



Western Sydney Local Health District

Agency Information Guide

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1. Purpose of this Agency Information Guide

Western Sydney Local Health District (WSLHD) is committed to ensuring the community can access the information we hold easily and at the lowest reasonable cost.

WSLHD supports the broad object of the *Government Information (Public Access) Act 2009* (the GIPA Act) to advance a system of responsible and representative democratic Government that is open, accountable, fair and effective, and the specific presumption in the Act in favour of the disclosure of government information unless there is an overriding public interest against disclosure.

Agency Information Guides (AIGs) play an important role in promoting access to information, supporting participation and contributing to Open Government.

This AIG is published in accordance with section 20 of the GIPA Act and provides a mechanism to make government information accessible, promote currency of information and appropriate release and support the management of government information as a strategic asset.

The purpose of this AIG is to provide general information on the:

- structure and functions of WSLHD;
- ways in which the functions of WSLHD affect the public;
- arrangements in place to enable members of the public to participate in the formulation of WSLHD policy and the exercise of its functions;
- the type of information held by WSLHD;
- the type of information held by WSLHD that is made publicly available;
- how the public may access and amend the information held by WSLHD that concern their personal affairs
- kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed.

Where appropriate we have provided links to documents, reports, data and other information throughout this AIG.

This AIG is reviewed regularly and at least every 12 months. This AIG is available from our website [here](#).

2. About WSLHD

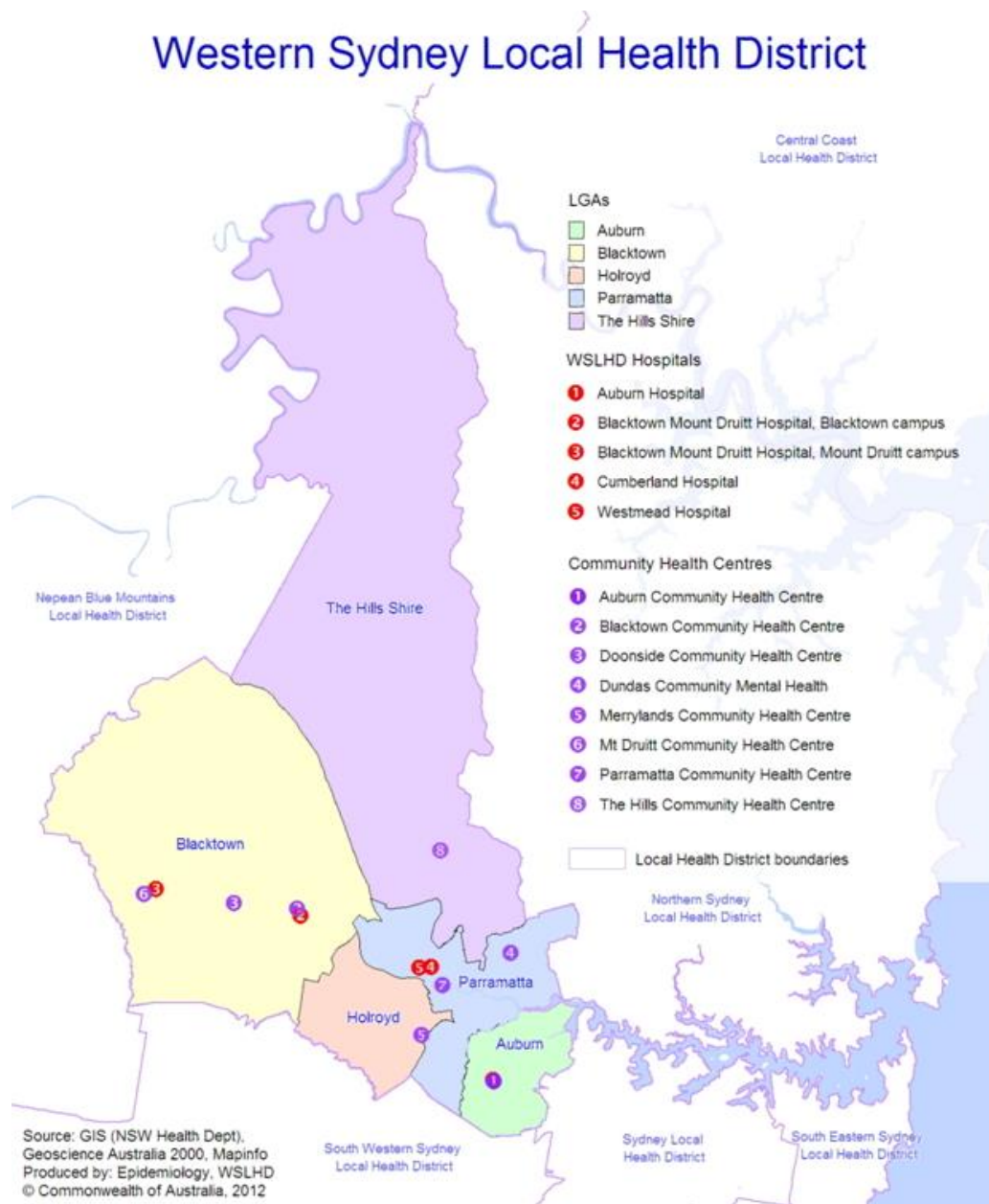
WSLHD delivers a vast and complex range of healthcare to more than 900,000 residents as well as providing services to those outside our boundaries from our specialty State wide centres of expertise.

