executive Service

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1995 | P95-27 | Re-appointment of Former Senior Executive Officers to the Public Sector
1995 | P95-61 | Engagement of Companies
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1995 | P95-34 | Guidelines under the Public Sector Management Amendment Act 1995
1995 | P95-59 | Re-employment of former Executive Officers who have received compensation for removal from office
1996 | P96-54 | Senior Officers
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1996 | P96-40 | Services for Displaced Employees
1996 | P96-01 | Protected Disclosures Act 1994
1996 | P96-23 | Engagement and Use of Consultants
1996 | P96-27 | Public Sector Vacancies
1996 P96-26 Deletion of SES Positions and Removal and Unattachment of Occupants
1996 P96-34 Managing Displaced Employees

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<td>1998</td>
<td>Booklet: Strengthening EEO: A Focus on Outcomes for EEO Practitioners</td>
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<td>Performance Management Policy and Guidelines</td>
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<td>Interim Guidelines for Implementation of the Community Language Allowance Scheme</td>
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<td>Salary Packaging of Superannuation</td>
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<td>1998</td>
<td>Salary Sacrifice for Superannuation Information Sheet</td>
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<td>1998</td>
<td>Brochure: EEO for Senior Executives &amp; Directors of Employment Equity</td>
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<td>1999</td>
<td>The Changing Roles of Women: Women on the Move</td>
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2002 Advancing Diversity: EEO Statistical Profile of the NSW Public Sector
2002 Brochure: Looking for Work with the NSW Government
2002 Brochure: What are Common Selection Criteria?
2002 Fair Ways newsletter: About Flexible Work Practices
2002 Government Owned Training Facilities
2002 Fair Ways newsletter: What is EEO?
2002 ODEOPE annual reports Advancing Equity: Report by the Director of Equal Opportunity in Public Employment
2002 Motor Vehicle Policy
2002 Booklet: Moving On Up: Paralympians Contributing to the NSW Public Sector
2002 Fair Ways newsletter: Traineeships for People with a Disability (for agencies)
2003 Fair Ways newsletter: Adjustments at work
2003 Booklet: Employ Able Resource Guide
2003 Booklet: Equal to the Task Good Practice Guide
2003 Employ Able Work Book: Employing People with a Disability
2003 Information sheet: Deaf & Hearing Impaired Network
2003 Migrant Career Development - Guidelines for Agencies
2003 Migrant Career Development - Guidelines for Applicants
2003 Fair Ways newsletter: Invitation to Managers to Gain Skilled Staff
2003 Kit: Merit Selection in the NSW Public Sector: a training program for those involved in recruitment

various Redeployment and Relocation Services Unit Fact Sheets
various A quarterly newsletter for spokeswomen published by the Spokeswomen’s Program

MINISTERIAL AND PARLIAMENTARY SERVICES AND DIRECTOR-GENERAL’S UNIT

Appointing Women to Boards, Councils and Committees – “Call for Applicants” (Pamphlet).
In NSW we are gaining wider horizons-a call for applicants for people from culturally diverse backgrounds – “Call for Applicants” (Pamphlet).

NSW Boards and Committees: Premier’s Department Register–Application Form.
Appointing People with a Disability to Public Sector Boards, Councils and Committees - Pamphlet - October 2000.
Appointing People from Non-English Speaking Backgrounds to Public Sector Boards, Councils and Committees (Premier’s Department Memorandum No 99-7).
Contact: Ms Samantha Reid 9228 3624

Conduct Guidelines for members of Boards and Committees – (Premier’s Memorandum 2001-17).
Contact: Ms Janet Britton 9228 4635 or e-mail: boards@premiers.nsw.gov.au

Freedom of Information
FOI Poster and Pamphlets – Poster; Two pamphlets: “Guidelines for Using FOI in NSW” and “Reviews and Appeals”, updated October 2004, also available at www.premiers.nsw.gov.au
Contact: Mr Simon Carroll 9228 4441

Contact: Ms Karen Howell 9228 4665
Frequent Flyer Points (Premier’s Department Circular 2002-29, June 2002)
Contact: Ms Angelina Anassis 9228 4904

