

**SOUTH WESTERN SYDNEY AREA HEALTH SERVICE  
POLICY AND PROCEDURE**

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***Provision of Information to the Department of Community Services – October 2002 (Under Section 248 of the Children and Young Persons (Care and Protection) Act 1998).***

- 1. Timeframes for responding to Section 248 Request for Information**
- 2. Receiving Section 248 Request for Information**
- 3. Processing Section 248 Request for Information**
- 4. Responding to a Section 248 Request for Information**
- 5. Transmission of the Response to an Information Request**
- 6. Storage of the Response to a Section 248 Request for Information**
- 7. Dealing with problems arising in relation to Section 248 Requests for Information**
- 8. Collection of Data**
- 9. Coordination and Management of the Section 248 Service**
- 10. Reporting to NSW Health**

**Expected Outcome**

All Section 248 Requests for Information received from the Department of Community Services will be registered and processed within the specified time frames. Relevant data will be routinely collected to enable reporting to NSW Health.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

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## Policy Statement

South Western Sydney Area Health Service (SWSAHS) is committed to the safety and well being of children and young people.

The purpose of this policy is to ensure that appropriate and timely information is provided by the Health Service to the Department of Community Services (DoCS), where this information relates to the safety, welfare and well being of a child or young person who may be *'at risk of harm'*.

South Western Sydney Area Health Service staff will comply with the Area Health Service's legal obligation to respond to requests for information made by DoCS under Section 248 of the Children and Young Persons (Care and Protection) Act 1998.

South Western Sydney Area Health Service acknowledges that where the safety or welfare of a child or young person is in question, the provisions under Section 248 of the Children and Young Persons (Care and Protection) Act 1998 override the provisions in the Information Privacy Code of Practice (December 1998)<sup>1</sup> and the NSW Health Privacy Management Plan (July 2000)<sup>4</sup>.

It is South Western Sydney Area Health Service policy that:

- Agreed timeframes (outlined in this policy) will be complied with when responding to a Section 248 Requests for Information; and
- All responses to Section 248 requests will be made using the 'Response to an Information Request' form (See Attachment A).
- The content of the responses provided to DoCS will be monitored to ensure that a quality service is provided.

The Medicolegal Manager in each sector within South Western Sydney Area Health Service is responsible for the coordination of responses to requests for information by DoCS under Section 248 of the Children and Young Persons (Care and Protection) Act 1998.

The After Hours Social Worker on call/on duty at Liverpool Health Service (LHS) is responsible for providing information from South Western Sydney Area Health Service to DoCS on weekends and before/after business hours on weekdays (Refer to 4.4).

Each Sector Medicolegal Manager will register data relating to all Section 248 Requests for Information received from, and all responses provided to DoCS. The data collected will include data items outlined in the SWSAHS *CP-eData* System - Data Dictionary – See Appendix C. SWSAHS will routinely audit the *CP-eData* System to ensure compliance.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## Definitions

**Section 248 Request for Information** – A request from the Department of Community Services, made under Section 248 of the Children and Young Persons (Care and Protection) Act 1998, for information concerning a child or young person, or a parent or other family member. The request is for information relating to the safety, welfare and well being of a child or young person and to risk of harm issues.

## Specific Responsibilities

### Service Managers

All Service Managers will ensure that this policy is adhered to and assist the Sector Medicolegal Manager when requested.

### Sector Medicolegal Managers

Responsible for coordinating all responses to Requests for Information by DoCS under Section 248 of the Children and Young Persons (Care and Protection) Act 1998.

### After hours/Weekend Social Worker on call/on duty (Liverpool Health Service)

Responsible for responding to Section 248 Requests for Information on weekends and before/after business hours on weekdays from SWSAHS to DoCS.

### Staff

All staff who are asked by their Sector Medicolegal Manager to provide information for inclusion in a Section 248 response to DoCS will do so in a timely manner.

### Sector Clinical Information Departments

All Sector Clinical Information Departments will develop local procedures to ensure compliance with this policy.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## **1. Time frames for responding to Section 248 Request for Information**

(NSW Health Frontline Procedures for the Protection of Children and Young People (2000)).

### **1.1 Urgent Request**

1.1.1 If the subject child / young person or other person nominated on the Section 248 Request for Information has had contact with SWSAHS and the identity of the Health Service is known, a response must be provided to DoCS within 24 hours.

1.1.2 Where the identity of the Health Service is not known, a response must be provided to DoCS within 72 hours.

### **1.2 Standard Request**

The response must be provided to DoCS within 5-10 days.

