



Sydney
Local Health District

Getting started in Sydney Local Health District



Sydney Local Health District was established as a legal entity on 1 July 2011 as part of the National Health Reform process. It marked the beginning of a new era in healthcare delivery in NSW. The change to the Local Health District followed a transition from Sydney South West Area Health Service to the Sydney Local Health Network in January 2011, ahead of the final transition to a Local Health District with its own Board. On 1 July 2021 the Sydney Local Health District celebrated 10 years of operations. Through its hospitals, clinical and support services, the staff in Sydney Local Health District have a proud history of caring for our patients. Our vision is excellence in health and healthcare for all.

Sydney Local Health District Head Office

Street address:

Level 11, KGV Building
Missenden Road
Camperdown NSW 2050

Postal address:

Post Office Box M30
Missenden Road NSW 2050
Phone: 02 9515 9600
Fax: 02 9515 9610

Email:

SLHD-ESU@health.nsw.gov.au

Sydney Local Health District Board:

SLHD-Board@health.nsw.gov.au

slhd.nsw.gov.au



Welcome to Sydney Local Health District

You are joining a diverse and dedicated team — our 17,000 staff come to work each day to make a difference in the lives of our community.

Sydney Local Health District is committed to providing excellent health and healthcare services by placing our patients, families and carers at the heart of everything we do.

As one of the leading local health districts in Australia, we pride ourselves on delivering innovative, high quality and safe healthcare at our hospitals (RPA, Concord, Canterbury, Balmain, Sydney Dental Hospital and RPA Virtual Hospital), clinical services and through our comprehensive health services offered in the community.

We are proud of our culture of innovation, research and education and I invite you to bring your ideas to our District to continue this legacy.

You are our most valuable resource. We support and value your contribution to our organisation.

We are in a unique position to be able to offer exciting, life-long careers and we are continually looking at new ways to support you.

We aim to provide a safe, supportive and healthy work environment, offering a range of staff wellbeing programs. I encourage you to get involved in these and join us at our many District celebrations and events.

On behalf of the staff of Sydney Local Health District and the District Executive, congratulations on your new role and welcome.

We look forward to working with you.

A handwritten signature in black ink, appearing to read "Teresa Anderson", written over a light blue background.

Dr Teresa Anderson AM
Chief Executive
Sydney Local Health District

Stay connected



Facebook:

@SydneyLHD
@SLHDCommunityEvents



Instagram:

@Sydneylocalhealthdistrict



LinkedIn:

[linkedin.com/company/
sydney-local-health-district](https://linkedin.com/company/sydney-local-health-district)



**Twitter, Vimeo
and YouTube:**

@SydneyLHD



News, stories and media:

slhd.nsw.gov.au/sydneyconnect



Acknowledgement of Country

Sydney Local Health District acknowledges that we are living and working on Aboriginal land. We recognise the strength, resilience and capacity of Aboriginal people on this land. We would like to acknowledge all of the traditional owners of the land and pay respect to Aboriginal Elders past and present.

Our District acknowledges *Gadigal*, *Wangal* and *Bediagal* as the three clans within the boundaries of the Sydney Local Health District. There are about 29 clan groups within the Sydney metropolitan area, referred to collectively as the great *Eora Nation*. *Always was and always will be Aboriginal Land*.

We want to build strong systems to have the healthiest Aboriginal community in Australia.

Together under the Sydney Metropolitan Partnership Agreement, including the Aboriginal Medical Service Redfern and in collaboration with the Metropolitan Local Aboriginal Land Council, Sydney Local Health District is committed to achieving equality to improve self-determination and lifestyle choices for our Aboriginal community.

Ngurang Dali Mana Burudi – A Place to Get Better

Ngurang Dali Mana Burudi — a place to get better, is a view of our whole community including health services, Aboriginal communities, families, individuals and organisations working in partnership.

Our story

Sydney Local Health District's Aboriginal Health story was created by the District's Aboriginal Health staff.

The map in the centre represents the boundaries of Sydney Local Health District. The blue lines on the map are the Parramatta River to the north and the Cooks River to the south which are two of the traditional boundaries.

The *Gadigal*, *Wangal* and *Bediagal* are the three clans within the boundaries of Sydney Local Health District. They are three of the twenty-nine clans of the great *Eora Nation*. The centre circle represents a pathway from the meeting place for Aboriginal people to gain better access to healthcare.

The Goanna or *Wirriga*

One of Australia's largest lizards, the goanna is found in the bush surrounding Sydney.

The Whale or *Gawura*

From June to October pods of humpback whales migrate along the eastern coastline of Australia to warmer northern waters, stopping off at Watsons Bay the traditional home of the *Gadigal* people.

The Eel or *Burra*

Short-finned freshwater eels and grey Moray eels were once plentiful in the Parramatta River inland fresh water lagoons.

Source: Sydney Language Dictionary



Artwork

Ngurang Dali Mana Burudi — a place to get better

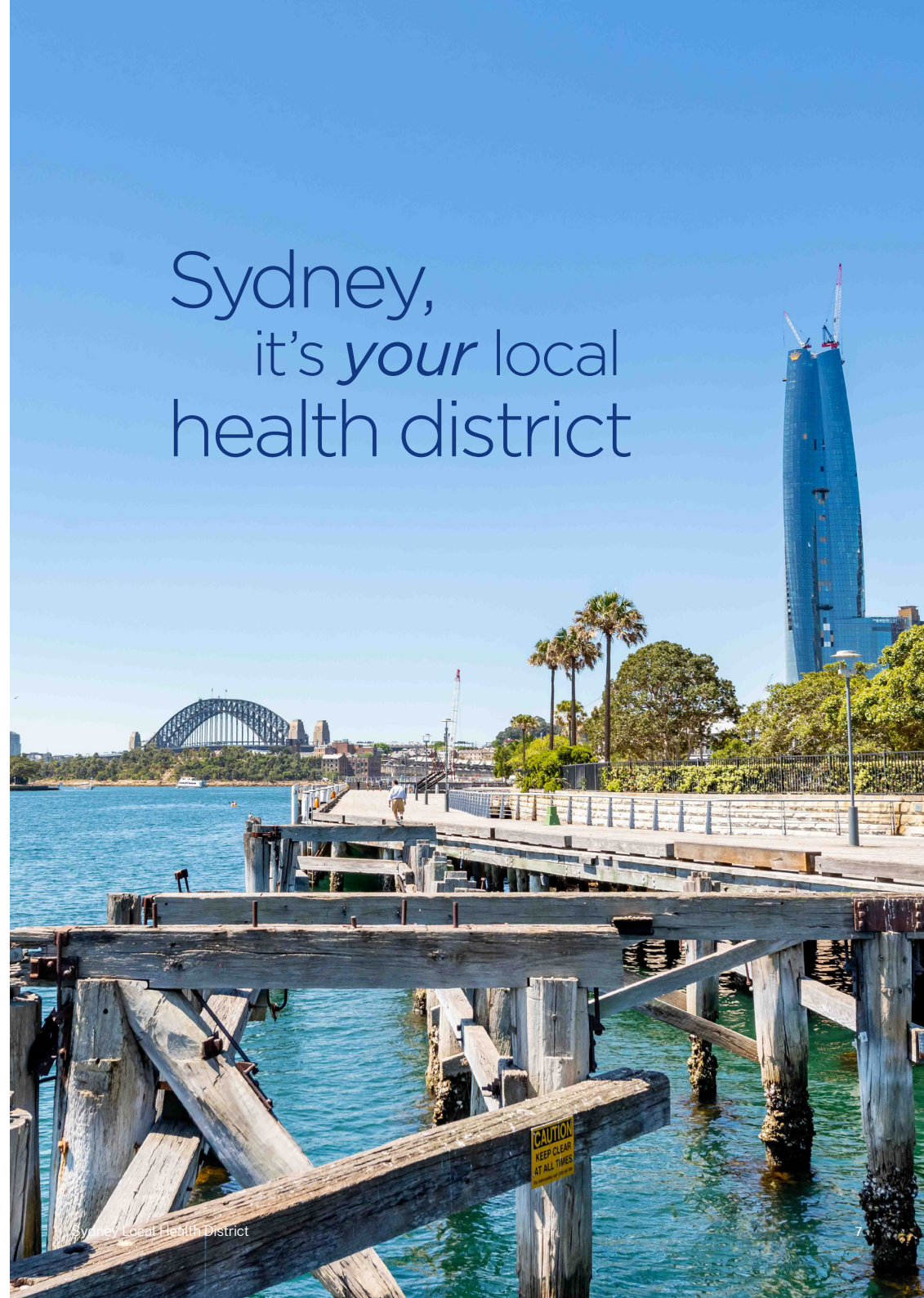
The map was created by our Aboriginal Health staff telling the story of a cultural pathway for our community to gain better access to healthcare.