WSLHD is responsible for providing and managing public healthcare in 120 suburbs comprising the five pre-amalgamated Local Government Areas (LGAs) of Blacktown, The Hills Shire, Holroyd, Parramatta and Auburn.

WSLHD is one of 15 Local Health Districts (LHDs) in the NSW Health system and we have the second largest population in NSW, which is projected to increase to nearly 1.3 million by 2031.

WSLHD includes the following hospitals/health facilities:

- Hospitals - Auburn, Blacktown, Cumberland, Mt DrUITT and Westmead.
- Community Health Centres – Auburn, Blacktown, Doonside, Dundas, Merrylands, Mt DrUITT, Parramatta and The Hills.



2.1 WSLHD Vision and Values

The WSLHD vision is “Better Health Service for the People of Western Sydney and Beyond”. WSLHD has adopted the NSW public health CORE values of:

- **Collaboration**
Improving and sustaining performance depends on everyone in the system working as a team
- **Openness**
Transparent performance improvement processes
- **Respect**
The role of everyone engaged in improving performance is valued
- **Empowerment**
There must be trust on all sides and at all levels with responsible deregulation of authority and accountability

2.2 WSLHD Structure and Functions

WSLHD has been set up in accordance with the National Health and Hospital Agreement. Local decision-making is at the forefront of how the organisation functions and this function is governed by a professional Health District Board and the WSLHD Chief Executive.

As a service organisation providing health care to the community, the majority of the decision made in WSLHD and the activities performed in WSLHD will have an impact on the public.

The Board and Chief Executive are responsible for:

- Improving local patient outcomes and responding to issues that arise throughout WSLHD.
- Monitoring the performance of WSLHD against agreed performance measures.
- Delivering services and performance standards within an agreed budget, based on annual strategic and operating plans.
- Ensuring services are provided efficiently and accountably and producing Annual Reports that are subject to State financial accountability and audit frameworks.
- Maintaining effective communication with local and State public health stakeholders.

The Chief Executive is supported by a team of Executive Directors. Each Executive Director is responsible for their own business unit. The Executive Directors are:

- Executive Director Corporate Governance
- Executive Director Finance
- Executive Director Nursing and Midwifery & Clinical Governance
- General Manager Westmead Hospital and Auburn Hospital
- General Manager Blacktown and Mount Druitt hospitals
- Executive Director Mental Health Services
- Executive Director Integrated and Community Health
- Chief Information Officer
- Director Strategic Business Development & Commercial Services
- Director People and Culture
- Director Corporate Communications

The WSLHD Executive Team are located at Westmead Hospital and can be contacted at:

Level 1 Education Block	OR	PO Box 574 Wentworthville
Westmead Hospital		Westmead NSW 2145
Corner Hawkesbury and Darcy Roads		Tel: 8890 9000
Westmead NSW 2145		
Tel: 8890 9000		