Overseas Projects (Premier’s Memorandum 2002-03, February 2002)
Overseas Projects Reporting Requirements (Premier’s Department Circular 2002-30, 25 June 2002)
Contact: Mr Trevor Barnes 9228 5584

Remuneration Tribunals
Reports and Determinations of the Parliamentary Remuneration Tribunal.
Reports and Determinations of the Statutory and Other Offices Remuneration Tribunal.
Reports and Determinations of the Local Government Remuneration Tribunal.
Statement of Principles in respect to compensation applications.
Contact: Mr Emanuel Sklavounos 9228 3570 or e-mail sklavoe@premiers.nsw.gov.au or reports and
determinations may be viewed the Tribunal website at www.remtribunals.nsw.gov.au

Director-General’s Unit
Provision of Information to Members of Parliament (Premier’s Department Circular 2003-09, 30 April
2003)
Contact: Kim Cull 9228 4443

STRATEGIC PROJECTS DIVISION

Publications/Reports Issued in 2004
- Regional Project Audit
- Children’s Calendar Focused on the Environment in Western Sydney
- Western Sydney Industry Awards Commemorative Program
- Youth Partnership with Arabic Speaking Communities - Newsletter no 4 released December 2003
- Youth Partnership with Arabic Speaking Communities - Arabic Youth Australia Flier and contribution form published December 2003
- Every day’s the same: Youth homelessness in Cabramatta (Nov 2001)
- Dharawal Family Matters (April 2004), Community Drug Strategies, Strategic Projects Division - Contact Officer: Tahn O’Brien (ph 02 9228 4943)

Publications/Reports Issued in 2003
- Cabramatta Update – Cabramatta Project newsletter; 1 publication, in three 3 languages (English, Vietnamese, Chinese) (September 2003).
- Cabramatta Update – Cabramatta Project newsletter; 1 publication, in three 3 languages (English, Vietnamese, Chinese) (Jan 2003).
- Redfern/Waterloo Partnership Project - Holiday Happenings (Dec 2002)
- Redfern/Waterloo Partnership Project Newsletter (July 2003)
- Redfern/Waterloo Partnership Project Newsletter including RED Strategy insert (October 2003)
- Redfern/Waterloo Partnership Project Factsheets on: the Community Forums, the Youth Taskforce, the Children and Families Taskforce, the Drug and Alcohol Taskforce, the Community Safety Taskforce and the Community Council (October 2003)
- NSW Youth Partnership with Pacific Island Communities – information bulletin. (Nov 2003)
- Koori Family Matters: How can I talk with my family about drugs? (June 2003)
- Al-Ostrali – Arab Australians in NSW (Dec 2003)
- Youth Partnership with Arabic Speaking Communities Newsletter No.3 (July 2003)
- Youth Partnership with Arabic Speaking Communities – Police and Community Youth Clubs Information Sheet (July 2003)
- Youth Partnership with Arabic Speaking Communities – School Parent Alliance Information Sheet (July 2003)
Publications/Reports Issued in 2002.

