

FAR WEST LOCAL HEALTH DISTRICT 2020-2021 YEAR IN REVIEW

UNITED AS ONE



Health
Far West
Local Health District

OUR VISION

Excellence in rural and remote health

OUR MISSION

Enabling health in our communities

OUR CORE VALUES

- Collaboration
- Openness
- Respect
- Empowerment



Far West Local Health District acknowledges the traditional owners of the lands within its boundaries, the Barkandji, Muthi Muthi, Wilyakali, Ngiyampaa, Wadigali, Malyangaba and the Wangkumara peoples. We acknowledge and pay respect to the Elders past and present and their ancient wisdoms. We acknowledge the communities of today and the Aboriginal community members who are part of our communities.

FRONT COVER:

Enabling health in our rural communities unites us as one, Tibooburra Health Service nurse Megan Burnett.

PAGE 2:

1. FWLHD's Aboriginal cultural logo, by artist Corey Payne, signifies the lands on which Aboriginal and non-Aboriginal people work and deliver culturally safe, sensitive and appropriate services.

2. United in providing healthcare for our people, Wentworth Health Service nurse Dan Barnard.

PAGE 3:

Mutawintji National Park, Broken Hill. Photo supplied by Destination NSW.



CONTENTS

About FWLHD

■ Our Services	4
■ Our Community, Our Health	5
■ Map	6
■ A Word from the Chair & Chief Executive	7

The Year That Was

■ Caring for Our Community	8
■ Our Performance	17
■ Building Our Future	19
■ Our Staff	21
■ Partnering with Our Community	23

Appendices

■ FWLHD Board	24
■ FWLHD Executive Leadership Team	25
■ Location Directory	27
■ Abbreviations and Glossary	27

ABOUT FWLHD

Far West Local Health District (FWLHD) is responsible for the management of public hospitals and healthcare clinics and institutions throughout the vast far west of NSW.

It is one of 15 local health districts (LHDs) in the NSW health system and the most remote.

In 2020-21, our staff attended to more than 22,811 presentations in our emergency departments, 8436 inpatient admissions and 153,207 hospital non-admitted patient services, performed 1904 surgeries and delivered 187 babies.

Our networks of hospitals and community services provide for the residents and tourists that populate 194,949 square kilometres, a land mass larger than Syria.

Bordering, South Australia, Victoria and Queensland, we are located in one of the most sparsely populated regions of the State, characterised by breathtaking panoramas, historic colonial towns, and a rich Indigenous culture.

FWLHD encompasses the four local government areas (LGAs) of Broken Hill, Central Darling, Wentworth and Balranald and incorporates the traditional lands of seven Aboriginal nations of the Barkandji, Muthi Muthi, Wilyakali, Ngiyampaa, Wadigali, Malyangaba and Wangkumara peoples.

It also includes the immense Unincorporated Area of Far West NSW.

OUR SERVICES

We are a major employer with 785 staff, many of whom are local to the communities they serve, with nurses and midwives making up nearly 44 per cent of our workforce.

Our healthcare facilities are delivered from 12 sites comprising two hospitals and two multipurpose services (MPS).

FWLHD partners with major Adelaide, Sydney, and Melbourne hospitals for those who require high-level specialist care.



 Silverton, Broken Hill. Photo supplied by Destination NSW.



2020-21 AT A GLANCE



22,811
ED presentations



8436
Admissions



1904
Surgeries



187
Births



153,207
Hospital non-admitted
patient services
(occasions of service)

Sources: Health Information Exchange (HIE) Enterprise Data Warehouse for Analysis Reporting and Decisions (EDWARD).

NSW Health Bed Reporting System.

iPM - WNSW and FWLHD Domain report ADM001.

OUR COMMUNITY, OUR HEALTH

Our 2020 estimated residential population in 2021 was 30,220¹ with more than 4502², or 14.9 per cent, of Aboriginal heritage.

The proportion of people aged 65 years and over is projected to grow to 29 per cent by 2036, having a significant impact on the demand for healthcare services.

The mental and emotional wellbeing of far west farming communities has been adversely impacted by drought, resulting in a need to enhance our mental health, drug and alcohol support services.

Hospitalisation rates for intentional self-harm were twice the rate of all other LHDs in NSW.

Diabetes-related hospitalisations are 39 per cent higher in FWLHD compared to the State rate³.

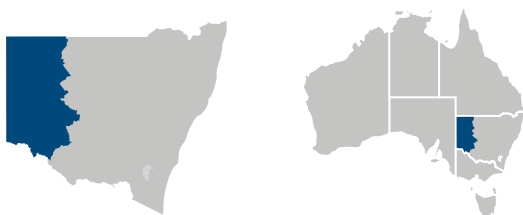
Hospitalisation rates in FWLHD for chronic obstructive pulmonary disease (COPD) are the highest in the State.

And smoking in pregnancy is 3.6 times higher than in NSW pregnant women³.

1. HealthStats NSW. Based on the Australian Bureau of Statistics estimated resident populations. Population projections based on data from the NSW Department of Planning and Environment (SAPHaRI). Centre for Epidemiology and Evidence, NSW Ministry of Health.
2. HealthStats NSW.
3. Western NSW Health of the Population Report, 2020.

PHOTOS:

1. White Cliffs Health Service manager, nurse Margaret Tate attends to Richard Wagner, of White Cliffs.
2. Balranald MPS registered nurse Roxi Esequé (left) and enrolled nurse Shelley Watt.
3. Violence, Abuse, Neglect Service Aboriginal trainee Kyeesha Jones (left) and Child and Adolescent Mental Health Services school-link coordinator Holly Fabila.



A WORD FROM THE CHAIR & CHIEF EXECUTIVE



Far West Local Health District faced another challenging year during 2020-21 as we provided for the healthcare needs of our widespread communities amidst the background of the COVID-19 pandemic.

Our geographic location helps shape who we are as individuals and how we operate to provide the best available healthcare to the rural and remote communities of far west NSW. It requires resilience, determination and ingenuity as we work together as a united team to meet the needs of our remote populations.

We focussed on developing our workforce. Our workforce strategy is designed to attract and retain clinicians to provide the best available healthcare to our communities.

We engaged local doctors in our emergency department to enable improved clinical continuity of care.

We responded to the COVID-19 pandemic rolling out the first stage of our vaccination program to the most vulnerable. We ensured our communities were monitored, conducting 11,602 COVID-19 tests. We were acutely aware of the impact the virus could have on our remote communities, especially our Aboriginal peoples.

While virtual care and telehealth have long been part of our infrastructure in treating our patients and clients, the COVID-19 pandemic has accelerated demand requiring us to upgrade our systems.

We received more than \$850,000 to overhaul our virtual care systems enabling more patients and clients to access high-quality care from their homes and our visiting specialists to navigate State lockdowns and interstate border closures.

Providing safe, high-quality healthcare to our communities is our first priority. We demonstrated this commitment through achieving accreditation in June 2021 for three years against the

eight National Standards for Safety and Quality in Healthcare. This is a key driver for continual improvement in safety and quality of which all our staff can be justifiably proud.

The past year saw the implementation of our executive restructure as we focussed on the future healthcare needs of our communities.

Recognising research and education encourage exploration of current practice, searching for new and better ways to provide care and skilling our staff, we engaged our first director of research, Professor David Lyle, the head of the Broken Hill University Department of Rural Health, University of Sydney.

Our multi-million dollar building program will see the development of a \$30 million hospital in Wentworth, a \$9 million HealthOne in Buronga with construction of the integrated primary healthcare facility awarded to the majority Indigenous-owned building company Barpa.