The WSLHD internet can be accessed at <http://www.wslhd.health.nsw.gov.au/>

WSLHD can be contacted by email at <http://wslhdold.staging.elcomcms.com/Contact-Us>

The broad functions of WSLHD are:

- **Finance**
Finance provides information and services to support the planning, allocation and control of financial resources to enable WSLHD to fulfil its statutory functions and operate within its annual allocated budget.
- **Nursing & Midwifery and Clinical Governance**
Nursing and Midwifery Services provides advice on professional activities in developing, monitoring, implementing and reporting on all aspects of policy and workforce issues, clinical initiatives and professional activities provided by nurses and midwives. The Clinical Governance Directorate provides a range of support functions to District services in accordance with the NSW Health Patient Safety and Clinical Quality Program.
- **Mental Health Services**
Mental Health Services is responsible for management and performance of mental health services spanning child, adolescent to adults across a diverse range of settings from the community to inpatient.
- **Corporate Governance**
Corporate Governance is responsible for compliance with legislation, policy and standards and risk management.
- **Information Technology Services**
ITS implements and supports information technology equipment and systems that support patient care.
- **Integrated and Community Health**
Integrated and Community Health provides a range of community based prevention, early intervention, clinical care coordination, maintenance and rehabilitative support services in Child & Family Health, Complex, Aged & Chronic Care, Youth Health and Integrated Violence Prevention & Response Services
- **Strategic Business Development & Commercial Services**
Strategic Business Development & Commercial Services oversees the capital redevelopment projects for WSLHD including the redevelopment of Blacktown, Mount Druitt and Westmead Hospitals.
- **People and Culture**
People and Culture is responsible for human resources workforce planning incorporating Aboriginal, disability and refugee employee support; generic training and development; senior medical and dental workforce services; and the WSLHD consumer and community network.
- **Corporate Communications**
Corporate Communications is responsible for internal and external communications, branding and marketing and media relations.

Health services are provided in our hospitals and community health facilities and can also be provided in patient homes as well as community settings such as schools and residential aged care facilities. Health services are provided at the following hospitals and community health centres:

Hospitals	
Auburn Hospital	Norval St, Auburn NSW 2144 Tel. (02) 8759 3000 Fax. (02) 8759 3123
Blacktown Hospital	Blacktown Rd, Blacktown NSW 2148 Tel. (02) 9881 1555 Fax. (02) 9881 1690
Cumberland Hospital	1-11 Hainsworth St, Westmead NSW 2145 Tel. (02) 9840 3000 Fax. (02) 9840 3700
Mt Druitt Hospital	Railway St, Mt Druitt NSW 2770 Tel. (02) 9881 8000 Fax. (02) 9881 8020
Westmead Hospital	Corner Hawkesbury and Darcy Roads, Westmead NSW 2145 Tel. (02) 9845 5555 Fax. (02) 9845 5000
Community Health Centres	
Auburn	Norval Street, Auburn NSW 2144 Tel. (02) 8759 4000 Fax. (02) 8759 4154
Blacktown	Marcel Cres, Blacktown NSW 2148 Tel. (02) 9881 8700 Fax. (02) 9671 6360
Doonside	30 Birdwood Ave, Doonside NSW 2767 Tel. (02) 8670 3300 Fax. (02) 9831 8683
Dundas	21 Sturt St, Telopea NSW 2117 Tel. (02) 9638 6511 Fax. (02) 9684 2058
Merrylands	14 Memorial Ave, Merrylands NSW 2160 Tel. (02) 9682 3133 Fax. (02) 9897 3313
Mt Druitt	Corner Kelly and Burrans Cl, Mt Druitt NSW 2770 Tel. (02) 9881 1200 Fax. (02) 9881 1203
Parramatta	Jeffrey House, 162 Marsden St, Parramatta NSW 2150 Tel. (02) 9843 3222 Fax. (02) 9891 2825
The Hills	183-187 Excelsior Ave, Castle Hill NSW 2154 Tel. (02) 8853 4500 Fax. (02) 8853 4565
Population Health and Public Health	
<p>Population Health and Public Health are based on the Cumberland Hospital campus: "Gungurra", Building 68 Cumberland Hospital 5 Fleet Street North Parramatta NSW 2151 Tel. (02) 9840 3603 Fax. (02) 9840 3608</p>	
Mental Health Services	
<p>Inpatient mental health services are provided at Blacktown, Cumberland, Mt Druitt and Westmead Hospitals. To contact the relevant inpatient mental health service, please refer to the hospital information listed above.</p>	
<p>Community mental health services are provided by Auburn, Blacktown, Dundas, The Hills and Parramatta Community Health Services. Please phone 1800 011 511 to discuss referral for assessment.</p>	