### **1.3 Request for written/typed report**

The response must be provided to DoCS within 3 weeks.

### **1.4 After hours / Weekend request**

Will only relate to whether or not a nominated person has attended a hospital or after hours crisis service and information will be provided promptly to DoCS.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## **2. Receiving Section 248 Request for Information**

- 2.1 The DoCS Child Protection Caseworker will forward a request for information to the Sector Medicolegal Manager on a Section 248 Request for Information form;
  - 2.1.1 Verbal requests will be accepted in an emergency. The Sector Medicolegal Managers must ensure that the DoCS Child Protection Caseworker forwards a Section 248 Request for Information form as soon as possible.
  - 2.1.2 If a staff member of a health service receives a Section 248 Request for Information form directly from DoCS this request must be immediately forwarded to the Sector Medicolegal Manager in the Clinical Information Department.
- 2.2 For every request received, the Sector Medicolegal Manager will document all actions undertaken in processing the Section 248 Request for Information. This is to be documented on the Workload Processing Sheet (Attachment B). This sheet will be used to monitor the resources utilised to provide this service to DoCS and also to identify reasons for the delay in a response.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE

## POLICY AND PROCEDURE

---

### 3. Processing Section 248 Request for Information

The Sector Medicolegal Manager will:

- 3.1 Check that the request pertains to a response based on one person. If the Section 248 Request for Information is for multiple persons, the Sector Medicolegal Manager will contact the DoCS Child Protection Caseworker and ask the Caseworker to issue a Section 248 Request for Information on each person on a separate form;

**Note: If the Section 248 Request for Information is for multiple persons, the Sector Medicolegal Manager will not delay the processing of responses. Refer to Section 7 'Dealing with problems arising in relation to Section 248 Requests for Information' if any difficulties arise.**

- 3.2 Check the request to ensure that the following information is provided:

- 3.2.1 The subject of the request and their relationship to the child or young person;
- 3.2.2 Identifying information to enable Health workers to locate the appropriate health records;
- 3.2.3 How the request for information relates to safety, welfare and well being of a child or young person.

**Note: If the Section 248 Request for Information is for a 'copy of the clinical record' of the patient/client, this will not be provided to DoCS. Section 248 requests must be made for specific information that relates to concerns about the safety, welfare and well being of a child or young person. Supporting documents from the clinical record (eg Social Work Report) can be provided to DoCS where these relate to the safety, welfare and well being of a child or young person.**

- 3.3 If any of the information provided on the Section 248 request is not clear, or the request is not specific, the Sector Medicolegal Manager will follow the procedures outlined in Section 7 'Dealing with problems arising in relation to Section 248 Requests for Information';
- 3.4 Note date and time received;
- 3.5 Register the Request for Information on the SWSAHS CP-eData System;
- 3.6 Ascertain the Medical Record Number (MRN) using ePASS and COMCAS, and note it on the request form and in the SWSAHS CP-eData System;
- 3.7 Collate and prepare the response to DoCS as per request type (See Section 4.1 for a urgent request, see Section 4.2 for a standard request, see Section 4.3 for a written/typed report, see Section 4.4 for a after hours/weekend request).

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## 4. Responding to Section 248 Request for Information

The Sector Medicolegal Manager will process the request as follows:

### 4.1 Urgent request

4.1.1 If the request is urgent and the Health Service is known (Refer to Section 1.1.1);

- (a) The Sector Medicolegal Manager will provide the DoCS Child Protection Caseworker with the specified information by telephone then confirm this information in writing once a Section 248 Request for Information has been received, using the 'Response to an Information Request' form (Attachment A).

4.1.2 If the request is urgent and the Health Service is not known (Refer to Section 1.1.2);

- (a) The Sector Medicolegal Manager will make reasonable efforts to establish whether the nominated person has had contact with another hospital within SWSAHS.
- (b) The Sector Medicolegal Manager will contact the DoCS Child Protection Caseworker by telephone then in writing (Attachment A) once a Section 248 Request for Information has been received, confirming the specified information or to confirm that this person has not had contact with a health service in SWSAHS.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## 4.2 Standard request