Artwork by Aboriginal artist Lee Hampton utilising our story.

Contents

Our organisation	8	The Pitch	34
Our population	10	Innovation Week	35
Aboriginal Health	10		
Our vision, values and culture	12	Keeping you and our patients safe	
Our strategic focus areas	14	Child protection	37
Planning and urban growth	15	Domestic and family violence	37
Important District programs	16	Acceptable workplace behaviour	37
		In-hospital emergencies	38
Supporting our patients and families		Fire and disaster management	38
Partners in Care program	19	Security and aggression	38
Community and consumer participation	19	Environmental safety	38
Services that support our patients and families	21	Infection control	38
		Mask fit testing	39
Supporting you		Hazardous chemicals and substances	39
Digital Health and Innovation Services	23	Manual handling	39
Workforce Services	24	Safe work practices	39
Staff Health	24	Equipment safety	39
Supporting your emotional wellbeing	25	Incident and Injury Management System	39
Supporting your physical wellbeing	26		
Supporting your financial wellbeing	27	Connecting with you	
Supporting your development	27	People Matter Employee Survey	41
		Budget Roadshow	41
Innovation, research and excellence		Annual General Meeting	41
Clinical Governance and Risk Unit	31	Year in Review	41
Performance, Monitoring System		Communication	42
Improvement and Innovation Unit	31	Events	43
Clinical quality committees	31	Useful numbers and links	45
Accreditation	31		
Research collaborations	32		
STARS	32		
Clinical redesign program	32		
Partnerships and fundraising	32		
Celebrating your successes	34		

Sydney, it's *your* local health district



Our organisation

With about 17,000 staff, our District is responsible for the health and wellbeing of more than 740,000 people living within our boundaries, as well as many more from rural and remote parts of New South Wales and Australia. We also care for more than a million people who come into our District each day to work, study and visit.

Our District is located in the centre and inner west of Sydney and is made up of the local government areas of the City of Sydney (part), Inner West Council, Canterbury-Bankstown (part), Canada Bay, Burwood and Strathfield. It covers a geographic area of approximately 126 square kilometres.

Our District includes principal referral hospitals at Royal Prince Alfred (RPA) and Concord Repatriation General Hospital, a major metropolitan hospital at Canterbury, the aged care and rehabilitation specialist hospital at Balmain, and the tertiary oral health facility, Sydney Dental Hospital. In 2020 we launched the first virtual hospital in NSW, rpavirtual.

Our District has comprehensive community-based health services ranging across child and family health, community nursing, oral health, mental health, aged care, chronic care, drug and alcohol services, sexual health, population health, health promotion, Aboriginal health and multicultural health. Services are linked with primary care providers, including the local primary healthcare network, the Central and Eastern Sydney Primary Health Network.



Our population

The District is rich in cultural and social diversity with almost half of the District's population speaking a language other than English at home including significant numbers of refugees, asylum seekers and special humanitarian entrants. Almost nine per cent of the District population speaks little or no English. The major languages spoken at home include Chinese languages, Arabic, Greek, Korean, Italian and Vietnamese.

A feature of the District's social diversity is our proud lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community. A number of our suburbs have the highest proportions of same-sex couples in Australia.

Sydney Local Health District is characterised by socio-economic diversity, with pockets of both extreme advantage and extreme disadvantage. The District is characterised by a large population of people who are homeless – over 6,000 people.

Our population is ageing, with the current number of residents aged over 70 projected to increase by 65 per cent by 2031. There are 4,500 elderly people living in residential aged care facilities.

More than 28,000 people with a disability live in the District (ABS 2016) and there are over 53,000 unpaid carers who provide support across the inner west.

Each year, almost 8,500 babies are born to mothers residing in the District.

*Source: Australian Bureau of Statistics 2016: Dept of Planning and Environment 2016

Aboriginal Health

Nearly 5,000 people (1.1 per cent of the District's population) identify as being of Aboriginal and Torres Strait Islander heritage; however we are aware this number is much greater as many of our community members come from rural areas and continue to identify with their rural communities.

As part of our District's commitment to closing the health gap between our Aboriginal and non-Aboriginal communities, we have a number of strategies in place to ensure our attitudes and approach to service delivery are characterised by respect, strong collaboration, empowerment and openness.

All staff complete both online and face-to-face education as part of the Respecting the Difference program. This training helps our staff to provide a safe and welcoming environment for our Aboriginal patients and their families.

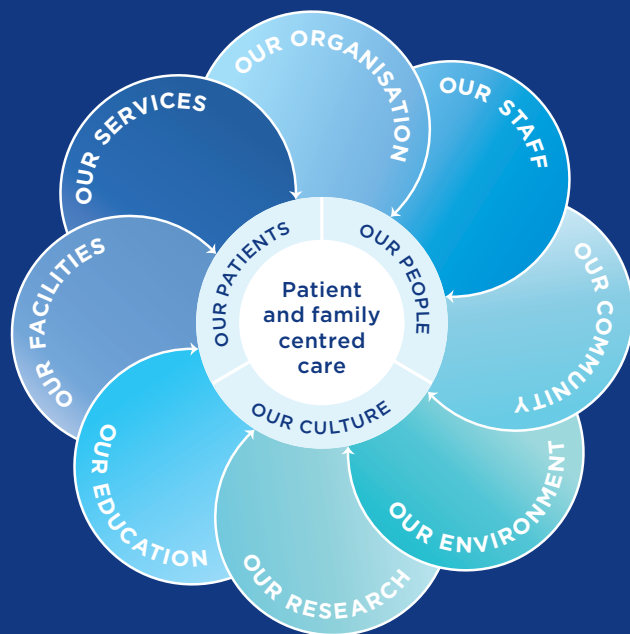
Aboriginal Health Unit

The Aboriginal Health Unit provides advocacy, leadership, cultural support and education to mainstream health services as well as to the Aboriginal Health workforce. The unit works closely with community agencies to develop strategic partnerships and coordinate Aboriginal health programs.

These partnerships are an important part of providing Aboriginal Health Services to residents of the District. The Aboriginal Health Unit is also responsible for the delivery of the District Aboriginal Health Strategic Plan.

The District employs Aboriginal Health Workers who work within multidisciplinary teams to achieve better health outcomes for Aboriginal people and communities, and play a key role in facilitating relationships between Aboriginal patients and other health professionals. There is also a team of Aboriginal Liaison Officers who provide support to Aboriginal patients and their families.