3. The types of information held by WSLHD

Information in WSLHD is created in the course of our business of providing health services and our information is held in record that are broadly classified as health care records and corporate/administrative records.

WSLHD creates health care records to record the care given to our patients, to support the ongoing care of our patients and to meet our legal obligations and community expectations. Health information may be held in paper based records or the electronic health record.

WSLHD creates corporate/administrative records to record the activities and business functions of WSLHD. These records are also created to meet our legal obligations and community expectations. Corporate/administrative records may be paper based or electronic.

WSLHD has many data collections and business information systems which collect and manage both personal and non-personal information. These collections of information and the systems in which they are collected are both electronic and paper based. The location and content of the information held by WSLHD is based on the business structure of the organisation.

The information held by WSLHD is retained for varying periods of time depending on the business needs and legal retention requirements.

In general, access to the information held by WSLHD will be granted unless there is a conflict with privacy law or where the access is contrary to the public interest in line with the provisions of the GIPA Act.

3.1 Types of information held by WSLHD that are made publicly available

WSLHD provides a wide range of information to the public free of charge through its internet site at <http://www.wslhd.health.nsw.gov.au/>

This information includes (but is not limited to):

- Information about falls in WSLHD
- Information about infections in WSLHD
- Information about medication errors in WSLHD
- WSLHD Strategic Plans
- WSLHD Board Minutes
- WSLHD and NSW Health Annual Service Agreements
- WSLHD Facility Budget Allocations
- WSLHD Annual Reports/Year in Review
- WSLHD Expense Budget
- WSLHD Asset Strategic Plan
- WSLHD Corporate Governance Attestation Statement
- WSLHD Statement of Business Ethics
- WSLHD Workforce Strategic Framework
- WSLHD Model By-Laws
- Consumer Engagement resources
- Media releases
- Information about medical research projects
- Newsletters and broadcasts
- Information requested through the GIPA Act ([disclosure log](#))

WSLHD policies and procedures are currently not able to be published on the internet. It is intended that WSLHD policy and procedure documents will be made publicly available in the future. In the meantime, policy and procedure documents can be obtained, free of charge by calling 8860 2548 or by email at WSLHD-PolicyAndProcedure@health.nsw.gov.au.

4. How WSLHD engages with the public

In WSLHD we call public participation “consumer engagement”. Our consumers are sometimes called "health consumers". Think of this term as meaning a health service user.

A consumer may have been a patient, or could be a patient in the future. They may be a carer, often an unpaid family member or loved one, of a previous or current patient.

Across WSLHD we have consumers who have undertaken training and have gone through a rigorous recruitment process to position them to work with staff in collaboration.

Western Sydney has big health challenges and WSLHD needs to understand the needs of our community. Our community needs to understand what and where to get the services they need.

“Community” refers to groups of people or organisations with shared local or regional interest in health. These groups of people may be interested because they live in a particular place, have a particular cultural background, religion or language.

Groups may also be formal organisations interested in specific diseases such as cancer or diabetes. Examples of community organisations include the Red Cross, the Cancer Council, Diabetes NSW or Chronic Pain Australia.

Engagement means working together as partners to understand each other’s point of view. We deliberately look for ways to work together as easily and as systematically as possible with the aim of improving health care for people needing it.

Working together involves new ways of doing our business. It involves listening to and learning from our communities so that together, we create health services that deliver what people want and need to help them get and stay healthy.