We officially opened our \$1.9 million Tibooburra Health Service in March and completed upgrades to BreastScreen and palliative care services at Broken Hill Health Service.

Our success relies on our people, our critical healthcare partners, our eight health councils and our many volunteers and donors who have enabled us to excel in providing excellence in healthcare. We thank them for their invaluable support and commitment to our local health district.

A handwritten signature in black ink, appearing to read 'Andrew Refshaug'.

DR ANDREW REFSHAUGE
CHAIR

A handwritten signature in black ink, appearing to read 'Umit Agis'.

UMIT AGIS
CHIEF EXECUTIVE

THE YEAR THAT WAS

FWLHD faces many challenges in delivering healthcare to our communities, none the least of which is the tyranny of distance.

Geographic remoteness can create unique, resilient, and innovative communities as evident in our staff who are devoted to providing excellence in rural and remote health.

Enabling health in our rural communities unites us as one as we work together to overcome the challenges of a global pandemic, embrace technology and new ways of doing business, and address the healthcare needs of our most vulnerable.

CARING FOR OUR COMMUNITY

COVID-19

The remoteness of our local health district shielded our communities from the worst effects of the COVID-19 global pandemic during the past financial year.

However, we were acutely aware of the impact the virus could have on our residents especially the vulnerable, and our Aboriginal peoples who comprise 14.9 per cent of our population, many of whom live in outlying regions more than 100km from Broken Hill Health Service.



FWLHD's response to COVID-19 remained in line with Commonwealth and NSW Health guidelines with the arrival of the newly developed vaccines a key feature.

Screening of staff and visitors for the virus continued across our facilities, messaging to stay vigilant, get vaccinated, get tested and isolate was consistent, and testing capabilities remained active and accessible.

We had two confirmed COVID-19 cases during the 2020-21 year with both managed locally by our public health unit, and extensive contact tracing undertaken. Neither case required hospitalisation or medical intervention, and there were no infections as a result of being a close contact.

We performed 11,602 COVID-19 tests during the year with the majority conducted in our outpatient COVID-19 testing clinics.

Our nurses were offered critical care upskilling to become the secondary *surge* workforce for COVID-19 and COVID-19 testing education was provided for all employees to free up nurses.

Immunisation-accredited nurses and midwives were deployed to remote sites to vaccinate communities, and scholarships were offered to registered nurses to complete vaccination courses.

Mask fit testing was conducted for all staff as well as education in putting on and removing personal protective equipment (PPE) and infection





 Broken Hill Health Service speech pathologist Kate Simmons conducts a virtual consult.

prevention and control processes for COVID-19.

Our COVID-19 vaccination program, delivered in line with the Federal Government's identified priority groups, commenced in March for those in Phase 1a including frontline healthcare workers, aged and disability care staff and residents, and quarantine and border workers.

We increased our vaccination workforce with 10 registered nurses securing scholarships to become accredited nurse immunisers (ANIs).

AstraZeneca's Vaxzevria was the first vaccine available to FWLHD and administered in March at the Broken Hill Health Service.

ANI teams travelled hundreds of kilometres from Broken Hill Health Service to Tibooburra, White Cliffs, Wilcannia, Menindee and Ivanhoe to vaccinate eligible Phase 1a staff and residents as well as Balranald, Dareton and Wentworth.

Staff from South Western Sydney Local Health District (SWSLHD) travelled more than 1100km to

Broken Hill to assist our team roll out Pfizer's Comirnaty vaccine to eligible groups in May.

The Broken Hill COVID-19 Community Vaccination Clinic was established on May 10 at the Broken Hill Aged Persons Rest Centre administering the AstraZeneca vaccine and public clinics were set up in Balranald and Buronga.

The Royal Flying Doctor Service conducted a vaccination program across various sites and remote communities in Tibooburra, White Cliffs, Wilcannia, Menindee and Ivanhoe.

A Pfizer-specific deep freezer was installed in our pharmacy department at Broken Hill Health Service with our first shipment of frozen Pfizer vaccine arriving on June 25 to administer to all eligible staff and community members the following day.

PAGE 8: 1. AstraZeneca's COVID-19 vaccine. **2.** Nurses Donna Gers (left), Jane Davies (back) and midwife Chelsea Anderson prepare the AstraZeneca for frontline staff.

VIRTUAL CARE

Virtual care, previously known as telehealth, uses technology to securely connect rural and remote patients with healthcare providers to deliver care when and where it is needed.

The COVID-19 pandemic has accelerated the uptake of virtual care globally.

In FWLHD the delivery of outpatient services by virtual care increased by 17 per cent in 2020 and 35 percent in 2021.

FWLHD received more than \$850,000 to enable the continuity and enhancement of virtual patient care.

Visiting specialists were able to navigate State lockdowns and interstate border closures to continue to treat our patients or provide expert clinical advice.

Where appropriate, patients were able to access timely high-quality care from their home or a nearby location eliminating the expense and disruption of extensive travel to appointments.

Our staff connected with major teaching hospitals for specialist advice, coordination of patient transfers and retrievals, peer support, clinical supervision and education.

NSW Health established the Virtual Care Accelerator (VCA) to ensure patients have full access to the best telehealth-enabled models of care and remote monitoring during the acute response to COVID-19.

FWLHD received \$400,071 in VCA funding to rapidly assess the issues faced by health staff and to evaluate and recommend solutions to address the pandemic.

Additional consultation rooms in all facilities and clinicians needing to work from home were kitted out with video conference systems, web cameras, speakers, microphones and headsets.

Our hospitals were equipped with an additional portable wireless video conference cart for the treatment of potential COVID-19 positive patients.

We expanded our existing Remote In-Home Monitoring Service to include COVID-19 positive or at-risk patients in the community with 40 additional kits for patients

to check their blood pressure, blood oxygen levels and temperature which are sent wirelessly to our team for assessment via a small computer tablet.

In-home monitoring reduced the impact on our hospitals while providing patients with the right level of care and enabled staff to rapidly escalate a deteriorating patient.

A further \$456,855 in VCA funding saw our video conference systems upgraded and the purchase of state-of-the-art devices to assist with remote diagnostics in real time.

The ProEX Telehealth Hub features high-quality, live video and imaging that allows a specialist to remotely view diagnostic images as they are being performed on the patient by our staff.

FAST-TRACK

FWLHD streamlined and enhanced its *fast-track* clinic at Broken Hill Health Service, eliminating our reliance on fly-in-fly-out doctors.

Five local doctors were appointed to the emergency department (ED) enabling the integration of the *fast-track* clinic into ED to attend to non-critical patients.

Patient outcomes will be improved as the most urgent cases will be seen quickly, while at the same time, patients with less urgent medical problems will be seen by another doctor.

CANCER CARE

A partnership between FWLHD and Lifeline Broken Hill will address a longstanding gap with the lack of general bereavement services in the region.

Access to bereavement counselling is through a private psychologist, disadvantaging many, especially our vulnerable communities.

FWLHD is recruiting a clinician to work out of Lifeline Broken Hill to provide face-to-face, telephone or videoconferencing bereavement counselling, community and group programs.

PAGE 10:

FWLHD director Medical Services Dr Tim Smart (left) with our newly appointed *fast-track* clinic doctors Justin Gladman and Michael Burrows.

PAGE 11:

1. Broken Hill Health Service's Safe Haven lounge. **2.** Part of the Safe Haven team, Mission Australia's Jenna Bottrell (left) with peer workers Imogen Garrard, Halen Pettitt, Jillian Graham and David Lehman.