Our patients. Our people. Our culture.

People are at the heart of everything we do in the District. Our **patient and family centred** approach to delivering healthcare for our community, in our community, provides a sound framework for our decision making and day-to-day business. This is possible because of the incredible team of people in the District and the work they do every day. This is our **culture**.

Our vision



The Sydney Local Health District 2018-2023 Strategic Plan provides the overarching framework to support the realisation of our vision: **Excellence in health and healthcare for all**.

There are a number of enabling plans that support our strategic priorities. Visit SydneyConnect for details: slhd.nsw.gov.au/sydneyconnect/plans.html

Our values and culture

Collaboration

We work in collaboration with our patients/clients, communities, our colleagues, employees and with other agencies and services.

Openness

We have transparent, clear, honest processes which feature strong community consultation processes.

Respect

We value our diverse communities and respect cultural differences. We respect and celebrate the rights and culture of Aboriginal communities, the traditional owners of the land. We treat patients/clients, carers, colleagues and employees compassionately, fairly and positively. We uphold privacy, dignity and social justice. We are committed to employment, human and health rights.

Empowerment

Our communities are empowered to contribute to the health system, to be self-reliant, resilient and to assume greater control over their health and social circumstances. Our patients, carers and families are empowered in decision-making about care. Our staff are supported to participate in the workplace and their views and opinions are valued and influential.

Our strategic focus areas



Our communities and environment

- Engaged, empowered and healthy communities
- A healthy built environment
- Equitable care
- Focus on prevention



Our patients, families, carers and consumers

- Care is patient and family centred
- Patients can access care as close to home as possible



Our services

- Responsive integrated, culturally safe and competent multidisciplinary services



Our facilities

- High quality facilities with leading edge technology to meet future demand
- Information Communication Technology that better supports performance and personalised care
- A sustainable health system



Our staff

- Empowered and resilient workforce
- Employees supported to deliver the highest quality care
- A diverse workforce within a culturally safe and competent health system



Our research

- Promote a positive research culture, informed by best evidence and the consumer and community experience
- Accelerate research translation to improve healthcare delivery and patient outcomes
- Strengthen collaborations with academics, scientists, researchers and industry partners



Our education

- Foster a culture of innovation, change management and collaboration
- Evidence-based education and training
- State of the art education facilities

Planning and urban growth

The Planning Unit develops, manages and coordinates the strategic, service and facility plans for the District and works with partner and community agencies to ensure that our communities' wellbeing is considered in future urban development.

With a number of major state urban developments planned in the area, the District's population is growing more rapidly than that of New South Wales, increasing by 115,000, or 20 per cent over the last decade. It is projected to grow by a further 30 per cent by 2031.

Environmental health and sustainability

Improving the environment in which our communities live and work to build a healthy and resilient community is a key priority for Sydney Local Health District.

We're striving to reduce our impact on the environment and to deliver world-class sustainable healthcare.



We're taking action across our District, not only to reduce our energy and water consumption, but in other key areas too, for example procurement, food, waste and capital works.

We're embracing innovative ways of using and conserving resources, managing waste from our hospitals, including recycling clinical waste in theatres, up-cycling patient furniture in our wards and restoring items of historical significance.

The Sydney Sustainability Program has been launched to provide a central platform to guide and support the development of sustainability initiatives.

The District is committed to working towards an organisational culture that thinks and acts with sustainability as part of its central identity. Sustainability and environmental protection is the responsibility of all employees.

Diversity and inclusion

The District celebrates and values the diversity that our workforce brings. Our workforce is representative of the communities that we provide care to which includes diverse culture, languages, gender identities, sexualities, abilities and lived experiences.

The District has dedicated programs that support our workforce to develop the skills, knowledge and confidence to provide respectful, culturally safe and inclusive healthcare and working environments.

Important District programs

Management Accountability Framework

Our managers are one of our most important resources. They help us to build healthy teams, look after our staff, be leading performers and to grow a workplace that everybody is proud to be part of. Our Management Accountability Framework has been developed to support managers; it outlines the core expectations of our managers and provides clear guidance about the activities that we should be undertaking on a daily, weekly, monthly and annual basis. The framework is supported by an electronic toolkit, 360 feedback and coaching.

Staff Accountability Framework

We also have a Staff Accountability Framework that outlines the core expectations of all of our staff. This helps us all work together to build healthy teams and support each other to deliver the highest quality of care. All staff who attend the Getting Started Program will be given more information about the Staff Accountability Framework.



Getting Started Program

The Getting Started program is for all new staff joining the District, introducing you to the organisation, our vision, culture and values. There is a focus on information about how the organisation can support you in your role to ensure that we all provide high quality patient and family centred care. All nurses and midwives are also required to attend Getting Started for Nurses and Midwives which is a further four days.

Workplace Giving Program

We are fortunate in Australia to have one of the best health care systems in the world. As part of our commitment to improving healthcare services globally, our District has a Workplace Giving Program. Each week, a number of our staff give generously to support the excellent work of Valerie Browning AM and Dr Andrew Browning in Ethiopia through the Barbara May Foundation. A commitment of \$1 a week from staff provides a monthly donation which covers the entire running costs of a Maternity Hospital in Ethiopia. This funding provides essential healthcare, saving the lives of mothers and their babies, as well as supporting education and building infrastructure for the community. For more information or to sign up online please scan the QR code.



Employ-My-Ability

The District has a partnership with JobSupport to provide employment opportunities for young people with intellectual disabilities. The Employ-My-Ability program is embedded in a number of non-clinical departments across the District and has been recognised with a number of accolades including a Prime Minister's Award.

Graduate Health Management Program

The Graduate Health Management Program is a special program that started in the District to ensure we continue to grow the health leaders of the future. The program is run over

two years with trainees rotating through placements with leaders across the District while completing a Master of Health Policy through the University of Sydney.

Sol Bellear AM Memorial Scholarship

The Sol Bellear Scholarship has been designed in partnership with AMS Redfern to support the development of future Aboriginal managers and leader for the District workforce.



This scholarship program is aligned with the Graduate Health Management Program with Aboriginal trainees rotating through placements with leaders across the District while completing a Master degree through the University of Tasmania.

University of Sydney Scholarship program

The Chief Executive provides annual scholarships in partnership with the University of Sydney to support the development of our workforce. These scholarships enable staff to undertake a Master of Health Policy or a Master of Digital Health and Data Science.

Supporting our patients and families

Patients and their families are at the heart of everything we do in the District. Patient and family centred care is everybody's business, both clinical and non-clinical staff.

Sydney Local Health District is committed to cross-cultural patient, carer and family centred care. This embodies respect, compassion, support and responsiveness to the needs, experiences, diversity and preferences of our patients, families, carers and the community. We work in partnership with our patients and consumers to improve health literacy, support self-management and provide care close to where people live.

The benefits associated with patient and family centred care include decreased mortality, decreased readmission rates and improved adherence to treatment regimens. Delivering care across settings, in the home, community or hospital should be seamless. Delivering truly integrated care requires collaborative solutions to health and empowered self-reliant communities.

Partners in Care Program

"Partners in Care" are the people important to our patients.

This program acknowledges that welcoming partners in care improves the experience of our patients and their families.

International research shows the presence and participation of family members and friends during a hospital stay has benefits for both staff and patients, including getting better sooner, a reduction in readmissions and increased consistency of care.

In Sydney Local Health District we welcome the ideas of our staff to continue to expand the Partners in Care Program.