People in the Western Sydney community can give as much time as they wish. This can be from receiving updates from health services, right up to developing a deep relationship over time and becoming fully trained to be able to interact with staff at the highest levels to help them see things from a consumer’s point of view. This is where we become partners, where trust is built, control and decisions are shared. It takes time and training.

Opportunities to get involved are on the WSLHD website [here](#) or you can contact the Community and Consumer Engagement team on (02) 8838 6378 or by email at WSLHD-Get_Involved@health.nsw.gov.au.

4.1 WSLHD Consumer Council

Listening to consumer representatives during 2014 resulted in the formation of the WSLHD Consumer Council.

The underlying purpose of council business is to improve the quality of life of patients, families and over all patient care experience. The council functions to continually provide consumer representatives with training and orientation to the role.

Each monthly meeting features presentations by staff involved in programs and services across the LHD. Consumers also learn from each other. They find that the network of consumer representatives is very supportive. More experienced representatives mentor less experienced representatives.

WSLHD staff are not eligible to join the consumer council, however they are invited to come along and participate in the discussion.

When consumers are properly recruited as a consumer representative they are invited to attend meetings of the WSLHD Consumer Council.

The WSLHD Consumer Council:

- supports and works within current WSLHD strategic objectives
- supports and works within the WSLHD Community and Consumer Engagement Framework
- provides systematic support for WSLHD strategic priority of developing a culture with the patient and community at the centre of all that it does
- provides systematic support for WSLHD strategic priority of actively engaging and refining relationships with patients and their families to help innovation and delivery of new and contemporary services
- contributes to WSLHD strategic objective of increasing the health literacy of our society.

4.2 Engaging with consumers

WSLHD engages with the community in a number of different ways. These provide a fast and easy way for the community to approach us, seek our assistance or provide us with feedback.

- **WSLHD Website**

Our website is used to provide the community with resources and information in relation to WSLHD and its services such as activities, awareness campaigns, events, news and developments. The community is encouraged to use the “[Contact Us](#)” section of the WSLHD website to provide feedback or to obtain more information about WSLHD activities and functions.

- **Social Media**

The WSLHD Twitter ([@WestSydHealth](#)), Facebook ([fb.com/WesternSydneyHealth](#)) and Instagram ([@humansofthehospital](#)) accounts provide the community with immediate information about the latest updates, news, campaigns and other areas of interest happening in WSLHD. Our Twitter account is monitored during office hours and an on-call media responds to any urgent enquiries after hours. Online commentary about our services are also monitored and if WSLHD can assist, we will respond via social media. Members of the public can join the conversation and WSLHD aims to respond to all questions asked on social media. Most feedback, compliments or complaints sent to WSLHD on Facebook or Twitter are directed to the “[Contact Us](#)” section on the website.

- **Newsletters**

WSLHD produces several newsletters which are available to the community via our [website](#). These newsletters provide the community with updates about WSLHD achievements, projects, initiatives and events.

4.3 Feedback, questions and complaints

WSLHD welcomes input and feedback from the public, community organisations and other government agencies regarding our services and publications. We receive a range of diverse correspondence and complaints through a variety of channels including our website, emails, letters, phone calls and social media.

Feedback from the community is important to WSLHD and helps us improve our services.

All feedback and complaints are dealt with confidentially and personal and health information is managed in accordance with the privacy principles in the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*. Further information about how we handle personal and health information is available [here](#).

You can provide feedback or make a complaint using the “[Contact Us](#)” section of the website.

5. How to access information held by WSLHD

WSLHD makes information available, under the GIPA Act, in four ways:

- Open Access Information
- Proactive Release of Information
- Informal Release of Information
- Formal Access Application

5.1 Open Access Information

Information which classified as open access information is information which we are required to make available. This information is made available unless it is not in the public interest to do so. This includes:

- the agency's current agency information guide
- a [disclosure log](#) listing all formal determinations made by WSLHD under the GIPA Act, along with the document released.
- a [register of government contracts](#) (published by NSW Health Share).
- a record of the open access information not made publicly available on the basis of an overriding public interest against disclosure (indicating the general nature of the information concerned).
- information about WSLHD contained in any document tabled in Parliament by or on behalf of WSLHD (other than any document tabled by order of either House of Parliament);
- policy documents

Open access information is, generally, made available via the WSLHD webpage free of charge. This freely available information can generally be found on our internet, click [here](#) to access this information.