MENTAL HEALTH

One in five people aged 16-85 in Australia will be directly affected by mental illness. FWLHD provides a range of services to assist people experiencing mental illness or disorders.

Specialist mental healthcare is delivered in community and inpatient settings across the LHD.

Community mental health services are provided to people who experience acute conditions or disorders. When management in the community is no longer feasible, inpatient care is provided.

We are leading the State in consumer experience satisfaction of mental health services.

Your Experience of Service (YES) is a national survey for mental health consumers seeking comment on their care and how services can be improved.

In FWLHD, 82 per cent of mental health consumers found their experience of service to be very good or excellent in the past financial year.

YES asks about the levels of care experienced in hospital and in the community.

Towards Zero Suicide is the NSW Premier's priority program to reduce the suicide rate by 20 per cent by 2023.

Suicide rates are higher in rural and regional areas than in capital cities.

The 2020 suicide rate per 100,000 people in rural and regional NSW was 15.4 compared to 8.1 in greater Sydney*.

Our 2020-21 initiatives saw the development and implementation of two Towards Zero Suicide initiatives, Suicide Prevention Outreach Team (SPOT), and the Safe Haven Café.



SPOT delivers assertive community support to people at risk of suicide.

The team, comprising peer workers and clinicians, provides after-hours home visits delivering psychosocial support, safety planning and linking people to community services.

From March to June 2021, they spent 614 contact hours supporting 49 individuals.

The Safe Haven Café, a collaboration with Mission Australia which opened on April 20 2021, is an after-hours alternative to the emergency department for people in suicidal crisis and distress.

It offers a calm, non-clinical setting where people can have a coffee and talk through a crisis with peer workers trained in suicide prevention.

From April to June 2021 the café supported 22 clients with peer workers providing 414 contact hours.

Expansion of rural counselling will see new positions specifically for people experiencing hardship in our rural and remote areas as part of Towards Zero Suicide.

Social isolation and loneliness have a significant impact on mental and physical wellbeing, increasing healthcare costs.

Connections in the Far West was developed with Mission Australia. The award-winning program supports people who are socially isolated, have limited access to services and activities and need after-hours support to enhance their social networks.

It encourages friendships and connections to the community through a series of regular activities six days a week.

Connections in the Far West won the Agency for Clinical Innovation Award for 2020, and was a finalist in the NSW Health Awards.

Our Colourful Libraries project, delivered in partnership with Broken Hill City Library, significantly increased the library's resources for young, gender and sexually diverse adults from 0.6 per cent to 11 per cent.

The Consumer and Carer Action Group, a committee of consumers and carers, provide a lived experience to assist our mental health, drug and alcohol services in service planning, delivery and evaluation.

Our peer workers draw upon their personal lived experience of suicide, mental illness and recovery to provide authentic engagement and support for mental health clients.

They are in a unique position to build connections and rapport by inspiring hope and role modelling recovery.

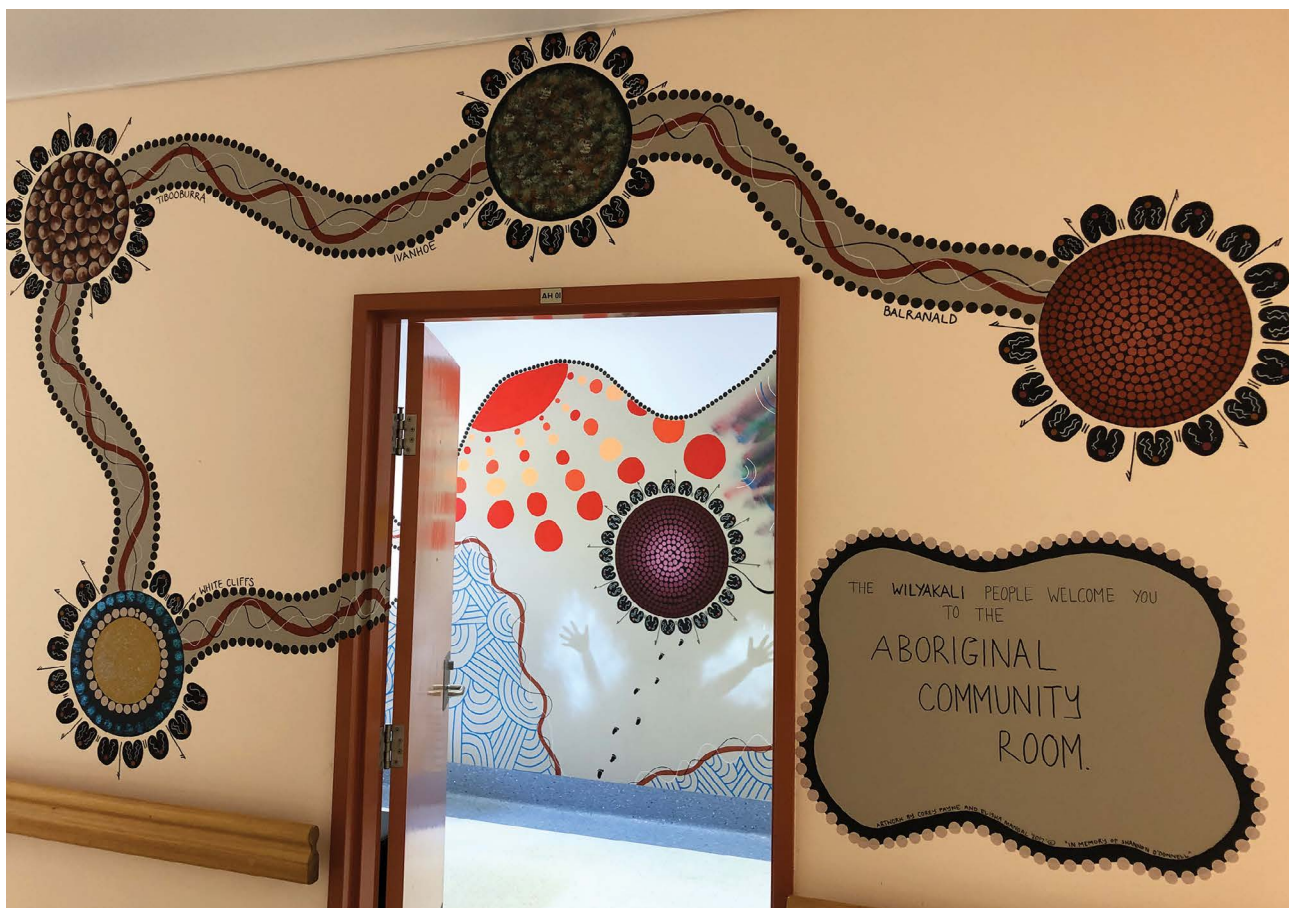
Peer-Supported Transfer of Care workers build relationships with our mental health inpatients to assist them post discharge to integrate into the community and provide community support focussed on their wellness to prevent readmission.

*Source: ABS Causes of Death, Australia, 2020

PHOTOS:

1. Our Mental Health, Drug & Alcohol staff gave *their all* at the Far West Active Fests and Mental Wellbeing Sports Nights program.
2. Our Colourful Libraries project, an initiative with Broken Hill City Library.
3. SPOT peer worker Sara Unsworth (left), manager Meeghan Maroney (back) and peer worker Gemenique Pablo.





ABORIGINAL HEALTH

FWLHD is committed to improving the health and wellbeing of our Aboriginal communities, of whom 14.9 per cent make up our population.