- A Summary Guide to Consulting With Rural and Regional Communities” (November 2002)
- generate: mapping youth culture and migration heritage in western Sydney – Migration Heritage Centre and Centre for Cultural Research, UWS Publication (November 2002)
- generate: the art of migration – Migration Heritage Centre and Centre for Cultural Research, UWS poster (November 2002)
- Community Wellbeing managing change growth and decline in country towns” (November 2002)
- Supporting Youth in Country Towns (November 2002)
- Drugs and Community Action Strategy And Community Drug Action Teams Information Sheet November 2002)
- Community Support and Human Services Strategy for Wannervale Wadalba (Revised September 2002)
- From There to Here project: imagine the stories – Migration Heritage Centre and Community Languages Schools Program of the NSW Department of Education Training Card (September 2002)
- Drug Action - NSW Community Drug Strategies Newsletter (September 2002)
- Drug Crime Diversion Information Sheet (August 2002)
- Redfern Waterloo Partnership Project Brochure (August 2002)
- Family Matters: How to approach drug issues in your family (July 2002)
- Tune in to Fairfield City: a multicultural driving tour – Migration Heritage Centre and Fairfield City Council postcard (July 2002)
- Education on the Move: Sydney Learning Adventures Schools Program 2002 to 2003 – Migration Heritage Centre and Sydney Harbour Foreshore Authority brochure (June 2002)
- It’s Only a Game! - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- Going, Going, Gone - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- Red and Gold - Sydney’s Chinatown - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- Greasing the Wheels - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- Pack Your Bags - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- Youth Partnership with Arabic Speaking Communities Information Sheet (August 2002)
- Migration Heritage Centre Website Stories - Migration Heritage Centre postcard (June 2002)
- Capacity Building for NGO Project - Progress Report. (June 2002)
- Youth Partnership with Arabic Speaking Communities Newsletter No 2 (June 2002)
- Drugs and Community Action Strategy And Community Drug Action Teams Information Sheet (June 2002)
- Family Matters: How to approach drug issues in your family– community language information sheet versions in in Bosnian, Chinese, Croatian, English, Khmer, Korean, Lao, Macedonian, Russian, Serbian, Spanish, Thai, Turkish, Vietnamese (September 2002) and also Arabic in the Arabic Parenting Magazine (July 2002).
- Working with the Media - A Commonsense guide for communities taking action to address drug-related issues. (May 2002)
- Drugs and Community Action - Website Information Card (May 2002)
- Cabramatta Anti-Drug Strategy - the first 12 months. Information Sheet (May 2002)
- Drug Smart Information Card (May 2002)
- Future Jobs on the Central Coast Report (April 2002)
- Community Builders NSW Brochure (April 2002)
- MHC NEWS – Migration Heritage Centre quarterly newsletter (April 2002)
- A Tapestry of Beliefs and Ideals - Migration Heritage Centre and Sydney Harbour Foreshore Authority activity pack for teachers (June 2002)
- MHC NEWS - Migration Heritage Centre newsletter (April 2002)
- Audit of Community Leadership Initiatives - Prepared by UTS Shopfront and Issued by Strategic Projects Division Strengthening Communities Unit. (February 2002)
Publications issued in 2001:

- Natural Resources Services Centre NSW “Service Closer to You” pamphlet (December 2001)
- Region Assist - Proposal for Regionally Based Business Support Units (December 2001)
- MHC NEWS – Migration Heritage Centre quarterly newsletter (December 2001)
- Capacity Building for NGOs Project – Framework for Action
- Drug Action NSW Community Drug Strategies Newsletter Spring edition (November 2001)
- Education on the Move: Sydney Learning Adventures Schools Program – Migration Heritage Centre and Sydney Harbour Foreshore Authority brochure (November 2001)
- GENERATE: Youth Culture and Migration Heritage in Western Sydney Institute for Cultural Research (November 2001)
- CommunityLink Feasibility Study – Summary Report – Pilliga / Gwabegar (October 2001)
- CommunityLink Feasibility Study – Summary Report – Toomelah/Boggabilla (October 2001)
- Information Sheet on Youth Partnership with Arabic Speaking Communities (October 2001)
- Youth Partnerships with Arabic Speaking Communities Newsletter (October 2001)
- Tune in to Fairfield city: a multicultural driving tour – Migration Heritage Centre and Fairfield City Council Poster (September 2001)
- Cabramatta Update 1 tri-language publication (English, Vietnamese, Chinese) (September 2001)
- MHC NEWS – Migration Heritage Centre quarterly newsletter (September 2001)
- Drug Action NSW Community Drug Strategies Newsletter Winter edition (August 2001)
- Drug Community Action Strategy (DCAS) Special Fund Guidelines 2001/02 (August 2001)
- Central Coast Moving Forward Strategy 2001-2002 (July 2001)
- Central Coast Moving Forward Report 2001 – 2002 (July 2001)
- Framework for Action - Capacity Building for Non Government Organisations (NGO) (July 2001)
- People Place and Partnerships Conference - A NSW Government and Community Conference 22-23 March 2001- Papers. (July 2001)
- Communitybuilders.nsw website brochure (July 2001)
- Drug Action NSW Community Drug Strategies Newsletter Autumn edition (June 2001)
- generate: the popular culture of middle eastern and asian youth – Migration Heritage Centre and Institute for Cultural Research Brochure(June 2001)
- Tune in to Fairfield City: a multicultural driving tour – Migration Heritage Centre and Fairfield City council audio tape cassette or CD with printed guide (September 2001)
- The Migration Heritage Centre New South Wales: A Cultural Heritage Exchange brochure (May 2001)
- New England / North West NSW Regional Priorities Framework Status Report (April 2001)
- Moree Place Project Review (April 2001)
- Riverina- Murray Regional CO-Ordination Program (April 2001)
- New England / North West NSW Regional Service Delivery Plan (April 2001)
- Drugs and Community Action Strategy Information Sheet
- Cabramatta Anti-Drug Strategy Information Sheet (6 versions; English, Spanish, Chinese, Vietnamese, Khmer and Lao).(July 2001)
- Local Community Drug Action Teams Information Sheet
- A Multicultural Landscape. Ethnicity and National Park Recreation.” Migration Heritage Centre and National Parks and Wildlife Service publication. (May 2001)
- Framework for the Expansion of Government Access Program (March 2001)
- NSW After the Drug Summit- Pamphlet (June 2001)
- South Western Sydney and Western Sydney Regional Co-ordination Program Newsletter Issue 3 (March 01)
- Drug Action NSW Community Drug Strategies Newsletter Summer edition (March 2001)
- The Strengthening Communities Unit- Pamphlet (March 2001)
- Monitoring Progress of Windale CRS Projects (March 2001)
- Hunter Community Renewal Scheme Action Plan for Windale 2001 (March 2001)
- “Place Management”, Community Renewal, Whole of Government - Responding to the Disadvantaged Communities, Proceedings of a Conference (March 2001)
- Strengthening Rural Communities Resource kit (March 2001)
- International Year of Volunteers - IYV Community Guide (March 2001)
- NSW Strategic Agenda for International Year of Volunteers (March 2001)
- Guidelines for Delivering Shop Front Services in Rural NSW (February 2001)
• Regional Communities Consultative Council Pamphlet