- 4.2.1 If the request is standard and the client record is held at the Clinical Information Department the Sector Medicolegal Manager will:
- (a) Document the specified information on the 'Response to an Information Request' form (Attachment A);
  - (b) Attach any supporting information as necessary;
  - (c) Forward (Refer to Section 5) a 'Response to an Information Request' form and any supporting documents to the Department of Community Services within the required timeframe (Refer to Section 1.2);
  - (d) Register the response information on the SWSAHS *CP-eData* System;
- 4.2.2 If the request is standard but the client record is held within a department other than the Clinical Information Department:
- (a) The Sector Medicolegal Manager will direct the relevant Health Service Manager/Health Professional to produce a report and/or supply documents that will enable the request to be processed. The Sector Medicolegal Manager will provide the Health Service Manager/Health Professional with a time frame in which the report and or documents must be supplied;
  - (b) The Health Service Manager/Health Professional will arrange for the requested documents to be supplied to the Sector Medicolegal Manager within the time frame stipulated (Refer to Section 1.2);
  - (c) The Sector Medicolegal Manager will forward the response to DoCS within the required timeframe (Section 5).
  - (d) The Sector Medicolegal Manager will complete relevant details on the SWSAHS *CP-eData* System.
- 4.2.3 If the request is standard and the person has not had contact with a health service within SWSAHS:
- (a) The Sector Medicolegal Manager will provide the DoCS Child Protection Caseworker with confirmation that this person has not had contact with a health service in SWSAHS using the 'Response to an Information Request' form (Attachment A).

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## 4.3 Requests for Written/Typed Report

- 4.3.1 If the request specifies that a written/typed report is required and the subject of the request has had contact with a health service in SWSAHS:
- (a) The Sector Medicolegal Manager will in all cases delegate the preparation of the report to an appropriate Health Professional. The Sector Medicolegal Manager will provide the Health Professional with a time frame in which the report must be supplied;
  - (b) The Health Professional who completes the report will ensure the report is provided to the Sector Medicolegal Manager within the timeframe stipulated;
  - (c) The Sector Medicolegal Manager will forward (Refer to Section 5) a 'Response to an Information Request' form together with the report to DoCS within the required timeframe (Refer to Section 1.3);
  - (d) The Sector Medicolegal Manager will register the response information on the SWSAHS *CP-eData* System.
- 4.3.2 If the request specifies that a written report is required and the subject of the request has not had contact with a organisation within SWSAHS (Refer to Section 1.3):
- (a) The Sector Medicolegal Manager will provide the DoCS Child Protection Caseworker with confirmation that this person has not had contact with a health service in SWSAHS using the 'Response to an Information Request' form (Attachment A).

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## 4.4 After Hours/Weekend request

If the request comes after hours or on weekends:

- 4.4.1 The after hours Social Worker on call/on duty at Liverpool Health Service is responsible for providing the information to DoCS. If the request is received by any staff other than the Social Worker on call/on duty at Liverpool Health Service, the request will be forwarded to this person immediately;
- 4.4.2 Information (if available) concerning whether a nominated person has attended a hospital or after hours crisis service must be provided. This includes name of the service, the last date of contact, the nature of the contact and any other information that is necessary to ensure the safety, welfare and wellbeing of a child;
- 4.4.3 The after hours Social Worker on call/on duty at Liverpool Health Service will:
  - (a) Liaise with nominated after hours/weekend senior contact person in the Sector concerned (See Note directly below), ascertain whether the requested information is available, and contact DoCS by telephone and provide the information verbally;
  - (b) Advise the DoCS Child Protection Caseworker that s/he should fax a formal Section 248 Request for Information to the Medicolegal Manager in the Sector concerned; and
  - (c) Complete and forward a SWSAHS After hours/Weekend Response form (Attachment E), to the Sector Medicolegal Manager by the next working day.

**Note: Refer to the Liverpool Health Service, Department of Social Work – Policy and Procedure: Weekend/After Hours Request for Information from DoCS.**

- 4.4.4 The Sector Medicolegal Manager will:
  - (a) Contact the DoCS Child Protection Caseworker and request that a Section 248 Request for Information form, in relation to the After Hours request, be faxed through, if this has not been done;
  - (b) Contact the Social Work Manager at Liverpool Health Service if the SWSAHS After hours/Weekend Response form has not been completed;
  - (c) Forward the completed SWSAHS After hours/Weekend Response form (Attachment E) to DoCS, if this has not been done.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## 5. Transmission of the Response to an Information Request

The Sector Medicolegal Manager will:

- 5.1 Confirm the authenticity of the person requesting the information prior to releasing any patient information;
- 5.2 Ensure that the location of the receiving fax machine is secure, ie. that the fax machine is located away from the general public;
- 5.3 Complete a coversheet clearly identifying the Health Service as the sending institution and containing:
  - Name, address, phone and fax number of the sender;
  - Name, address/department and fax number of the recipient;
  - Date and time of transmission;
  - Total number of pages transmitted.
- 5.3.1 Ensure that the fax cover sheet has the following Confidentiality Notice or other official Sector confidentiality notice, for example:

**“The confidentiality of information contained within this facsimile is protected and intended for the use of the named addressee only. If you are not the intended recipient you MUST NOT copy, distribute, take action reliant on, or disclose any details of the information in this fax to any other person or organisation. If you have received this fax in error please notify the sender immediately to ensure correct transmission and disposal of incorrectly transmitted material”.**
- 5.4 Ensure that the correct fax number has been dialled:
  - Use automatic dialling where possible to eliminate the possibility of incorrect dialling;
  - Where the face sheet is not visible during transmission write the number on a separate piece of paper from which the number can be dialled;
  - Check the visual display during the dialling process before pressing SEND to double check the fax number.
- 5.5 Seek confirmation of receipt of the information:
  - Check Confirmation of Transmission report.
- 5.6 The Sector Medicolegal Manager will note the client’s Medical Record Number on the Transmission report and then fax the report to the SWSAHS Child Protection Coordinator on the same business day (Refer to 6.2).

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## **6. Storage of the Response to a Section 248 Request for Information**

- 6.1 The Sector Medicolegal Manager will file the Workload Processing sheet, Response to an Information Request form, the fax machine journal transmission report, the Request for Information form and any supporting documents (if applicable) in the correspondence section of each client's clinical record from which the information was taken.
- 6.2 The SWSAHS Child Protection Coordinator maintains a central register of transmission reports (Refer to 5.6).

## **7. Dealing with problems arising in relation to Section 248 Requests for Information**

- 7.1 When information contained on a request form is missing or unclear or otherwise will hinder the processing of the response:
  - 7.1.1 The Sector Medicolegal Manager will contact the DoCS Child Protection Caseworker by telephone and request clarification and/or an amended request form to be supplied;
  - 7.1.2 If the DoCS Child Protection Caseworker has not made contact within three working days, the Sector Medicolegal Manager will inform the SWSAHS Child Protection Coordinator of this request.
  - 7.1.3 The SWSAHS Child Protection Coordinator will fax a letter to the Caseworker and to the DoCS Manager Casework following up on previous request for clarification in regard to the Section 248 Request for Information;
  - 7.1.4 The Sector Medicolegal Manager can at any time consult with the SWSAHS Child Protection Coordinator (Refer to Section 7.4)
- 7.2 The Sector Medicolegal Manager will be able to provide advice to staff preparing responses to Section 248 requests, and will liaise with DoCS concerning problems/issues in relation to Section 248 requests;
- 7.3 Sector Medicolegal Managers may clarify with staff regarding information that is to be part of a response to DoCS;
- 7.4 The SWSAHS Child Protection Coordinator will be available to SWSAHS staff (including Sector Medicolegal Managers), for consultation concerning matters that are unable to be resolved as per 7.1 and 7.2.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

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## 8. Collection of Data

The Sector Medicolegal Manager will:

- 8.1 Ensure the required request and response data is recorded on the SWSAHS *CP-eData* System.

## 9. Coordination and Management of the Section 248 Service

The SWSAHS Child Protection Coordinator will:

- 9.1 Monitor the performance of SWSAHS in responding to individual Section 248 Requests for Information, and
- 9.2 Liaise with Sector Clinical Information Departments to ensure the effective operation of this service and the provision of appropriate and timely responses to the Department of Community Services.

## 10. Reporting to NSW Health

The SWSAHS Child Protection Coordinator will:

- 10.1 Collate and provide to NSW Health as requested reports on the performance of South Western Sydney Area Health Service in relation to the Section 248 Request for Information provisions.

## References

1. Information Privacy Code of Practice, Second Edition, December 1998.
2. NSW Health Frontline Procedures for the Protection of Children and Young People, December 2000.
3. SWSAHS Interim Child Protection Policy and Protocols for Recognition & Reporting, January 2001.
4. NSW Health Privacy Management Plan, Circular 2000/62, July 2000.