We work across the community and with key Aboriginal service providers to support and improve the healthcare of our Indigenous families, respecting cultural values and beliefs.

Many of our initiatives target specific groups focussing on chronic disease, smoking in pregnancy, mental health, drugs and alcohol and breast screening.

Better Cardiac Care for Aboriginal People aims to improve outcomes in post-cardiac patients through a culturally appropriate cardiac education and exercise program.

It is hoped that by improving the patient's knowledge of their condition, risk factors, lifestyle modifications and treatment will reduce unplanned hospital readmissions and hospital length of stay.

Prior to the project there was no culturally-specific Aboriginal cardiac rehabilitation clinic, resulting in poor attendance and completion of the mainstream program at the Broken Hill Health Service.

There has been a more than 900 per cent uptake since its implementation in collaboration with Maari Ma Aboriginal Health Service.

The smoking cessation program continues to be delivered across the district to Aboriginal people and their families with the key focus on smoking during pregnancy, the impacts of smoking, and nicotine replacement therapy.

PHOTO:

The stunning work titled *Ngarpa (Working Together)* by home-grown artist Corey Payne adorns the Aboriginal Community Room which provides home-like comforts for patients' families.



Aboriginal women aged between 50 to 74 participated in *yarn ups* at Broken Hill Health Service to gather in a safe and respectful space to speak with specialists about the importance of screening for breast cancer.

Reconciliation Week saw our Mental Health, Drug & Alcohol (MHDA) service partner with the Royal Flying Doctor Service to host Aboriginal artists who showed their works at the RFDS Wellbeing Place in Broken Hill.

Our remote healthcare facilities displayed the work of local Aboriginal artists as part of the MHDA Art Exhibition for Reconciliation virtual art gallery.

A stunning Aboriginal cultural logo was developed for our Aboriginal Health workforce to provide recognition, acknowledgement and the sense of belonging and inclusiveness.

Designed by Corey Payne, a proud Paakintji/Wilayakali man, who was born and raised in Broken Hill, the logo signifies the lands on which Aboriginal and non-Aboriginal

people work and deliver culturally safe, sensitive and appropriate services.

Our Aboriginal workforce strategy encourages Aboriginal people living in the far west to be part of working towards better health outcomes for Aboriginal people, providing traineeships, professional development, leadership and management opportunities.

An Aboriginal Health practitioner and two Aboriginal Health practitioner trainees work from Broken Hill Health Service.

An Aboriginal mental health peer worker, funded by FWLHD and employed by the Coomealla Health Aboriginal Corporation (CHAC), supports CHAC clients in Dareton to access the FWLHD's telehealth Mental Health, Drug & Alcohol services.

Aboriginal Mental Health, Drug & Alcohol trainees work with the Broken Hill, and Dareton Community Mental Health and Drug & Alcohol teams, and Child and Adolescent Mental Health Service.

Aboriginal health is more than physical wellbeing. It is the social, emotional and cultural wellbeing of the whole community in which each individual is able to achieve their full potential to bring about the total wellbeing of their community. Our strong partnerships with Aboriginal community-controlled health services are critical to effecting positive change.

GETTING HEALTHY

FWLHD exceeded its health professional referral target to the Get Healthy in Pregnancy (GHiP) service with a result of 110 per cent.

GHiP is a pregnancy-specific free telephone service available to all pregnant women in NSW to support making healthy lifestyle changes during pregnancy.

It focuses on increasing women's knowledge about healthy weight, healthy eating and physical activity during pregnancy.

Healthy weight gain during pregnancy benefits the health of the mother and baby at birth and later in life.

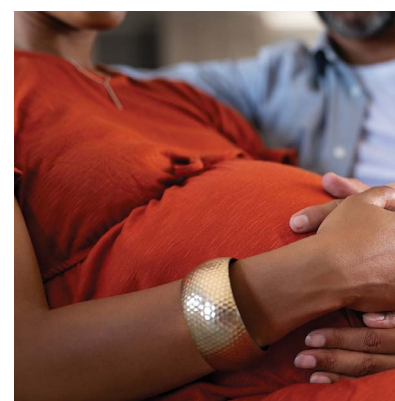
GHiP is offered to all pregnant women by their midwife or GP. Women can self-refer via the Get Healthy website.

During 2020-21 the Western NSW Local Health District (WNSWLHD) Health Promotion team supported FWLHD maternity staff with education and training to feel comfortable in talking to women about maintaining a healthy lifestyle during pregnancy and offering a referral to the program.

FWLHD health professionals exceeded their referral target to the NSW Get Healthy Information and Coaching Service reaching 164 per cent.

The Get Healthy (Information and Coaching) Service (GHS) is a free NSW Health telephone service supporting FWLHD residents 16 years and older to make healthy lifestyle changes.

It focuses on healthy eating, physical activity as well as achieving and maintaining a healthy weight. It offers type 2 diabetes prevention and alcohol reduction programs.



**FWLHD HAS A HIGH
RATE OF CHILDHOOD
IMMUNISATION* WITH:**



100%
OF ABORIGINAL
CHILDREN IMMUNISED
AT 12 MONTHS
COMPARED TO

97%
OF NON-
ABORIGINAL
CHILDREN



100%
OF ABORIGINAL
CHILDREN IMMUNISED
AT 24 MONTHS
COMPARED TO

95%
OF NON-
ABORIGINAL
CHILDREN



95%
OF ABORIGINAL
CHILDREN IMMUNISED
AT 60 MONTHS
COMPARED TO

99%
OF NON-
ABORIGINAL
CHILDREN

*As at December 31 2020

The GHS provides 10 one-on-one personal coaching sessions with qualified health professionals.

Health professionals are encouraged to offer clients referrals to the GHS for self-management. Individuals can also self-enrol via the Get Healthy website.

The Collaborative Commissioning for Diabetes seeks to optimise outcomes for people with diabetes in the west and far west of NSW.

FWLHD, WNSWLHD, the Western Primary Health Network and the NSW Rural Doctors Network are working together to develop health pathways for consistent management plans and streamline services for people with diabetes across the region.

School-based primary healthcare nurses work across all nine schools in Broken Hill, supporting children and families accessing care.

They provide care navigation identifying the needs of the child and family to provide appropriate referrals, as well as delivering health promotion and healthcare.

A Wellbeing Health In-reach Nurse coordinator based in the Wentworth LGA supports Dareton, Coomealla, Wentworth and Buronga schools.

Our Environmental Lead Screening Program continues to operate in line with the childhood vaccination program, delivering high rates of vaccination and lead testing to those aged 0-6.

At June 30 2021, the geomean of children tested for blood lead levels was below the current standard of 5 µg/dL.





OUR PERFORMANCE

Providing safe, high-quality healthcare to our communities is our first priority.

Organisational governance is crucial to realising our vision of delivering excellence in rural and remote health.

We have adopted a whole-of-organisation governance principle cascading from the board to all layers of our organisation.

FWLHD's Organisational Governance Framework is based on four pillars:

- Clinical Governance
- Corporate Governance
- People, Culture and Organisational Development Governance; and
- Operational Performance Governance.

We are bound by the NSW Health Performance Framework to achieve required levels of health improvement, service delivery and financial performance.

FWLHD continued to maintain the highest performance escalation level of zero, meaning our LHD had no performance issues.

ACCREDITATION

A range of systems is in place to maintain best practice and to continuously improve the way we provide care to our patients and clients.

Accreditation is recognised as an important driver for safety and quality improvement.