Publications issued in 2000:
• NSW Drugs and Community Action Strategy: Framework for Action (December 2000)
• NSW Regional Community Consultative Council – pamphlet
• 1998/99 Regional Community Consultative Council Annual Report
• Working Together in Strengthening Rural Communities – progress report. (February 2000)
• Working Together in Strengthening Rural Communities – progress report. (August 2000)
• Wattan: Redfern. Report on the second Phase of the Lebanese and Arab Australian Communities Heritage Project Migration Heritage Centre and Powerhouse Museum. (February 2000)
• Memorandum to all Ministers and CEOs - International Year of Volunteers 2000-16 (June 2000)
• Mapping Chinese Heritage in NSW. Migration Heritage Centre and NSW Heritage Office Report. (February 2000)
• Mapping Italian Heritage in NSW. Migration Heritage Centre and NSW Heritage Office Report. (February 2000)
• Songs of flight. A CD Rom of music by Australian Performers who are former refugees. Migration Heritage Centre and Ethnic Affairs Commission. (September 2000)
• Regional Coordination Program Guidelines. (February 2000)
• Regional Coordination Program: Agency Project and Benefit Schedule (June 2000)
• Regional Data Profiles: Overview and CD File Listing (July 2000)
• Regional Data Profiles Summary Central Coast
• Regional Data Profiles Summary Hunter
• Regional Data Profiles Summary Illawarra
• Regional Data Profiles Summary Northern Tablelands
• Regional Data Profiles Summary North Coast
• Regional Data Profiles Summary South West NSW
• Regional Data Profiles Summary South East Sydney
• Regional Data Profiles Summary Western NSW
• Regional Data Profiles Summary Greater Sydney
• Regional Data Profiles Summary Western Sydney
• Regional Data Profiles Summary NSW Regions
• South Western Sydney and Western Sydney– Regional Coordination Program Newsletter (September 2000)

Cabramatta Project Newsletter Vol 2 No 1 (August 2000)