Community and consumer participation

Our District has a proud history of partnering with our community to enhance our services and help us achieve our vision of delivering excellence in healthcare for all. We have hundreds of registered consumer representatives and hundreds of other people give their time to volunteer or provide feedback. We have strong community consultation structures in place for providing policy, planning and service delivery feedback to the District and the Board, helping us achieve our vision of delivering excellence in healthcare for all. We are continually looking for new ways to build our partnerships with patients, families, carers and our communities.

The District has a Community Participation Framework that guides how we partner with consumers and community. Consumers are involved in all aspects of our healthcare planning and delivery inclusive of input into projects and initiatives, our capital works projects, reviewing our publications and providing important input into service plans.

The District hosts an annual Patient and Family Experience Symposium during Innovation Week, showcasing the importance of Patient and Family Centred Care through the stories and experiences of people who use our health services and showcasing the important role our staff have in working with consumers to improve patient experiences.

For more information contact, [9515 9622](tel:95159622) or email SLHD-Consumer@health.nsw.gov.au

REACH OUT

The REACH program (Recognise, Engage, Act, Call and Help) recognises that patients and carers often recognise early signs of deterioration. The REACH program provides a mechanism for patients, carers and family members to initiate an escalation of care response if they are concerned that their condition is deteriorating.

It encourages patients, family and carers to initially engage with their nurse or medical team, if they are concerned that 'something is not right'. If they continue to be worried they can then escalate their concerns by requesting a clinical review knowing that this should occur within 30 minutes.

Finally, if they are still concerned and all other avenues have been exhausted, an independent review or rapid/emergency response can be activated by the patient, family or carer by calling a unique number made available by the facility. REACH casts the safety net wider and provides assurance that help is on its way.

REACH phone numbers

RPA	Balmain
Adult / Maternity 234	Adult / Maternity / Child 6603
Child *6666	GPC – talk to nursing unit manager to activate
PMBC Inpatient Mental Health Unit 0472802944	
Canterbury	
Adult/ Maternity / Child *6003	Grevillia – pick up the phone next to the nurses station
Concord	
Adult / Maternity / Child *6003	Community Mental Health 9767 9000
ED Adult – pick up the phone in emergency waiting room	
Inpatient Mental health *6040 on ward phone or 0472 802 944 directly	

Help will be on its way **REACH**

Services that support our patients and families

Patient compendium

A patient compendium is available for each hospital, providing comprehensive information to support patients and their families during a hospital stay. The compendium includes information about rights and responsibilities, things to bring to hospital, tips for visitors and preparation for discharge. You can find the patient compendium on each hospital website.

Sydney Healthcare Interpreter Service

We have been providing professional interpreting services for 40 years to facilitate effective communication between non-English speaking and deaf clients and healthcare providers. Healthcare interpreters aim to overcome both linguistic and cultural barriers that are faced by many of our patients. Interpreters are available in all community languages, including Australian Sign Language. All staff can access and book an interpreter by calling **1800 477 233** or e-mail: **SLHD-Interpreters@health.nsw.gov.au**.

Chaplain Services

Supporting the spiritual wellbeing of our patients is very important. Chaplains offer comfort and support to patients by responding to personal and spiritual needs with listening, counselling and prayer. Chaplain services are provided in a range of denominations and can be contacted through the hospital's switchboard.

Volunteers

Our volunteers make a difference to our patients, their families, our staff and our communities. We have a large number of volunteers across the District who undertake a variety of roles that may include: assisting patients with wayfinding, escorting patients and families to their appointments and visiting patients from rural areas or greeting patients and visitors when they arrive at our facilities.

Security Services – care and help

Security staff play a key role in ensuring Sydney Local Health District is a safe and supportive environment for patients, visitors and staff.

Our security staff are valued members of our multidisciplinary team and undergo specific training to provide assistance and care for patients, visitors and staff. They wear a professional style uniform featuring a 'care and help' emblem designed in consultation with security staff, clinical staff, patients and mental health consumers.



All staff should understand the key roles and responsibilities of security staff:

- Assisting with the early identification, prevention and management of incidents
- Protecting staff, patients or visitors in response to a real or immediate threat
- Responding to fire and security alarms
- Assisting with emergency evacuations
- Escorting staff to vehicles
- Maintaining order in crowded areas
- Securing assets

Everyone has a role to play in the early detection and prevention of incidents within our hospitals.

Supporting you

Digital Health and Innovation

In Sydney Local Health District our Digital Health and Innovation team partners with technology and communication providers to transform and improve digital healthcare and services across the District.

We encourage innovation and your ideas to be shared with us. To submit an idea, head to About Us and select Talk to Us on the Digital Health and Innovation site at slhd.nsw.gov.au/dhi

State Wide Service Desk

Need IT help? The State Wide Service Desk provides IT support to all NSW health staff through a call centre and an online portal called SARA (Search And Request Anything). On the SARA portal you can log an IT issue, request new software or applications or resolve any IT issues you have with 24/7 IT support. For more information visit slhd.nsw.gov.au/swsd

Call **1800 28 55 33** (for urgent assistance) or log in with your StaffLink number and password at sara.health.nsw.gov.au

Electronic Medical Record (eMR)

If your position requires access to the District eMR, this will be identified by your supervisor, and you will be enrolled in mandatory training before access is provided.

For further instructions on how to gain access to the eMR visit slhd.nsw.gov.au/emr-access

Digital Health Systems Education Service

The Digital Health Systems Education Service ensures that staff accessing our digital health systems are authorised and adequately trained. You can access eMR quick reference guides, resources and information from your desktop shortcut or go to slhd.nsw.gov.au/dhses

Email access and use

All staff receive an '@health' email address when they commence with the District.

Staff must use this email address when conducting District work and communications.

Please do not use personal or non-health email addresses as this poses a cyber security risk.

You can access your @health email through Microsoft Outlook by logging into webmail at outlook.office.com from any device with internet access using your StaffLink logon credentials.

For more information visit slhd.nsw.gov.au/ms-outlook

Everyone gets access to Microsoft 365, which includes the following great features:

- Access to outlook on all District devices (desktop, iPad and mobile)
- Microsoft office applications (Word, Excel, PowerPoint, SharePoint Online, OneDrive, OneNote, MS Teams and more)

For more information on Microsoft 365 visit slhd.nsw.gov.au/office-365

Remote access and collaboration tools

WorkSmarter is a site designed to help you get the most out of remote working technology and collaboration tools. For more information go to slhd.nsw.gov.au/WorkSmarter

Microsoft Teams is part of Microsoft Office 365 package and is available to all staff. MS Teams is the only approved NSW Health collaboration tool and can be used to book all virtual meetings via Microsoft Outlook. The application replaces Skype for Business and non-approved apps such as WhatsApp, Facebook Messenger, and SMS.

Devices and software

Some staff may receive access to a laptop, iPad or iPhone as part of their role. These devices will be configured with a profile that enables you to access your @health email and other business supported applications, such as Microsoft Teams.

NSW Health LookUp

NSW Health LookUp is a Statewide health staff directory, accessible to all staff. LookUp lists the health email address, manager name and campus location of all NSW Health staff members. It also allows you to easily modify or update your own contact details. Visit the directory from the Intranet or go to lookup.health.nsw.gov.au

Workforce Services

Workforce Services leads the delivery and governance of a wide variety of employee engagement strategies and human resources service functions.

Engagement strategies include recruitment and retention, workforce planning, performance development and management, employee relations, industrial relations, diversity, employee health and wellbeing, change management and workplace culture. Service functions include employee transaction processing, payroll support, salary packaging, workforce management reporting and compliance.

Staff can contact Workforce Services at their facility for support at any time (see details at back of this handbook or on the Intranet).

Staff Health

Staff Health nurses and departments are located across our facilities, providing services to support our workforce.