FWLHD achieved accreditation for three years against the eight National Safety and Quality Health Service (NSQHS) Standards.

The primary aim of the NSQHS Standards is to protect the public from harm and improve the quality of healthcare.

SAFETY & QUALITY

Timeliness and Accessibility Indicators

Timeliness and accessibility indicators are critical in formulating strategies to reduce wait times and harmful delays for patients and care providers.

Optimum healthcare must be timely, geographically reasonable, and provided in a setting where skills and resources are appropriate to the medical need.

Our elective surgery access performance was good with 92.9 per cent of category one, or urgent cases, and 88.5 per cent of category two, or semi-urgent patients, admitted within the clinically appropriate timeframes.

Transfer of care met the required benchmark with 90.2 per cent of patients transferred from ambulances to our hospitals within the 30-minute requirement.

Our emergency department met the NSW Health benchmark of 100 per cent for all category one, or urgent, presentations treated in the clinically appropriate timeframe.

FWLHD's result for unplanned hospital readmissions within 28 days of discharge was 6.3 per cent slightly above the NSW Health target of 6.0 per cent.

Our acute mental health readmissions within 28 days were 9.1 per cent to April 2021 against our NSW Health target of less than 13 per cent; and our mental health acute post-discharge community care follow up within 7 days was 81.8 per cent to April 2021 against the target of greater than 75 per cent set for us by NSW Health.

FWLHD mental health seclusion rates per 1000 bed days was 0.5 which bettered the target of 4.1 set for us by NSW Health.

PHOTOS:

1. Wentworth Health Service nurse Dan Barnard attends to a patient's dressing.
2. Tibooburra Health Service nurse Bridgette Lockhart checks patient Kathleen Gilby, of Tibooburra.
3. Wentworth Health Service allied health assistant Michelle Wilson assists one of her patients.

Safety Indicators

Safety indicators are designed to minimise the risk and impact of unnecessary harm to patients. FWLHD exceeded performance targets in:



1. Hospital-acquired pressure injuries



2. Fall-related injuries in hospital



3. Healthcare associated infections



4. Hospital-acquired venous thromboembolism



5. Hospital-acquired renal failure



6. Hospital-acquired medication complications



7. Hospital-acquired gastrointestinal bleeding



8. Hospital-acquired delirium



9. Hospital-acquired neonatal birth trauma



10. Hospital-acquired persistent incontinence

We introduced the Hospital Acquired Pressure Injuries (HAPI) project to prevent our patients getting pressure injuries, and commenced the Zero Tolerance to Falls Redesign program to help prevent our patients from falling.

The electronic medication management system (eMeds) was implemented to reduce medication errors.

Patient-Centred Culture

Patient-centred culture fosters a trusted and respectful ethos that values a partnership between staff, patients and their families; and is responsive to patient needs and improves their experiences of care.

Measures of a positive patient-centred culture include the patient experience index for which patients provide a rating for their overall care, staff performance, organised care, and if they would speak highly of care to family and friends.

Our patient experience index score was above the State target for the reporting period.

FWLHD scored 9.17 for admitted patients, 0.67 above the NSW Health target; and 8.53 for emergency department, 0.03 above the target from October to December 2020.

Similarly, the patient engagement index scores patient perception on information provision, involvement in decisions on care and discharge, and continuity of care.

FWLHD scored 9.02 for admitted patients, 0.52 above the NSW target, and 7.87 for emergency department patients which was 0.63 below the target.



OVERALL PATIENT EXPERIENCE INDEX

NSW HEALTH TARGET

8.5
OUT OF 10

FWLHD

9.17



PATIENT ENGAGEMENT INDEX

NSW HEALTH TARGET

8.5
OUT OF 10

FWLHD

9.02

BUILDING OUR FUTURE

Our innovative service designs, research, and building programs are addressing the healthcare needs of our rural and remote communities and protecting and improving their health and wellbeing.

We have embarked on a trial of collaborative health services for the people of Wentworth to build a high quality, sustainable healthcare workforce for local patients.

Part of a Federal Government \$3.3 million trial across five sites, the Wentworth program was launched by the Federal Minister for Regional Health Mark Coulton in November 2020.

FWLHD, Coomealla Aboriginal Service, the NSW Rural Doctors Network and the Western NSW Primary Health Network have joined forces to investigate the viability of having a group of GPs, nurses and allied health professionals deliver sustainable services across the region.

A project manager was appointed in June 2021 to work with local stakeholders to develop the localised workforce model.

RESEARCH

FWLHD recognises that research and education encourage exploration of current practice, searching for new and better ways

to provide care and skilling our staff to put those improvements into practice.

We appointed Professor David Lyle as the part-time director of research for FWLHD in June 2021. Prof Lyle is head of the Broken Hill University Department of Rural Health, University of Sydney, a partner organisation of our LHD.

Our key priorities are to establish and promote a culture of research in the LHD; encourage research capability amongst staff and affiliates; enable rural health research on issues of regional relevance; and effect communication with and make a difference to the health of our communities.

Embedding research has the potential to attract and retain a high-quality workforce, strengthen community advocacy and participation, improve health and health services, and reduce healthcare costs.

The past financial year saw three studies published in Australian and international peer-reviewed health journals centred on:

- Early childhood lead exposure in the first 12 months of life and the distribution of children with very high blood lead levels throughout Broken Hill
- Where young children spend time away from the family home and how this may contribute

to their lead risk. The research will inform the next phase of the NSW EPA Broken Hill Environmental Lead program; and

- Progress on the comprehensive evaluation of the FWLHD School-based Primary Health Care Service (now part of the statewide Wellbeing and Health In-reach Nurse program), in partnership with the University of Sydney. Part of the evaluation focused on service design and implementation.

HEALTH INFRASTRUCTURE

We are upgrading our hospitals and health services to improve access and take advantage of innovative ways to deliver healthcare.

Wentworth Health Service

FWLHD secured \$30 million for the redevelopment of Wentworth Health Service with construction targetted for completion in 2024.

A new fit-for-purpose hospital will be built in a central location of the town with increased service provision including inpatient, primary health, GP consultations rooms and an emergency department.

It will form part of a health precinct to provide the community



PHOTO: Wentworth Health Service manager Kelly Dart (left), Federal Minister for Regional Health Mark Coulton, Wentworth mayor Susan Nichols, Senator Perin Davey and FWLHD CE Umit Agis.

with increased access to services in one place.

A clinical services plan (CSP), due for completion in December 2021, is underway in consultation with local stakeholders, service providers and community members.

The CSP will inform the clinical services and size of the new facility.

Buronga HealthOne

The development of a \$9 million HealthOne facility in Buronga will enhance the existing health services located across the Wentworth and Balranald LGAs.

The integrated primary healthcare facility will bring services closer to people's homes and will greatly improve health outcomes in vulnerable communities, particularly in regional and remote areas.

Buronga HealthOne will offer a range of community-based health services, with a focus on providing integrated primary and community services.

The NSW Government signed a lease agreement with the Barkandji and Malyangaba Aboriginal communities to build

the integrated HealthOne in Buronga in June 2021.

Construction was awarded to Barpa, a proud and dynamic majority Indigenous-owned building company, with completion expected early 2022.

Tibooburra Health Service

The \$1.9 million refurbishment of Tibooburra Health Service was officially opened in March 2021. Works included additional clinical areas for extra staff and services to attend to the community on clinic days.

BreastScreen

An \$800,000 upgrade to the BreastScreen accommodation at Broken Hill Health Service included a new mammography room, designated consultation room, new entry for patients and a dedicated waiting room.