Publications issued in 1999/00:
Working Together for Stronger Rural Communities: A Statement of Commitment to Rural Social Justice by the NSW Government (February 1999)
South Western Sydney and Western Sydney – Regional Coordination Program Newsletter (May 2000)
Graffiti Solutions Handbook (May 2000)
Kings Cross Place Management Project newsletter (April 2000)
Communicating Natural Resources Issues and NESB Communities – Proceedings. Booklet (January 2000)
NSW Regional Community Consultative Council – pamphlet (November 1999)
Papers Associated with the Kempsey Community Economic Renewal Project (November 1999)
Kings Cross Tourist Vehicle – Code of Conduct – brochure (Spring 1999) (Revised)
Kings Cross Place Management Project Newsletter (Spring 1999 update)
Our Diversity – Our Heritage: Partnerships in Migration Heritage, Migration Heritage Centre Publication (September 1999)
Cabramatta Community Profile (September 1999)
Updated Cabramatta Project Newsletter – Translated into Vietnamese (September 1999)
Updated Cabramatta Project Newsletter – Translated into Chinese (September 1999)
Cabramatta Project Newsletter Vol 1 No 3 (1999)
NSW Graffiti Solutions Brochures: Preventing Illegal Graffiti (July 1999)
NSW Graffiti Solutions: Protection and Removal (July 1999)

Publications issued in 1998/99:
Communitybuilders.nsw - brochure (June 1999)
Protocol on Coordinated State and Local Government Responses to Planning Matters (North Coast) Integrated Development Assessment (June 1999)
Human Services on the North Coast – brochure. Printed in Spanish, Punjabi, Arabic, Chinese (Cantonese) and English
Joint publication with the Ethnic Affairs Commission (May 1999)
Working Together for Stronger Rural Communities. A Statement of Commitment to Rural Social Justice by the NSW Government (February 1999)
Lake Macquarie Task Force Report – Integrated Estuary and Catchment Management Framework (February 1999)
North Coast Regional Coordination Program Update (February 1999)
How to Get Around Safely in Kings Cross - brochure (February 1999)
Places to Visit on Kings Cross – brochure (February 1999)
Indigenous Data Profile of the Many Rivers ATSIC Region (North Coast, Hunter & Central Coast), NSW – Part A: Population Census Profiles (December 1998)
Indigenous Data Profile of the Many Rivers ATSIC Region (North Coast, Hunter & Central Coast), NSW – Part B: A Compendium of Socio-Economic Data (Non ABS Census Sources) (December 1998)
A Summary Indigenous Data Profile for the Many Rivers ATSIC Region (North Coast, Hunter & Central Coast) NSW (December 1998)
Information on the Environment Protection Authority – INTEGRATED DEVELOPMENT – A guide for applicants on the North Coast (December 1998)
Information on the Department of Land and Water Conservation – INTEGRATED DEVELOPMENT – A guide for applicants on the North Coast (December 1998)
Information on NSW Fisheries – INTEGRATED DEVELOPMENT – A guide for applicants on the North Coast (December 1998)
NSW National Parks and Wildlife Service Aboriginal Cultural Heritage – INTEGRATED DEVELOPMENT – A guide for applicants on the North Coast (December 1998)
General Information prepared by the Department of Urban Affairs and Planning – INTEGRATED DEVELOPMENT – (includes information on all State Agencies on the North Coast) (December 1998)
Cabramatta Project Newsletter Vol 1 No 2 (November 1998)
Kings Cross Place Management Project Newsletter (October 1998)
A Guide to Development Planning – A simple guide to the responsibilities of State Agencies on the North Coast (August 1998)