**SOUTH WESTERN SYDNEY AREA HEALTH SERVICE  
POLICY AND PROCEDURE**

---

*Attachment A*

**Response to an Information Request form**

**CONFIDENTIAL**

**SWSAHS Response to Request for Information from the Department of  
Community Services (DoCS)**

Under Section 248 of the Children and Young Persons (Care & Protection) Act 1998

**Request Details:**

Name of child, young person or family member:

Date of birth:                      Sex:

Name of DoCS Officer Requesting Information:

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**Liverpool Health Service Response:**

Relevant Information:

Document Reference:

Is there another Health worker/Service approved for future contact in relation to this matter?

If Yes, Name of Health worker/Service:                      Phone:

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**Macarthur Health Service Response:**

Relevant Information:

Document Reference:

Is there another Health worker/Service approved for future contact in relation to this matter?

If Yes, Name of Health worker/Service:                      Phone:

**SOUTH WESTERN SYDNEY AREA HEALTH SERVICE  
POLICY AND PROCEDURE**

---

**Fairfield Health Service Response:**

Relevant Information:

Is there another Health worker/Service approved for future contact in relation to this matter?

If Yes, Name of Health worker/Service:                      Phone:

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**Bankstown Health Service Response:**

Relevant Information:

Is there another Health worker/Service approved for future contact in relation to this matter?

If Yes, Name of Health worker/Service:                      Phone:

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**Wingecarribee Health Service Response:**

Relevant Information:

Is there another Health worker/Service approved for future contact in relation to this matter?

If Yes, Name of Health worker/Service:                      Phone:

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Name of Health worker contacted/completing this form:

Position:

Signature

Date:

**"The confidentiality of information contained within this facsimile is protected and intended for the use of the named addressee only. If you are not the intended recipient you MUST NOT copy, distribute, take action reliant on, or disclose any details of the information in this fax to any other person or organisation. If you have received this fax in error please notify the sender immediately to ensure correct transmission and disposal of incorrectly transmitted material".**

**SOUTH WESTERN SYDNEY AREA HEALTH SERVICE  
POLICY AND PROCEDURE**

---

*Attachment B*

**DoCS Workload Processing Sheet**

**SOUTH WESTERN SYDNEY AREA HEALTH SERVICE**

**Section 248 Children and Young Persons (Care and Protection) 1998**

**Workload Processing Sheet**

Patient/Client Name: \_\_\_\_\_

MRN: \_\_\_\_\_

Request Date: \_\_\_\_\_

DATE	ACTION OFFICER	ACTION TAKEN	TIME TAKEN

Date completed: \_\_\_\_\_ Within specified timeframe: Yes  No

***To be attached to request once response has been processed.***

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

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## *Attachment C*

### **SWSAHS CP-eData Data Dictionary**

#### Request Fields

##### ***Medical Record Number (MRN)***

Field Type: Text  
Input Status: Mandatory  
Description: A Medical Record Number (MRN) is a unique patient/client identifier. In SWSAHS it is possible for a patient/client to have a different MRN for their community record when compared with their hospital record.

##### ***Family Name***

Field Type: Text  
Input Status: Mandatory  
Description: The client/patient family name is collected in this field.  
Required for Mail Merge Response.

##### ***Given Names***

Field Type: Text  
Input Status: Mandatory  
Description: The client/patient given names are collected in this field.  
Required for Mail Merge Response.

##### ***Date of Birth***

Field Type: Data/Time  
Input Status: Mandatory  
Description: The client/patient date of birth is collected in this field. It is useful when searching in ePASS/COMCAS.  
Required for Mail Merge Response.

##### ***Sex***

Field Type: Text  
Input Status: Mandatory  
Description: The client/patient sex is collected in this field.  
Required for Mail Merge Response.

##### ***Relationship of subject of request to child/young person***

Field Type: Text (Combo Box – Look-up)  
Input Status: Mandatory

##### ***Date Received***

Field Type: Date/Time  
Input Status: Mandatory  
Description: The date that the request was received at the Health Service. If request was sent via facsimile the date received will be printed on the request (Usually at the top).

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## ***Time Received***

Field Type: Date/Time  
Input Status: Mandatory  
Description: The time that the request was received at the Health Service. If the request was sent via facsimile the time received will be printed on the request (Usually at the top).

## ***DoCS Community Service Centre***

Field Type: Text – Combo Box (look-up)  
Input Status: Mandatory  
Description: The Department of Community Services (DoCS) Community Service Centre that has issued the Section 248 Request for Information.  
Default Value: Please see Appendix A – DoCS Community Service Centres in NSW.