The works centred around increased patient privacy and patient comfort.

Palliative Care

A \$395,000 palliative care space was created at Broken Hill Health Service to make a more homelike

environment for palliative care patients, those receiving end-of-life care, and their families.

Junior Medical Officer Rooms

The Junior Medical Officers lounge was renovated to create a multipurpose space for relaxation, personal study, and small group training.

The functional area enables medical officers to complete non-clinical requirements away from the medical wards.

PHOTOS:

1. Celebrating the \$800,000 BreastScreen upgrade at Broken Hill Health Service, radiographer Ellie Chrisakis (left), BreastScreen manager for FWLHD Meg O'Brien, the Royal Flying Doctor Service's McGrath Breast Care Nurse Jo Beven and FWLHD director Allied Health, Partnerships and Innovation Melissa Welsh. **2.** Nurse Megan Burnett (left), Kathy Gilby, Tibooburra Health Council chair Barney Davie, FWLHD admin officer Merrawyn Townsend and health service manager Vivienne Fazulla at the official opening of the Tibooburra HealthOne upgrade. **3.** Enthusiastic locals and key partner representatives celebrate at the official opening of the Tibooburra HealthOne redevelopment. **4.** Buronga HealthOne project user group. **5.** Part of the new palliative care facilities.





1. FWLHD chief executive Umit Agis presents the Far West Innovation Award to FWLHD manager Consumer and Carer Engagement Chelsea Edwards (left) and Connections program area manager, Mission Australia's Jenna Bottrell. **2.** Starting their career at FWLHD, nurse graduates during orientation week at Broken Hill Community Health Centre. **3.** FWLHD acting manager Consumer Experience and Community Engagement Chelsea Edwards (left) with Connections participants Hayley Keenan (back, left) and Jim Slater, and Mission Australia's Connections program area manager Jenna Bottrell. **4.** Starting their career journey in FWLHD, some of our 32 nurse and midwife graduates.

OUR STAFF

FWLHD is the largest employer in the region providing unique opportunities that set us apart from other local health districts.

Responding to the wide-ranging healthcare needs in our diverse settings from the city of Broken Hill to the river towns of Balranald, Wentworth and Dareton, the remote outback communities of Menindee, Wilcannia, Tibooburra, White Cliffs, and Ivanhoe deliver rewarding lifestyle and career benefits.

Greater autonomy and responsibility, the variety of working in multidisciplinary teams and a diverse patient mix set us apart from our metropolitan cousins.

Importantly, our staff have access to hands-on professional development and support networks that foster skills and develop leadership.

We employ 785 individuals with nurses and midwives making up nearly 44 per cent of our workforce.

Our workforce 2020-2025 strategy is underpinned by four core aims, key of which is to develop and support our people to provide world-class clinical care where patient safety comes first. It has been designed to attract and retain staff.

A robust Aboriginal workforce strategy provides more work and career opportunities for our Indigenous population and importantly involves them being part of the solution towards better health outcomes for our Aboriginal peoples.

Due to the diverse on-the-ground experience, our graduate program continues to gain momentum with 14 junior medical officers, 32 nurses and midwives, and 2 dentists joining the LHD this year.

There were three Aboriginal nursing and midwifery cadets, and two Aboriginal health practitioner/trainees.

Our school-based apprentice and traineeships (SBATS) nurture a home-grown workforce with 14 participants from two Broken Hill schools.

Awards

Our Innovation and Staff Excellence Awards celebrates our staff and their achievements.

Winner of the 2020 Innovation Award was Connections in the Far West, a collaborative project between FWLHD and Mission Australia. The program was also awarded the Agency for Clinical Innovation Award for 2020, and was a finalist in the NSW Health Awards.

Social isolation and loneliness have a significant impact on mental and physical wellbeing, increasing healthcare costs.

Connections supports people who are socially isolated, have limited access to services and activities and need after-hours support to enhance their social networks.

The program encourages friendships and connections to the community through a series of regular activities six days a week.

STAFF EXCELLENCE AWARD WINNERS:

Administration and Support

- Customer Service Excellence: Carol Foulis, Broken Hill Hospital and Health Service (BHHS)
- Leadership Excellence: Juanite White, FWLHD
- Customer Service Excellence: Chelsea Edwards, Mental Health, Drug & Alcohol, FWLHD
- Aboriginal Staff Excellence: Cory Paulson, FWLHD

Allied Health

- Early Career Excellence: Ashley Flannery, BHHS
- Team Excellence: Occupational Therapy, BHHS
- Leadership Excellence: Laura Serwa, BHHS

Nursing

- Clinical/Customer Service Excellence: Bella Mannix, BHHS
- Team Excellence: Primary Health Care, Balranald MPS
- Leadership Excellence: Nicholas Minns, BHHS
- Aboriginal Health Practitioners Emergency Department: Marilyn Williams, Lulkas Dunlop, BHHS

Recognition

- Peer Recognition for Staff Excellence (Staff Rounding): Hannah Everuss, BHHS
- Peer Recognition for Team Excellence (Staff Rounding): Dialysis Unit, BHHS
- Brilliance Recognition, Staff: Jamie Thomas, BHHS.
- Brilliance Recognition, Team: Staff quarters team, FWLHD
- Consumer Recognition for Staff Excellence: Rodney Lynott, FWLHD



ALLIED HEALTH

51.00



CORPORATE SERVICES & HOSPITAL SUPPORT

154.00



MAINTENANCE & TRADES

15.00



NURSING

307.00



MEDICAL

26.00



SCIENTIFIC & TECHNICAL CLINICAL SUPPORT STAFF

9.30



HOTEL SERVICES

65.00



ORAL HEALTH PRACTITIONERS & SUPPORT WORKERS

5.80



OTHER PROF & PARA PROFESSIONALS & SUPPORT STAFF

58.00



OTHER STAFF

9.20



GRAND TOTAL

700.3



NUMBER OF INDIVIDUALS EMPLOYED

AS AT JUNE 30 2021

785

PARTNERING WITH OUR COMMUNITY

FWLHD is committed to working in partnership with community members, consumers and key organisations in decisions about planning, delivering and evaluating healthcare to provide safe, quality services.

Our partnerships with key local and neighbouring organisations are critical to ensuring we deliver care at the right time and in the right place and services that are culturally appropriate.

Due to the remote locations of many of our communities, we have forged strong local relationships with:

- Coomealla Health Aboriginal Corporation
- Maari Ma Health
- NSW Rural Doctors Network
- Royal Flying Doctor Service (South Eastern Section)
- Western NSW Local Health District
- Murrumbidgee Local Health District
- Broken Hill University Department of Rural Health
- Western NSW Primary Health Network; and the
- New South Wales Ambulance.

COMMUNITY ENGAGEMENT

Our community and consumers are crucial in assisting us to shape our services to best meet their needs.

They not only bring a voice to the table but contribute to patient care through their lived experiences, volunteer their time to assist patients and clients, and donate funds to enhance our services and provide patient comforts.

FWLHD has eight health councils, comprising community members, who provide input into the planning, development, and evaluation of ongoing healthcare provided within their communities.

They are the Broken Hill Health Council, Two Rivers Health Council which covers Dareton and Wentworth, the Wilcannia Health Council, White Cliffs Health Council, Menindee Health Council, Balranald Health Council, Ivanhoe Health Council, and the Tibooburra Health Council.

Each health council has a two-year action plan specific to the needs of their population covering a range of deliverables including the promotion of programs, community education, identifying service needs such as in-home care, additional allied health support, transport, providing information on accessing alternative care models such as telehealth and identifying the need for clinics for Q fever and COVID-19.