Publications issued prior to 1998/99:
Access to Government Services in Rural NSW – A Pilot Study (1997)
A Summary Socio-Economic Profile: North Coast of NSW (1998)
Bringing Government Services Closer to You (1997)
Business Information Services (BIS) (1998)
Working together in Strengthening Rural Communities Forum – Progress Report (March 1998)
Cabramatta Project Newsletter Vol 1 No 1 (April 1998)
Commitment to Service (Government Access Program) (1997)
Government Access Centre Operations Manual (September 1997)
Government Access Program Guidelines (February 1998)
Guidelines for Preparation of Rural Communities Impact Statements (1997)
How to Hold a Quality Event (Kings Cross) (May 1998)
Kings Cross Licensing Accord - brochure (1998)
Kings Cross Place Management Newsletters (November 1997 and January 1998)
Lismore Interagency Case Coordination Model (April 1996)
National Business Information Service Project Brief (1998)
North Coast Region Coordination Program Update (October 1997)
Moree Place Management (April 1998)
Regional Coordination Guidelines (March 1997)
Report of the NSW Rural Communities Consultative Council (1997)
Summary and Conclusion from the New Models for Rural Human Services Forum (April 1997)
Contact: Ms Susan White via 9228 5555
Access to 13/1300 and 1800 telephone numbers (Premier’s Memorandum 2002-06, 6 May 2002)
Contact: Ms Fran Schonberg 02 6393 0001

Management Services
Adjustment Policy for Employees with Disabilities
Code of Conduct
Ethnic Affairs Priority Statement (EAPS)
Contact: Ms Paula Castile 9228 5047

Equal Employment Opportunity
Filling of Short Term Vacancies Policy
Scholarships Program
Contact: Ms Susan Hayes, 9228 3129

Training and Development Policy
Study Assistance Scheme
Working from Home Policy
Workplace Injury Management and Rehabilitation Policy
Contact: Ms Susan Hayes, 9228 3129

Flexible Work Hours Agreement
Contact: Ms Susan Hayes, 9228 3129

Grievance and Dispute Resolution Procedures
Preventing and Dealing with Harassment
Contact: Ms Paula Castile 9228 5047, Mr David Roden, 9228 3372
Guidelines for addressing cultural issues for State events
Guarantee of Service
Internal Procedures for Protected Disclosures Act
Waste Reduction and Purchasing Plan
Use of Premier’s Department internet, e-mail, computer and network facilities by Departmental employees
Publications Policy
Contact: Mr David Roden, 9228 3372

Spokeswomen’s Program
Contact: Ms Marianne Hammerton, 9228 4213

Use of Premier’s Department internet, e-mail, computer and network facilities by Departmental employees
Contact: Mr David Roden, 9228 3372

Publications Policy
Contact: Mr David Roden, 9228 3372

PERFORMANCE MEASUREMENT AND REVIEW DIVISION

Publications:
Nil

Circulars and Memorandums:
Nil

Review and Reform

Publications:
The Privacy Code of Practice for the NSW Public Sector Workforce Profile - 1999
Overview Report for the NSW Public Sector Workforce Profile - 1999
The NSW Public Sector Workforce Profile 2000 - Data Specifications Workbook
NSW Public Sector Workforce profile 2000 - Excel Template User Guide
NSW Public sector Workforce Profile 2000 - CHRIS User Guide
Business Case Guidelines (December 2000)
The NSW Public Sector Workforce Profile 2001 – Data Specifications Workbook
Partnering Change: Benchmarking Corporate Services (August 2001)
Guidelines for Electronic Self Service Projects in Personnel and Payroll (October 2001)
The NSW Public Sector Workforce Profile 2000 Collection (December 2001)
Overview Report for the NSW Public Sector Workforce Profile 2000
The NSW Public Sector Workforce Profile 2002 – Data Specifications Workbook
Corporate Services Provider Criteria – June 2002
Overview Report for the NSW Public Sector Workforce Profile 2001 (August 2002)
Taking Safety Seriously 2002 (October 2002)
Programs and Outcomes Relating to Aboriginal People in NSW (March 2003)