Post exposure monitoring and follow up

Staff Health nurses provide monitoring and follow up to staff who have been exposed to blood or body fluids or needlestick injuries. If a blood or body substance exposure or needlestick injury occurs you should wash the wound with copious amounts of soap and water and report the incident to your manager. You should then attend Staff Health or your nearest emergency department for review and treatment if required.

The staff health nurse will receive advice of the injury/exposure and will review blood tests and arrange for any further tests or follow up required.

Flu vaccinations

Our staff play a key role to prevent the spread of flu in our community. The flu vaccine is provided free to all NSW Health staff and we encourage all staff to have an annual flu vaccination to keep our patients, visitors and staff safe over the winter period. It is a requirement for staff working in some high risk areas to have the flu vaccination. Staff Health will coordinate the provision of flu vaccinations across each facility and service

Vaccination compliance monitoring and boosters

Staff Health nurses also monitor compliance with vaccinations and boosters. You will be contacted by your local staff health nurse if you require a vaccine booster.

Recovery at work

We are committed to the process of injury management to ensure successful recovery at work. This includes a coordinated, comprehensive and multidisciplinary treatment and rehabilitation process that begins at the time of injury and continues until the staff member has reached maximum functional ability.

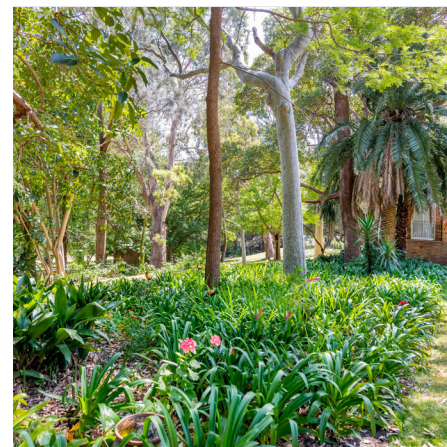
If you are injured in the workplace you must report your injury to your manager and complete an Incident Management System (ims+) report within 48 hours. The form is available on the Intranet at slhd-intranet.sswahs.nsw.gov.au/slhd/ims/default.html. You may be entitled to claim workers compensation.

Supporting your emotional wellbeing

Employee Assistance Program (EAP)

The District's Employee Assistance Program supports the emotional and psychological wellbeing of our staff.

Staff and their families can access professional counselling for work and personal matters. EAP is a free and confidential service available to staff and can be accessed in work time. Assistance after work related traumatic events is also available along with a specialist service for staff affected by domestic and family violence. Contact details are listed on the intranet at slhd-intranet.sswahs.nsw.gov.au/slhd/eap



Outdoor spaces

We know that being outside in beautifully landscaped spaces is good for emotional wellbeing. We are continually improving outdoor green spaces to ensure that staff can get away and take breaks in an environment that supports mindfulness, rest and regeneration. Be sure to find the outdoor spaces near your workplace.

Heart of Health

The Heart of Health program supports staff wellness and the compassionate care of our patients. It aims to help staff thrive in their challenging and sometimes stressful clinical roles. Weekly meditation groups are run by staff throughout the District, for more information, contact 9515 9636.

Carers Program

About 1,300 staff in our District are also carers for their family, partners and friends.

We recognise the valuable role that they have both in our workplace and at home. The District's Carers Program provides support to employees via the 'Staff Carer Support Service' which provides tailored information on flexible work options as well as information on carers resources and supports. For more information contact, **9767 5876** or email SLHD-carersprogram@health.nsw.gov.au

MDOK

MDOK is a multifaceted wellbeing program in the District. This program has been rolled out to medical staff across RPA Hospital and Concord Hospital and will continue to be rolled out across the District.

MDOK offers a variety of wellbeing initiatives, knowing that there is no one size fits all approach. These initiatives target the psychological, physical and social wellbeing of our doctors, overarching culture and systems improvement.

For more information on the program please contact SLHD-MDOK@health.nsw.gov.au

Supporting your physical wellbeing

The District has a number of programs to support the physical health and wellbeing of our staff.

Get Healthy at Work

For resources and tips about healthy eating, becoming more active, maintaining a healthy weight and reducing alcohol consumption, go to the 'Get Healthy at Work' intranet page at slhd-intranet.sswahs.nsw.gov.au/slhd/gethealthy

Staff can access the free, phone-based health coaching service for support and motivation to healthy lifestyle goals by calling **1300 806 258**.

Fitness Passport

Fitness Passport allows staff and their families to access hundreds of gyms, public leisure centres and swimming pools across New South Wales for a discounted membership fee. Contact SydneyLHD@fitnesspassport.com.au for more information.

Gyms

Staff gyms are available at RPA Hospital and Concord Hospital and exercise classes are provided for staff at the other facilities for a small charge. To find out more about programs and fees email SLHD-gyminfo@health.nsw.gov.au or contact RPA Hospital gym on **9515 5328** or Concord Hospital gym on **9767 7378**.

Breastfeeding

We support women to breastfeed after giving birth. Private rooms are available in each facility where women can express or feed. Staff are entitled to take up to two 30-minute lactation breaks within an eight hour shift, and are encouraged to discuss this with their manager.

Smoking and vaping

All District premises, facilities and vehicles are smoke-free and vape-free. Staff who smoke



or vape are encouraged to quit. For further information please call Quitline on **13 78 48** or go to: icanquit.com.au

Supporting your financial wellbeing

Salary packaging

All staff can participate in Salary packaging through SmartSalary. This is a simple way to pay certain expenses from your pre-tax salary so that your income tax is calculated on a lower amount. You can find more information about salary packaging at smartsalary.com.au or by calling **1300 476 278**.

Supporting your development – Centre for Education and Workforce Development

In Sydney Local Health District We work with staff across the District so that they can be at their best each day.

We are committed to providing our staff with the opportunities to develop the skills they need to provide excellent services to our patients, their families and our community.

Centre for Education and Workforce Development (CEWD) is the education service for the District, and is one of the most innovation education services in NSW Health.

CEWD is for all staff irrespective of where they work or their previous education experience.

We want our staff to think, learn and grow with us. We offer more than 300 courses and programs every year under the following domains:

- Clinical Practice
- Communication and Relationships
- Leadership and Management
- Education and Research
- Work Health and Safety
- Quality and Safety
- People, Culture and Values
- Projects and Change Management

CEWD is a delivery site of the NSW Health Registered Training Organisation (RTO) giving staff access to nationally recognised qualifications, ranging from Certificate II to Graduate Diploma level.

Take a look at our courses slhd.nsw.gov.au/cewd/

My Health Learning

My Health Learning is the statewide learning

management system for all employees of NSW Health. It is the database where all training data is stored as well as the platform for online learning.

As a statewide system, your learning transcript will travel with you to other jobs and any training that you have previously completed will be recognised in the District.

My Health Learning is accessible at slhd.nsw.gov.au/cewd by logging in with your StaffLink username and password. Your list of mandatory training and an extensive range of online education courses are available to enrol in. Some courses may require approval by your manager or the course instructor.