5.2 Proactive Release of Information

In addition to the mandatory release of open access information, the proactive release information by WSLHD aims to assist the public with access to other government information that we hold that is not required by the GIPA Act to be disclosed as open access. We routinely identify information for proactive release.

Currently, information that has been proactively release by WSLHD, includes but is not limited to:

- [WSLHD Strategic Plans](#)
- [WSLHD Board Minutes](#)
- [WSLHD and NSW Health Annual Service Agreements 2016-2017](#)
- [WSLHD Facility Budget Allocations 2016-2017](#)
- [WSLHD Annual Reports/Year in Review](#)
- [WSLHD Expense Budget 2016-2017](#)
- [WSLHD Asset Strategic Plan 2013-2023](#)
- [WSLHD Corporate Governance Attestation Statement](#)
- [WSLHD Statement of Business Ethics](#)
- [WSLHD Workforce Strategic Framework 2015-2020](#)
- [WSLHD Model By-Laws](#)
- WSLHD GIPA Act Annual Report

5.3 Informal Release of Information

Members of the public can request information from WSLHD that is not available through our website. We will endeavour to respond to these requests informally, and will only require a formal access application in limited circumstances.

If it is in the public interest to disclose the information, the information will be made available free of charge.

An informal request for access to information can be made by contacting our Right to Information Officer – see contact details below at section 9.

WSLHD will generally provide the following types of information in response to an informal request:

- Copies of correspondence, where the person requesting the correspondence is the person who sent it to WSLHD.
- Documents that contain only personal information about a particular individual, and that individual is the person requesting the information.
- Documents or information that have already been made public where there are not any public interest considerations against disclosure.

5.4 Formal Access Application

After considering requests to access to information informally, applicants who want to submit a formal access application can do so by contacting the Right to Information Officer.

To make a formal access application for information held by us, an access application must:

- be in writing and be sent by mail to WSLHD GIPA, 'Pine Cottage' Building 60, Cumberland Hospital, 5 Fleet Street, North Parramatta NSW 2151 or via email at WSLHD-GIPA@health.nsw.gov.au
- clearly indicate that it is a formal access application made under the GIPA Act. The WSLHD formal access application form can be found on the WSLHD [internet](#).
- provide a postal address for correspondence in connection with the application
- provide such information as is reasonably necessary to enable the requested information to be identified.
- include a \$30 application fee payable to Western Sydney Local Health District

Formal access applications should be directed to:

Right to Information Officer
Corporate Records Unit
Western Sydney Local Health District
Pine Cottage, Building 60
Cumberland Hospital
Locked Bag 7118
Parramatta CBD 2124

5.5 Information that is not available in response to a Formal Access Application

In response to a formal access application information will not be available where it is 'excluded information' as defined in the GIPA Act. Although an access application may be made for all government information held by WSLHD, we will not release information where there is a conclusive presumption of overriding public interest against disclosure, for example:

- Overriding secrecy laws (as defined in item 1 of Schedule 1 of the GIPA Act)
- Cabinet information (as defined in item 2 of Schedule 1 of the GIPA Act)

Information will also not be available where, on balance, it is considered that there is an overriding public interest against disclosure of that information.

5.6 Access to health information

Complete the [form](#) and send it to the appropriate department listed on the back of the form. Requests for access to health care records must:

- be in writing and be sent by mail, or delivered to the appropriate department listed on the back of the form.
- provide a phone number and postal address for correspondence in connection with the application if you wish for the information to be posted to you.
- provide such information as is reasonably necessary to enable the requested information to be identified.
- Include a \$33 application fee payable to the facility from whom the information is being requested.

The \$33 application fee covers the first 80 pages of information. You will be charged for information over and above 80 pages so consider this when specifying the information that you are requesting.

You are also entitled to view your health record and this can be organised by contacting the relevant facility. A WSLHD staff member must be present for this viewing.