VOLUNTEERS AND DONORS

We received more than \$306,570 from our small but very generous community, a testament to the unwavering care provided by our dedicated staff.

Many were from individuals, bequests, local businesses, sporting and social clubs as well as funds raised by our committed team of volunteers.

Including our health council members, there are more than 146 volunteers who devote their time, skills and knowledge to improve the patient experience across nine locations in FWLHD.

They donated more than 3000 hours of service from delivering aqua fitness classes, art programs, transporting clients and patients to appointments, conducting tai chi classes, and operating the Broken Hill Health Service kiosk.

Broken Hill Health Service's 60 kiosk volunteers gave up more than 1400 hours of their time, raising a staggering \$125,450.

Amelia Butler was named the 2020 NSW Senior Volunteer of the Year. The 77 year old has been a stalwart of the Broken Hill Health Service kiosk since 2009.

Donations of equipment ranged from blanket warmers to wheelchairs, palliative care mattresses, treatment beds, Christmas gifts for patients, and Aboriginal artworks.

PHOTOS:

1. Broken Hill Health Service kiosk volunteers Meredith Farquhar (front, centre), Betty Sammut (back left) and Colleen Pedler.

2. Age is no barrier for our NSW 2020 Senior Volunteer for the Year, Amelia Butler, of Broken Hill.



APPENDIX A

FWLHD BOARD*

The members of the FWLHD Board are appointed by the NSW Minister for Health and Medical Research. There are three board subcommittees that oversee specific areas of business including providing advice on the organisation's strategy, safety and quality of services, monitoring performance and compliance, ensuring major risks are identified and managed, and assisting the FWLHD Board in achieving its objectives. The three board subcommittees are:

- Safety and Quality
- Finance, Performance and Workforce; and the
- Audit and Risk Committee.



Dr Andrew Refshauge MBBS, FAICD
Chair

Chair of FWLHD since June 2017, Andrew has a special interest in remote and Aboriginal healthcare. He was the NSW deputy premier for more than 10 years under Premier Bob Carr and served as Treasurer, and minister of numerous portfolios including Health, and Aboriginal Affairs. Andrew is chair of CareFlight, and past chair of the Australian Institute of Health and Welfare, and the Aged Care Standards and Accreditation Agency. He worked for the Aboriginal Medical Service in Redfern during his formative medical career.



A/Prof Lilon Bandler MHPol, FRACGP

Lilon is the principal research fellow for the Leaders in Indigenous Medical Education (LIME) Network. She is a member of the Macquarie University Humanities and Social Sciences Human Research Ethics Committee. Lilon provides regular GP services to rural and remote western NSW, and is involved in medical education. She joined the FWLHD Board in 2018.



Mariette Curcuruto-Dunlevy LLB (Hon), LLM

Mariette has a strong social justice ethic, dedicating her career to improving the lives of others. She is president of Silverlea Early Childhood Services which supports disability or developmental delay; and is on the board of Advocacy Law Alliance. Mariette was the acting chief executive officer of Far West Community Legal Centre and the Broken Hill Aboriginal Family Violence Legal Service. She joined the FWLHD Board in 2016.



Wincen Cuy

Appointed to the FWLHD Board in 2016, Wincen Cuy is a lifetime resident of the Broken Hill district and a passionate community leader with a strong focus on promoting the region. He served as the city's mayor from 2009-2016. He is the managing director of Silver City Tours and a managing partner of Helloworld Travel Broken Hill, and president of Broken Hill's historic Australian Rules West Football Club.



Paul Kemp

Paul Kemp is general manager at Murdi Paaki Regional Housing, a position he has held for 23 years, overseeing 300 Aboriginal-owned and managed properties throughout the Murdi Paaki region. He is the president of the Saints Rugby League Football Club and vice president of the BH Musicians Club. Paul was appointed to the board in 2018.



A/Prof Michelle Dickson
PhD (Medicine and Health), MEd,
PGCert Dev, PGDip Ed (Adult),
BA (Hons)

A proud Darkinjung/Ngarigo woman, Michelle is deputy head of the University of Sydney's School of Public Health (SPH) and an associate professor of Aboriginal and Torres Strait Islander Health and Wellbeing. She co-chairs a collaboration between the SPH and the Broken Hill University Department of Rural Health and has a strong commitment to health workforce development, equity and inclusion. She joined the FWLHD Board in 2016.



John Harris BSc (Engineering - Mining)

A former mining engineer, computer retailer and community college manager, John's commitment to the region is reflected in his roles with Indigenous and young people. He sits on the Regional Development Australia Far West committee, and is chair of both Broken Hill Community Inc and the Broken Hill Repertory Society. He joined the FWLHD Board in 2011.



Stephen O'Halloran

A board member since 2011, Stephen is a long-term resident of Balranald. Stephen was a Balranald councillor for 40 years. He is a current committee member of Balranald Home and Community Care Services and the Balranald Hostel. He was the former president of Outback Regional Development, former member of the Balranald Local Emergency Management Committee and served on the board of Murray Regional Development.



Sally Pearce BCom, JD

Sally's senior executive roles have spanned the public and private health sectors and tertiary education. She is focussed on transformative change, increased efficiency and achieving strategic objectives through collaboration. Appointed to the FWLHD Board in 2019, Sally has more than 10 years' experience as a chief financial officer and finance director across a range of health services.

APPENDIX B

FWLHD EXECUTIVE LEADERSHIP TEAM*

The members of the FWLHD executive support the chief executive to guide and coordinate the operations and performance of the local health district. They formulate and execute business strategies to produce results critical to the organisation.



Umit Agis BSocWk, PGDipHlthSc, MBusMgt, GAICD
Chief Executive

Umit was appointed chief executive in 2020 and is committed to delivering the best possible healthcare to the communities of far west NSW. His healthcare career spans 25 years, including 15 in senior management and executive roles. Umit is passionate about general health, mental health, consumer-centric service design and service delivery and leadership. He is a fervent believer in the value of collaborative service provision to holistically meet the needs of patients, clients, their carers and the broader community.



Jane Bostock BSc (Hons Health) and Social Care, RN, GradDipMid, MHServMgt

Director Clinical Operations

Equipped with experience in public and not-for-profit organisations, Jane oversees clinical operational services, providing advice on the delivery of quality and safety of care.



Denise McCallum
General Manager District Health Services

Denise is responsible for the operational and strategic oversight of eight remote health service facilities and aged care services. She collaborates with partners and Aboriginal community members to remodel healthcare services to meet their needs. A registered nurse, she has spent more than 30 years in clinical, leadership and operational roles. Appointed in 2019, Denise is committed to the healthcare needs of rural and remote communities.



Pamela Charnock
Broken Hill Health Service Director
Nursing & Midwifery and Manager

As general manager of Broken Hill Health Service, Pamela is responsible for the operational delivery of day-to-day patient care, as well as managing its nursing and midwifery workforce. She works strategically and collaboratively to prioritise patient care in the region, providing timely healthcare as close as possible to patients' homes.



Fiona Lawrance
Director People and Culture

Fiona is responsible for all human resource (HR) programs and practices, including recruitment, orientation, employee relations, benefit administration, performance management, compensation, training and development, health and safety, promoting wellness, and HR policy and procedures. With a career spanning three states, she was appointed in 2019, bringing her strong generalist experience in HR and industrial relations management.