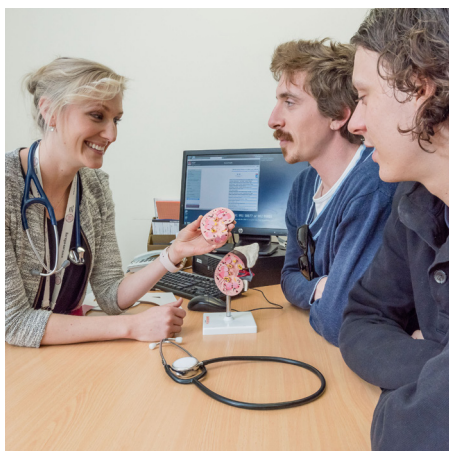
Mandatory training

All staff are required to complete a suite of mandatory training courses to ensure that they have the essential skills and knowledge required for their role. You can see the mandatory training you have been allocated and the timeframe that you need to complete them by accessing your account in My Health Learning. If you think that you have been allocated mandatory training that is inappropriate for your role please discuss this with your manager or contact CEWD on SLHD-CEWD@health.nsw.gov.au

Performance development

Performance development is a continuous and cyclical process of monitoring, developing and recognising a staff member's performance.

Sydney Local Health District uses the NSW Public Sector Commission's Performance Development Framework to guide a collaborative process between the manager and employee.



All staff members in the District have an annual performance development meeting with their manager or supervisor, which is a great opportunity to clarify expectations, identify areas for development and celebrate your achievements. When you move into a new role you should have your first performance development meeting within three months of starting in the role.

For more information about this process, speak with your manager or contact Workforce Services.

Career opportunities

Career progression opportunities including secondments that might be available to you can be found on the recruitment section of the intranet.

slhd-intranet.sswahs.nsw.gov.au/slhd/workforce/recruitment/default.html



Innovation, research and excellence

Our District is widely recognised as a leader in excellence in healthcare driven by research and innovation and underpinned by robust governance processes.

Our research and governance programs support a culture of innovation and drive clinical improvements.

Clinical Governance and Risk Unit

This unit works cooperatively with all disciplines, services and facilities to continuously improve safety and quality in all aspects of patient care and in building and maintaining the capacity of managers and clinicians.

Performance Monitoring, System Improvement and Innovation Unit

This unit provides a central location for knowledge and expertise in management and reporting of performance data contained within the Service Agreement between the District and NSW Ministry of Health. The unit includes:

- Business intelligence
- Performance analysis and decision support
- Clinical costing
- Clinical redesign

Clinical quality committees

The Clinical Quality Council (CQC) and the Clinical Council are peak bodies in the District.

The main objective of the CQC is to implement effective clinical governance by ensuring the quality of clinical care provided in the District can be defined, measured, monitored and improved. This includes a reporting mechanism to consumers, clinicians and managers, the Chief Executive, the Board, the Ministry of Health and the Minister for Health.

The objective of the Clinical Council is to provide a forum for consultation with and involvement of senior clinical staff and managers in decisions impacting public hospitals and community services within the District.



Accreditation

The Australian Commission on Safety and Quality in Healthcare determines the standards by which health organisations are assessed. There are eight National Safety and Quality Health Services Standards (NSQHS Standards), which cover high-prevalence adverse events, healthcare-associated infections, medication safety, comprehensive care, clinical communication, prevention and management of pressure injuries, prevention of falls and responding to clinical deterioration.

Importantly, these NSQHS Standards provide a nationally consistent statement about the standard of care consumers can expect from their health service organisations.

The District has full accreditation at all facilities and services.

There are also a range of other accreditation processes such as those relating to medical training, governed by either the Health Education and Training Institute (HETI) or the speciality medical colleges.

All staff will contribute to accreditation processes as appropriate to your role. To find out more about how your role relates to accreditation please speak with your manager.

Research collaborations

Sydney Research is a unique collaborative translational research entity that brings together widely recognised leaders in healthcare, research, industry and education to optimise innovation, research translation and commercialisation.

The Sydney Research partnership includes representatives from the Sydney Local Health District, University of Sydney, Central and Eastern Primary Health Network, several prominent health and medical research institutes and industry partners. Together, the partnership has a collective strength to deliver world class health and medical research and drive a strong and successful research and innovation culture.

The vision for Sydney Research is to become a world leading collaborative in health and medical research, converting discoveries into improved health and wellbeing for our community and beyond.

Sydney Local Health District also plays a pivotal role in Sydney Health Partners (SHP), one of the first four Advanced Health Research and Translation Centres in Australia and the first of its kind in New South Wales.

The partnership includes the Sydney, Northern Sydney, Western Sydney and Nepean Blue Mountains Local Health Districts; the Sydney Children's Hospitals Network (Westmead); the University of Sydney and 11 affiliated independent medical research institutes.

The partnership has a mission to transform the way research improves patient care and our health system through strong collaboration, inclusive thinking and a strong commitment to meet the health needs of our community.

Sydney Local Health District Research Unit

The District has a dedicated Research Unit that provides research support including: ethics applications, governance training and grant management. For further information email: SLHD-Research@health.nsw.gov.au

STARS

STARS is the District's business intelligence reporting platform that allows greater accessibility to data for clinicians and managers to support effective decision making. STARS provides access to data relating to:

- Activity base funding
- Hospital activity
- Staff specialist billing
- Quality and safety
- Clinical coding
- Incident Information Management System (IIMS)
- Clinical costing
- Hospital management
- Surgery
- Clinical variation
- Workforce

Access to STARS is available for authorised users only - speak to your manager about applying for access. More information is available at slhd-intranet.sswahs.nsw.gov.au/slhd/performance/stars.html

Clinical Redesign program

Clinical Redesign focuses on improving clinical processes to ultimately improve the patient and family experience in the District. The Clinical Redesign Unit provides support to staff who have identified opportunities for system and process redesign to attend the Centre for Healthcare Redesign which offers a graduate certificate program.

Partnerships and fundraising

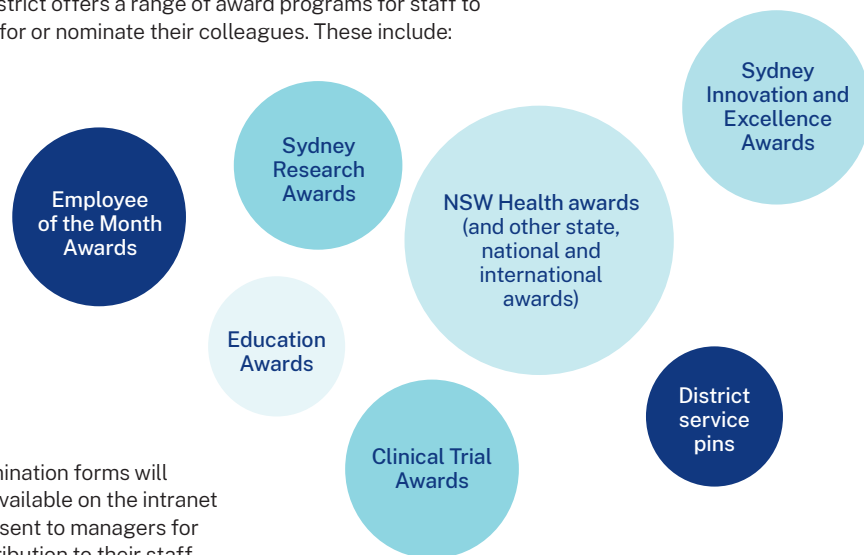
Each year Sydney Local Health District receives donations from the community and in-kind support. Partnerships and donations to our healthcare services and facilities help support research programs, patient care initiatives and new equipment.

If you would like to know more about fundraising for your service or someone asks how they can support the District, you can get in touch with Director of Partnerships on or **9515 9600** or SLHD-partnerships@health.nsw.gov.au. Donations can be made online at slhd.nsw.gov.au/supportUs.html



Celebrating your successes

To recognise and celebrate the achievements of our staff, the District offers a range of award programs for staff to apply for or nominate their colleagues. These include:



Nomination forms will be available on the intranet and sent to managers for distribution to their staff.

the pitch

We take great pride in celebrating the ideas of staff from across the District.