Circulars & Memoranda:
Electronic Self Service (ESS) for Personnel and Payroll Functions (Premier’s Department Circular 2000-17, 25 March 2000)
Client Surveys (Premier’s Memorandum 2000-28, 20 December 2000)
Workforce Profile 2001 – Privacy Requirements (Premier’s Department Circular 2001-12, 8 March 2001)
Workforce Profile Data on the Internet (Premier’s Department Circular 2001-18, 19 April 2001)
NSW Public Sector Workforce Profile 2001 (Premier’s Department Circular 2001-30, 4 July 2001)
Guidelines for Electronic Self Service Projects in Personnel and Payroll (Premier’s Department Circular 2001-36, 7 August 2001)
Benchmarking Corporate Services (Premier’s Department Circular 2001-42, 24 August 2001)
Occupational Health and Safety Regulation 2001 (Premier’s Department Circular 2001-50, 8 October 2001)
Effective Implementation of Electronic Self Service projects in Personnel and Payroll (Premier’s Department Circular 2001-56, October 2001)
Implementing the Shared Services Corporate Services Strategy (Premier’s Department Circular 2002-01, 7 January 2002)
Second Round of Funding for Electronic Self-Service projects in Personnel and Payroll (Premier’s Department Circular 2002-02, 16 January 2002)
Approval for Corporate Services ICT expenditure (Premier’s Department Circular 2002-08, February 2002)
Third Round of Funding for Electronic Self-Service projects in Personnel and Payroll (Premier’s Department Circular 2002-19, 24 April 2002)
Provision of pay advice via Electronic Self-Service (ESS) systems (Premier’s Department Circular 2002-24, 27 May 2002)
New Position Code Field for the Workforce Profile (Premier’s Department Circular 2002-05, 1 February 2002)
NSW Public Sector Workforce Profile 2002 (Premier’s Department Circular 2002-25, 27 May 2002)
Taking Safety Seriously 2002 (Premier’s Department Circular 2002-51, 16 October 2002)

Council on the Cost and Quality of Government

Publications:
Council on the Cost and Quality of Government Information Brochure
Council on the Cost and Quality of Government, 2000 Annual Report
Concise Guide to Service Efforts and Accomplishments – 2001
Overview of NSW Government Services 1995-2000
Overview of NSW Government Services 1996-2001
Overview of NSW Government Services 1997-2002
Better Management Practices – Environmental Scanning

Circulars & Memoranda:
Council on the Cost and Quality of Government “Value for Money in Public Services” (Premier’s Department Memorandum 2000-7, 10 April 2000)
Contact Brenda MacNaughton Performance Measurement and Reform Division, (02) 9228 3512 or contact the website at www.ccgq.nsw.gov.au

Council on the Cost of Government

Publications:
Review of Aspects of the Management of the Department of Community Services, February 1997
Review of NSW TAB’s Hungarian Project, August 1996
Review of the Workcover Authority of NSW, May 1996
Service Efforts & Accomplishments, 1997 - Arts & Culture
Service Efforts & Accomplishments, 1997 - Fisheries
Service Efforts & Accomplishments, 1997 - Agriculture
Service Efforts & Accomplishments, 1997 - Economic Development
Service Efforts & Accomplishments, 1997 - Sport and Recreation
Service Efforts & Accomplishments, 1997 - Vocational Education & Training
Service Efforts & Accomplishments, 1997 - Housing
Service Efforts & Accomplishments, 1997 - Social and Community Services
Service Efforts & Accomplishments, 1997 - Health
Service Efforts & Accomplishments, 1997 - Law, Order & Public Safety
Service Efforts & Accomplishments, 1997 - School Education
Service Efforts & Accomplishments, 1997 - Transportation
Service Efforts & Accomplishments, 1998 - Environment
Service Efforts & Accomplishments, 1998 - NSW Programs for Aboriginal People
Reporting on Service Efforts & Accomplishments in the NSW Public Sector (October 1999)

Circulars & Memoranda:
Better Government Hotline (Premier’s Department Memorandum 96-14, 13 August 1996)
Review of Government Expenditures (Premier’s Department Memorandum 96-13)
Service Competition Guidelines (Premier’s Department Memorandum 97-24)
Contact Brenda MacNaughton, Performance Measurement and Review Division, (02) 9228 3512 or email ccqg@premiers.nsw.gov.au or contact the website at http://www.ccqg.nsw.gov.au

Corporate Services Reform Unit

Publications:
Service Level Agreements – Guidelines for Public Sector Organisations (January 1999)
Taking Safety Seriously Improving Workplace Safety Management in the NSW Public Sector – Policy and Guidelines (February 1999)
Reform and Redirection – Using Corporate Services Reform to Enhance Government Services in NSW (May 1999)
The NSW Public Sector Workforce Profile First Collection (July 1999)
The Privacy Code of Practice for the NSW Public Sector Workforce Profile 1999 (July 1999)
Electronic Self Service for personnel & Payroll Transactions – Project Report (December 1999)