Access to your health information may be declined in special circumstances, for example, if giving you access may put you or another person at risk of harm you may be refused access. Or if parts of your record contains information which, by law, cannot be given to you, such as information about another person.

WSLHD relies on provisions in privacy law to provide access to health information. This means that you (or your authorised representative) do not need to make a formal access application under the GIPA Act for access to your health information.

5.7 Access to Personal Information

Individuals can request access to the personal information about them, that is held by WSLHD such as personnel records and other employment related information.

- You may apply for access to your personal information under the *Privacy and Personal Information Protection Act 1998*, under Information Protection Principle 7.

If you are an employee of WSLHD, requests for employment information should be made directly to your Manager or if you require access to your official personnel file contact Human Resources on (02) 8838 6300.

6. How can the public amend information concerning their personal affairs?

The health information collected by WSLHD about our patients is protected by the *Health Records Information and Privacy Act 2002*.

Non-health personal information that is held by WSLHD is protected by the *Privacy and Personal Information Protection Act 1998*. 'Personal information' is information or opinion about a person who can be identified from that information or opinion.

You are entitled to have your personal information, including your health record, amended to correct inaccuracies. If you think your personal or health information held by WSLHD is incorrect, you can ask WSLHD to correct it.

6.1 Amendment of Personal and/or Health Information

If you believe the health information we hold about you is incorrect, please let your health care provider or the relevant facility Health Information and Record Service know. Appropriate action will be taken and you will be informed of the outcome. This action may include correction of the error or additional notation may be made to the record.

To assist us in maintaining accurate health records it would be appreciated if you advise your health care provider, relevant administrative staff or the relevant facility Health Information and Record Service if, for example, you change your name, address, contact details, or general practitioner details.

Further information on your rights under the *Privacy and Personal Information Protection Act 1998* and the *Health Records Information and Privacy Act 2002* is available at the WSLHD Information Privacy website [here](#).

7. Disclosure log

We maintain a disclosure log under section 25 of the GIPA Act which documents the information we release in response to access applications, and that may be of interest to members of the public.

Our disclosure log provides a mechanism to further proactively release information to the public. The disclosure log can be accessed [here](#).

A regular review of our disclosure log provides a valuable opportunity to analyse data collected on requests for information and to identify trends and documents that could be released proactively. This allows us to update our AIG to reflect the released information. Increased disclosure of information from our disclosure log allows the community greater opportunity to participate in our policy formulation and service delivery, and identifies trends and documents that could be released proactively.

8. Our Contact Details

For general enquiries regarding informal access to WSLHD information of a non-personal nature, contact the relevant business unit or the Right to Information Officer on (02) 8860 2550 during business hours.

For access to your health care records, contact the Health Information and Record Service in the relevant hospital or the Senior Administrative Officer in the relevant community health centre on the contact numbers provided in section 2.3.

Current and former staff members wishing to obtain access to their official personnel record should contact Human Resources on (02) 8838 6300.

If you wish to enquire about making a formal access application for information, or if you have any difficulty obtaining access to information held by WSLHD contact the Right to Information Officer.

The Right to Information Officer for WSLHD can be contacted Monday to Friday, 8am–4.30pm (excluding public holidays) by:

- **Post:** Pine Cottage , Building 60, Cumberland Hospital, Locked Bag 7118 Parramatta CBD NSW 2124
- **Email:** WSLHD-GIPA@health.nsw.gov.au
- **Phone:** (02) 8860 2550
- **Office:** Pine Cottage, Building 60, Cumberland Hospital, 5 Fleet Street, North Parramatta NSW 2151

9. More information

For more information about ways to access NSW Government information or if you need more help with obtaining access to government information you can contact the Information and Privacy Commission by:

- **Accessing their website at:** <http://www.ipc.nsw.gov.au/>
- **Email:** opicinfo@oic.nsw.gov.au
- **Mail:** GPO Box 7011, Sydney NSW 2001
- **Telephone:** 1800 472 679 between 9am to 5pm, Monday to Friday (excluding public holidays).
- **In person at:** Level 17, 201 Elizabeth Street, Sydney NSW 2000

More NSW government information can be accessed from Data NSW at <https://data.nsw.gov.au/>.