The Pitch is an innovation challenge that gives staff an opportunity to pitch their brilliant ideas, no matter how big or small, to drive positive changes in their service, improve patient care or support our community.

The Pitch is run several times a year, with up to \$50,000 in funding available. The application process is simple, and open to staff from all areas. For more information and to apply go to slhd.nsw.gov.au/innovation/pitch.html

Innovation Week

Innovation Week is Sydney Local Health District's annual innovation and research showcase bringing together staff, clinicians, experts and partner organisations to share ideas and foster collaboration.

Keeping you and our patients safe

Safety matters in our workplace. We are committed to eliminating, reducing and managing all hazards so that we keep our staff, patients, families and visitors safe.

Workplace safety is everybody's business. All services and departments are responsible for completing monthly work health and safety inspections. If you have any concerns about workplace safety or clinical care these should be escalated to your manager. If you feel that this has not been adequately resolved by your immediate manager you may contact the next line manager.

The following questions may help you identify issues that should be escalated:

1. Is this an issue that management or the executive would expect to be escalated?
2. Will any further delay in resolving the issue impact on the way we provide care to our patients or support our staff?
3. Do other people need to be consulted to resolve the issue or is escalation the only option?
4. Has there been a good attempt to find a solution to the problem with the current resources and delegation available?

If your concern relates to work, health and safety, please contact your local health and safety representative.

Child protection

We all have a responsibility to protect the health, safety, welfare and wellbeing of children or young people with whom we have contact. All staff are required to complete online child protection training and identified staff are required to complete a further one-day workshop. This training ensures that our staff have the knowledge and skills to manage their child protection responsibilities.

Domestic and family violence

Domestic and family violence is a serious health issue affecting all genders, ages and socio-economic groups. All NSW Health staff have a duty to identify and respond to domestic and family violence. Maternity, Child and Family Health, Drug Health and Mental Health Services are required to routinely screen for domestic violence.

Responding to domestic and family violence can be a highly traumatic experience for staff and may result in vicarious or direct trauma as a result of their own current or past experience of domestic violence. Staff can access support through the Employee Assistance Program (EAP).

Acceptable workplace behaviour

We are committed to providing a safe and equitable workplace for all of our staff where individual contributions are valued and respected. Workplace behaviours such as bullying, harassment, sexual harassment and discrimination will not be tolerated.

The NSW Health Code of Conduct, which is signed by all staff, provides the standards of behaviours and conduct that is expected of all staff at all times. Managers are responsible for ensuring the work environment is free from bullying and promotes the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment.

If you feel that you are being bullied or subjected to unfair treatment in the workplace, please speak with your manager as soon as possible. If you do not feel comfortable to do this you can seek advice from Workforce Services. Further support is also available from the NSW Health Anti Bullying Advice Line on **1300 426 088**.

In-hospital emergencies 2222

Hospitals in Sydney Local Health District and across New South Wales have a single internal phone number for in-hospital emergencies – **2222**.

For all emergency situations, call **2222** from any landline in the hospital and detail your emergency to the switch operator. This includes:

- Medical emergencies including cardiac arrest (code blue)
- Fire (code red)
- Evacuation (code orange)
- Internal emergency (code yellow)
- Personal threat (code black)
- Bomb threat (code purple)

There is no need to dial an extension or '0' to get an outside line when making this call.

Please note that if there is an emergency at one of our health centres, CEWD, after hours at Sydney Dental Hospital or another location that does not have connection to our switch, you will need to call triple zero (000).

Fire and disaster management

Staff should be aware of local fire procedures including RACE and stages of evacuation.

Rescue Alert Confine Extinguish

Staff are required to complete mandatory fire and evacuation training annually to ensure you maintain updated skills and knowledge to keep you and your patients safe.

Each facility has a plan for responding to disasters and emergencies; these plans are available on each hospital's intranet page. You should be familiar with your local plan and the emergency flip charts located throughout the facility close to a phone.

Security and aggression

We are committed to providing healthcare in a way that minimises the risk of physical or psychological harm to staff and patients. We also have policies and guidelines to help staff understand the best practice for early identification, assessment and management of patients with challenging and/or aggressive behaviour.

Courses are available for staff to develop the skills required to deal with difficult situations in the workplace in a safe and effective way.

To further understand the role of security staff in the healthcare environment, all staff will complete an online and mandatory security awareness module to learn about the role of security staff in our healthcare environment.

If you work in a high risk area You may be required to complete an in-person workshop if you work in a high-risk area. Please speak to your manager about the training available to you.

Environmental safety

Providing a safe physical environment for our staff, patients, families and visitors is essential to delivering healthcare. This means that work areas should be kept neat and orderly and that any waste and trip or fall hazards should be removed.

We expect all staff to report any concerns about the physical environment or identification of broken equipment to their manager so that this can be addressed by Capital Infrastructure and Engineering services.

Infection control

All staff members, both clinical and non-clinical are responsible for infection control within our facilities and services.

Infection control includes practices required to minimise the risk of patients, visitors and health

workers acquiring a healthcare associated infection or communicable disease. Most healthcare associated infections are preventable if staff are aware of:

- Standard precautions
- Use of personal protective equipment (PPE)
- Hand hygiene
- Cough etiquette
- Safe use and disposal of sharps
- Management of needlestick and body fluid exposures

All staff are required to complete online mandatory training about their infection control responsibilities. If you have any concerns about infection control, please speak with your manager.

Mask fit testing

Any staff member who is required to wear a P2/N95 mask within the workplace should attend for quantitative mask fit testing. This will ensure that the most protective P2/N95 mask is being worn. Please note that a fit check should also be performed every time a P2/N95 mask is worn.

Bookings can be made for mask fit testing through our online booking system: slhd-intranet.sswahs.nsw.gov.au/SLHD/covid-mask-testing/default.html

Hazardous chemicals and substances

Before using, handling, storing or disposing of a hazardous substances, please ensure you are aware of how you could be exposed, how to prevent adverse exposure and how to clean up a spill safely. New staff will be trained on how to use hazardous substances safely, and how to access a chemical safety data sheet (SDS).

Manual handling

It is important to eliminate hazardous manual tasks and implement ergonomic principles in

the workplace wherever possible. It is important that you use manual handling equipment provided to minimise all risks to yourself, your colleagues and your patients. New staff will complete manual handling training and should discuss any concerns relating to manual handling tasks with their manager.

Safe work practices

Safe work practices (SWP) are written instructions that detail how to complete an at risk task safely. New staff should speak to your manager and identify the SWPs that are relevant to you in your new role. A manager will also be able to arrange on-the-job support or training to ensure that you have the skills required to complete the identified task safely.

Equipment safety

Equipment in the workplace can make our jobs significantly easier, however, they also have the potential to cause injury or harm. It is important to ensure you have the right equipment for the job, the equipment is safe to use and you know how to use the equipment properly. For more information about equipment safety in your workplace please speak with your manager.

Incident Management System (ims+)

ims+ is the NSW Health incident reporting system. If you, your patient or a visitor is injured on-site, property is damaged or stolen or there is a near miss, an incident should be created in ims+ so it can be investigated and actions taken to try and prevent it happening again.

slhd-intranet.sswahs.nsw.gov.au/slhd/ims/default.html

Connecting with you

Tell us what matters to you at work... because our people matter

People Matter Employee Survey

The People Matter Employee Survey is conducted annually across the New South Wales Government sector and is an opportunity for all staff to have their say and provide feedback on what it is like to work for Sydney Local Health District, your team, manager and department.