Donna Cruickshank
Director Aboriginal Health, Planning & Community Engagement

Donna provides leadership, direction and guidance to the LHD on the strategic priorities for Aboriginal Health and works with the regions' local health councils to understand the needs of the community and health service requirements.



Dale Sutton Registered Nurse (RN), Registered Midwife (RM), Graduate Certificate in Critical Care, BHSc

Executive Director Nursing & Midwifery, Clinical Governance

Dale has a deep understanding of far west NSW devoting 41 years to providing healthcare to its people. She provides leadership, direction and management of quality and clinical safety. Dale is responsible for clinical governance, clinical risk, patient safety, infection prevention and control, quality improvement and accreditation.



Melissa Cumming RN, ONC, MPallC
Program Director Cancer & Palliative Care Services

Melissa is a registered nurse with more than 36 years' experience in specialist palliative care, 33 have been with FWLHD working in rural and remote communities. She has strategic and operational oversight of cancer, oncology and palliative care services.



Muku Ganesh B Commerce (Accounting), CPA, MBA (Exec)
Director, Performance and Strategy

Appointed to FWLHD in 2021, Muku is responsible for ensuring the LHD's financial and performance outcomes are consistent with its key performance indicators and strategy formulation. He has held executive roles in the public and private sectors for the past 30 years.



Melissa Welsh B App Sci (Occ Therapy), Grad Cert Clinical Redesign, Dip Project Management, Dip Mgt
Director Allied Health, Partnerships and Innovation

Mel has a broad understanding of the healthcare needs of the community having worked in senior clinical and managerial positions for the past 14 years in FWLHD. Her role focuses on leading services that provide holistic, collaborative, integrated, effective and efficient care in partnership with the individual, their carers and family.



Jodie Miller
Program Director Mental Health Drug and Alcohol Violence and Neglect

Appointed to the role in 2019, Jodie has worked and managed mental health, drug and alcohol and child abuse and neglect services for more than 20 years in FWLHD. She has a strong interest in the principles of co-design to ensure the lived experience voice is the driver of change and innovation in healthcare.

APPENDIX C

LOCATION DIRECTORY*

Public Hospitals

Broken Hill Health Service

Thomas St, Broken Hill NSW 2880
Ph: (08) 8080 1300 Fax: (08) 8080 1182

Wentworth Health Service

Silver City Highway, Wentworth NSW 2648
Ph: (03) 5027 5700 Fax: (03) 5027 5740

Multipurpose Services

Balranald Multipurpose Service

Market St, Balranald NSW 2715
Ph: (03) 5071 9800 Fax: (03) 50719864

Wilcannia Multipurpose Service

14 Ross St, Wilcannia NSW 2836
Ph: (08) 8083 8700 Fax: (08) 8083 8780

Non-Inpatient Health Facilities

Ivanhoe Health Service

Columbus St, Ivanhoe NSW 2878
Ph: (02) 6990 2800 Fax: (02) 6990 2880

Menindee Health Service

21 Perry St, Menindee NSW 2879
Ph: (08) 8083 2700 Fax: (08) 8083 2780

Tibooburra Health Service

5 Sturt St, Tibooburra NSW 2880
Ph: (08) 8083 2900 Fax: (08) 8083 2920

White Cliffs Health Service

Johnston St, White Cliffs NSW 2836
Ph: (08) 8083 6200 Fax: (08) 8083 6280

Community Health, Mental Health, Drug & Alcohol Services

Broken Hill Community Health Centre –

Wilyakali Palii-mala Kirra
2-4 Sulphide St, Broken Hill NSW 2880
Ph: (08) 8080 1100 Fax: (08) 8080 1755

Safe Haven Café

Old War Vets Dve, Broken Hill NSW 2880
Ph: 0418 442 767

Dareton Primary Care and Community Health Service

44-46 Tapio St, Dareton NSW 2717
Ph: (03) 5021 7200 Fax: (03) 5021 7280

Dareton Mental Health & Drug & Alcohol Service

42 Tapio St, Dareton NSW 2717
Ph: (03) 5021 7200 Fax: (03) 5021 7280

Oral Health Clinics

Broken Hill Community Health Dental

Clinic – Wilyakali Palii-mala Kirra
2-4 Sulphide St, Broken Hill NSW 2880
Ph: (08) 8080 1100 Fax: (08) 8080 1755

The Lower Western Sector Dental van

regularly visits Balranald and is located at:
44-46 Tapio St, Dareton NSW 2717
Ph: (03) 5021 7200 Fax: (03) 5021 7280

FWLHD Administration

Broken Hill Community Health Centre –
Wilyakali Palii-mala Kirra
2-4 Sulphide St, Broken Hill NSW 2880
Ph: (08) 8080 1100 Fax: (08) 8080 1755

APPENDIX D

ABBREVIATIONS AND GLOSSARY

ANI/s	Accredited nurse immuniser/s
BHHS	Broken Hill Health Service
CHAC	Coomealla Health Aboriginal Corporation
COPD	Chronic obstructive pulmonary disease
COVID-19	Coronavirus is a contagious respiratory and vascular disease. First identified in Wuhan, China in 2019, it has caused an ongoing pandemic
CSP	Clinical services plan
ED	Emergency department
EPA	Environment Protection Authority
FTE/s	Full time equivalent/s
FWLHD	Far West Local Health District
GHIP	Get Healthy in Pregnancy program
GHS	Get Healthy (Information and Coaching) Service
HR	Human resources
LGA/s	Local government area/s
LHD/s	Local health district/s
Maari Ma	An Aboriginal community-controlled health organisation dedicated to improving health

outcomes for communities in far west NSW

MHDA	Mental Health, Drug & Alcohol
MPS	Multipurpose service is a model of care specifically designed for regional and remote communities to provide coordinated delivery of health and aged care services
NSQHS	National Safety and Quality Health Service Standards developed by the Australian Commission on Safety and Quality in Health Care
PPE	Personal protective equipment
Q fever	A bacterial infection that can cause a severe flu-like illness, usually spread to humans from farm animals
RFDS	Royal Flying Doctor Service
SBATS	School-based apprentice and traineeships
SPH	School of Public Health, the University of Sydney
SPOT	Suicide Prevention Outreach Team
VCA	Virtual Care Accelerator
Western NSW Primary Health Network	One of 31 primary health networks across Australia, established to support frontline health services and increase the efficiency and effectiveness of primary healthcare
WNSWLHD	Western NSW Local Health District
YES	Your Experience of Service survey

BACK COVER: United as one, Broken Hill Health Service director Nursing Midwifery & Broken Hill Health Service site manager Pam Charnock (clockwise, left), Broken Hill Health Service nurse Danielle Hession, Broken Hill Community Health Centre Women's Health nurse Jane Davies, Broken Hill Health Service midwife Chelsea Anderson, FWLHD's director Medical Services Dr Andre Nel, Infection Prevention and Control nurse Alexis Lenton, Broken Hill Health Service deputy director of Nursing Nick Minns, FWLHD's chief executive Umit Agis, school-based nurse Gabby Schaefer, Staff Health officer Donna Gers and nurse educator Megan Frankenfeld.



FAR WEST LOCAL HEALTH DISTRICT

2-4 Sulphide St, Broken Hill NSW 2880
+61 8 8080 1300
FWLHD-Feedback@health.nsw.gov.au
www.fwlhd.health.nsw.gov.au



Health
Far West
Local Health District



FACEBOOK

@Far West Local Health District



TWITTER

@Far West Local Health District - NSW Health



LINKEDIN

Far West Local Health District



YOUTUBE

Far West Local Health District