Circulars and Memoranda:
Publication of Service Level Agreement Guidelines (Premier’s Department Circular 99-2, 12 January 1999)
Taking Safety Seriously Improving Workplace Safety Management in the NSW Public Sector (Premier’s Department Circular 99-8, 26 February 1999)
Process Redesign: Personnel and Payroll Project (Premier’s Department Circular 99-19, 15 April 1999)
Corporate Services Reform Achievements (Premier’s Department Circular 99-24, 6 May 1999)
Availability of Contract: Administration of SES Remuneration Packaging (Premier’s Department Circular 99-47, 17 August 1999)
The Electronic Self Service (ESS) Implementation Project (Premier’s Department Circular 99-73, 21 December 1999)
New “Position Code” field for the Workforce Profile (Premier’s Department Circular 2002-05, 1 February 2002)
NSW Public Sector Workforce Profile 2002 (Premier’s Department Circular 2002-25, 27 May 2002)
OFFICE FOR WOMEN

The Office for Women was created from 1 July 2004

Publications:

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<tr>
<th>DATE</th>
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<tbody>
<tr>
<td>29 July</td>
<td>Lucy Mentoring Program Participant Manual</td>
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<td>19 October</td>
<td>Department for Women Annual Report 2003-2004</td>
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<td>30 November</td>
<td>NSW Women Newsletter</td>
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Circulars & Memoranda:

Nil

OFFICE OF PROTOCOL AND SPECIAL EVENTS

Australian Honours and Awards System to include:
- Order of Australia
- Australian Bravery Decorations
- Public Service Medal
- Royal Humane Society
- Awards of State Representative Certificates
- Community Service Awards

Contact: Ms Kylie Millwood 9228.4306
together with:

The Emblem Book of New South Wales (includes Flying of Flags)
New South Wales Service Medallion (40 years) - Guidelines and Nomination forms
New South Wales Table of Precedence
Contact: Mr Michael W Harkins, 9228.4042

COUNTER-TERRORISM AND DISASTER RECOVERY

Circulars & Memoranda:
- Premier’s Memorandum 2004-03 (NSW Police and Counter Terrorism);
- Premier’s Memorandum 2003-04 (Security Measures - Counter Terrorism Arrangements);
- Circular 2004-21 (Procedures for reporting security incidents)

Contact: Mr Vic Widman (02) 9228 4516

SECTION 2 – STATEMENT OF AFFAIRS

The Freedom of Information Act 1989 requires Agencies to publish an annual Statement of Affairs. The most recent Statement of Affairs of the Premier’s Department, which provides information on the structure and functions of the Premier’s Department and the categories of documents it holds, is available in the 2003/04 Annual Report. Copies of the Statement of Affairs can be obtained (free of charge) by contacting the Manager, FOI and Privacy or visit the Premier’s Department Internet site at www.premiers.nsw.gov.au

In general terms, many documents contained within this Summary of Affairs are available (free of charge) by visiting the Premier’s Department website, www.premiers.nsw.gov.au

SECTION 3 – CONTACT ARRANGEMENTS

Policy documents, unless otherwise stated, are usually available free of charge and access can be arranged by contacting the officer nominated, or the Manager FOI and Privacy by telephone, fax, email, or in person at the address below generally on working days between the hours of 8:30 am and 5:30 pm.

Many of the documents may be found on the Premier’s Department Internet site at www.premiers.nsw.gov.au
Requests and applications made under the Freedom of Information Act 1989 for access to documents of the Premier’s Department (other than policy documents) should be made pursuant to the provisions of the FOI Act, be accompanied by a $30 application fee and directed in writing to:

Mr Simon Carroll
Manager, FOI and Privacy
Premier’s Department
Level 32, Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000

Enquires may be directed to the Manager FOI and Privacy by telephoning the Premier’s Department FOI Hotline, (02) 9228-4441. Applications to amend or notate documents of the Premier’s Department relating to a person’s own personal affairs may also be made to the Manager FOI and Privacy.

29 November 2004