The People Matter survey results allow us to benchmark our District against other organisations, including other local health districts. We are proud that feedback from our staff has rated our organisation as one of the best places to work in the New South Wales public sector.

Feedback, input and suggestions from our staff help us identify what motivates staff and improvements needed to help create a more positive workplace. Our 'You said, we did' campaign showcases the changes implemented in response to staff feedback. Initiatives suggested by staff have included Fitness Passport, increased support for flexible working and the refurbishment of communal staff areas.

All staff will be invited to participate in the People Matter Employee Survey.

Budget Roadshow

In 2021/2022 Sydney Local Health District spent \$2.6 billion providing healthcare to the people of New South Wales and came in on budget.

We continue to deliver and manage our health services within our budget in spite of the challenges of a rapidly growing population, continued advances in medical technology and increasing complexity in patient conditions.

The District is committed to maintaining open and transparent financial practices by holding

an annual Budget Roadshow to present the latest financial and operational data to staff and the community.

Annual General Meeting (AGM)

The Annual General Meeting is an important event in the District's calendar and an opportunity to showcase our successes and celebrate the significant achievements throughout the year with our partners, community and staff. All staff are invited to attend.



Year in Review

Our Year in Review booklet captures and celebrates some of the highlights identified by our staff from the last financial year, including information about our performance, our response to the COVID-19 pandemic and some of the stories about the experiences of people in our District.

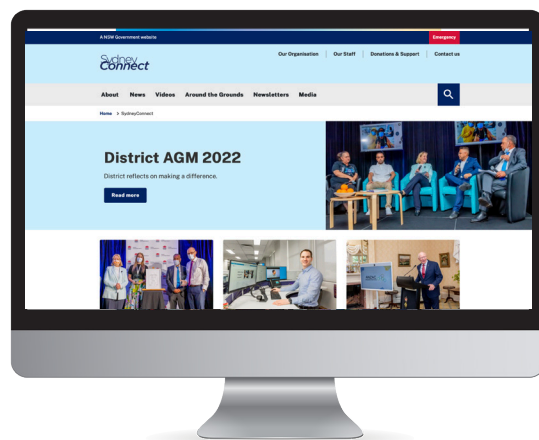
The Year in Review 2021-22 can be read together with the NSW Health Statutory Annual Report 2021-22 which completes our annual reporting for the year. Our Year in Review can be found on our website slhd.health.nsw.gov.au

Communication

We're always striving to utilise the most effective methods of communication to enable people to access our health services and information as well as partnering with the media to showcase the stories of our community.

SydneyConnect is the District's digital news platform bringing together stories, photographs, videos, podcasts, publications (including the HealthMatters newsletter) and events in one easy-to-access location. SydneyConnect can be accessed via the District's website on slhd.health.nsw.gov.au

We also connect with our District, our staff, patients and the community via our social media.



We value feedback and encourage you to get in touch with us with your ideas and contributions at SLHD-Communication@health.nsw.gov.au

Stay connected in Sydney Local Health District

Join the conversation on Twitter:
[@SydneyLHD](https://twitter.com/SydneyLHD)

Follow and like us at:
facebook.com/SydneyLHD

Watch us on YouTube:
youtube.com/SydneyLHD

Follow us on Instagram:
[@sydneylocalhealthdistrict](https://instagram.com/sydneylocalhealthdistrict)

Follow us on LinkedIn:
[@linkedin.com/company/sydney-local-health-district](https://linkedin.com/company/sydney-local-health-district)

Watch us on Vimeo:
vimeo.com/SydneyLHD

Visit SydneyConnect:
slhd.nsw.gov.au/sydneyconnect

Information for media:
slhd.nsw.gov.au/media

Events

Sydney Local Health District hosts and participates in a range of events throughout the year across our facilities to engage and inspire our community.



Innovation Week is the District's largest annual event, bringing together our leading clinicians, researchers, academics, staff and community.

Community events at the Walker Estates – Yaralla and Rivendell

The Yaralla Festival is a fun family day out to promote health and wellbeing and to encourage the use of the beautiful Dame Eadith Walker (Yaralla) Estate as a community resource. Yaralla is also the setting for our popular Carols at Yaralla to get into the Christmas spirit with live music, dancing and a huge grassed area for kids big and small to enjoy.

A series of cultural events are hosted throughout the District over the course of the year including Close the Gap Day, NAIDOC Week and Sorry Day. We also hold an annual Multicultural Leaders' Forum and

EquityFest – aiming to showcase, inspire and connect our staff who work to address equity issues.

We commemorate the sacrifices of our servicemen and women at services including Remembrance Day, Kokoda Day, VP day and ANZAC day at Concord Hospital.

March Arts highlights and showcases the benefits of integrating the arts into the design and delivery of health services, and health messaging. A wonderful range of exhibitions, performances and classes take place throughout the District in March.

Our staff also provide health screening and information at major community events including the Community Wellness Expo, held in conjunction with Lebanese Muslim Association.

The District attends Fair Day, a family-friendly carnival to mark the beginning of the Sydney Gay and Lesbian Mardi Gras.



Useful numbers and links

Hospitals Balmain Hospital 9395 2111 Canterbury Hospital 9153 2000 Concord Repatriation General Hospital 9767 5000 Royal Prince Alfred Hospital 9515 6111 RPA Virtual Hospital 1800 325 065 Concord Centre for Mental Health 9767 8900 Sydney Dental Hospital 9293 3200	Centre for Education and Workforce Development slhd.nsw.gov.au/cewd Child Protection Helpline 132 111 Child Wellbeing Unit 1300 480 420 Employee Assistance Program (EAP) RPA and Balmain: 9515 9680 Concord: 9767 6726 Canterbury: 9153 2268 SDH 9515 9683 EAP Manager: 9515 9680 Domestic + Family Violence: 9515 9681 Capital Infrastructure and Engineering RPA: 9515 7303 Concord: 9767 6373 Canterbury: 9153 2651 Balmain: 9395 2121 Sydney Dental Hospital: 9293 3242 Gym RPA: 9515 5328 Concord: 9767 7378 Heart of Health Program Manager, Staff Wellness and Patient and Family Centred Care 9515 9636 Nurse Manager, Workforce and Innovation 9515 9647	Infection control RPA: 9515 9308 Concord: Page 61141 Balmain: 9395 2208 Canterbury: 9153 2062 Page: 82150 Kerry Packer Education Centre slhd.nsw.gov.au/RPA/KPEC MDOK (Medical Doctors OK wellbeing program) slhd.nsw.gov.au/rpa/bptn Media Unit (on call 24/7 for urgent issues) 0409 243 544 Staff Health RPA and Balmain: 9515 9020 Concord: 9767 6288 Canterbury: 9153 2061 Communication 9515 9513 Sydney Healthcare Interpreter Service 1800 477 233 SLHD-interpreters@health.nsw.gov.au Volunteer coordinators RPA: 9515 8284 Balmain: 9395 2003 Concord: 9767 8488 Canterbury – via switchboard Workforce Services District: 9515 9660 RPA: 9515 9888 Concord: 9767 6259 Balmain: 9395 2103 Canterbury: 9153 2618 Sydney Dental: 9293 3297
In-hospital emergencies 2222 State Wide Service Desk (for IT help) 1800 28 55 33 Aboriginal Health Unit 9515 9579 Aboriginal Liaison Officers RPA and Balmain 9515 9278, 8am to 4.30pm Canterbury: Page 60777 Tuesday and Thursday Concord: Page 60777 Monday, Wednesday and Friday Carers Program 9767 5876 SLHD-CarersProgram@health.nsw.gov.au		





Sydney
Local Health District

slhd.nsw.gov.au

22154JAN2023