## ***Name of Caseworker***

Field Type: Text  
Input Status: Mandatory  
Description: The name of the Caseworker at the Department of Community Services who issued the Section 248 – Request for Information.  
Required for Mail Merge Response.

## ***Information Requested***

Field Type: Memo  
Input Status: Mandatory  
Description: The requested information that is detailed on the Section 248 Request for Information is entered in this field. This field must reflect what the District Officer/District Manager has specifically requested.

## ***Mode of the Request***

Field Type: Text – Combo box (Look up)  
Input Status: Mandatory  
Description: Refers to the delivery mechanism used to issue the Section 248 Request for Information. Note: The District Officer/District Manager (DoCS) may initially request the information verbally (in urgent cases) but must issue the Section 248 Request for Information (hard copy) as soon as possible.  
Default Options: Either via facsimile, mail, in person, verbal/fax, verbal/mail or verbal/in person.

## ***Request Type***

Field Type: Text  
Input Status: Mandatory  
Description: There are four types of Section 248 Request for Information. They are:  
1. Urgent  
2. Standard  
3. Report  
4. After hours  
Each type has it's own specific deadline.  
Default Value: Urgent, Standard, Report and After Hours.

## SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

### ***Date Response Required by DoCS***

Field Type: Date/Time

Input Status: Calculated field (Automated)

Description: The date due as per Request Type deadline (Timeframe as per agreed by DoCS and NSW Health).

### ***Health Service - Received Request***

Field Type: Text – Combo Box (Look up).

Input Status: Mandatory

Description: The Health Service that received/processed/forwarded the Response for Information to the Department of Community Services.

Default Value: LHS, BHS, FHS, MHS or WHS.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## Response Fields

### ***Record Status***

Field Type: Text  
Input Status: Mandatory  
Description: Indicates whether the clinical record is still active, destroyed or if there was no trace.  
Default Values: Active, No Trace or Destroyed.

### ***Date Provided***

Field Type: Date/Time  
Input Status: Mandatory  
Description: The date the response was forwarded/transmitted to the requesting DoCS Community Service Centre.

### ***Time Provided***

Field Type: Date/Time  
Input Status: Mandatory  
Description: The time the response was forwarded/transmitted to the DoCS Community Service Centre.

### ***Information Provided***

Field Type: Memo  
Input Status: Mandatory  
Description: The exact information that is provided needs to go in this section (due to mail merge).  
Required for Mail Merge Response.

### ***Mode of Response***

Field Type: Text – Combo Box (Look up)  
Input Status: Mandatory  
Description: Refers to the delivery mechanism used to respond to a Section 248 Request for Information.  
Default Values: Facsimile, Verbal/Facsimile, Mail, Verbal/Mail, Express Mail, Verbal/Express Mail, Registered Mail, and Verbal/Registered Mail.

### ***Sector/Facility/Service – Supplied Information***

Field Type: Text  
Input Status: Mandatory  
Description: The name of the Sector/Facility/Service who supplied information in the response.

# SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

## ***Response reports/documents supplied by (Name)***

Field Type: Text  
Input Status: Mandatory  
Description: Input the Service Manager/Health Professional/Medicolegal Manager name(s) who has supplied reports/documents.  
Note: There may be more than one person supplying reports/documents.

## ***Health Service – Forwarded Response to DoCS***

Field Type: Text  
Input Status: Mandatory  
Description: Name of the person who sent/transmitted the 'Response to an Information Request' to the Department of Community Services.

## ***Response Provided to DoCS by (Name)***

Field Type: Text  
Input Status: Mandatory  
Description: Name of the person who sent/transmitted the 'Response to an Information Request' to the Department of Community Services.

## ***Is there a Health Worker/Service approved for future contact?***

Field Type: Text – Combo Box (Look-up)  
Input Status: Mandatory  
Description: Outlines whether there is a Health Worker or Health Service approved for future contact.  
Required for Mail Merge Response.  
Default Values: Yes, No.

## ***Name of contact person***

Field Type: Text  
Input Status: Mandatory – If 'Is there a Health Worker/Service approved for future contact?' = Yes  
Description: Name of the designated contact person.  
Required for Mail Merge Response.

## ***Phone Number of contact person***

Field Type: Text  
Input Status: Mandatory – If 'Is there a Health Worker/Service approved for future contact?' = Yes  
Description: Phone number of the designated contact person.  
Required for Mail Merge Response.

## ***Position Name of contact person***

Field Type: Text  
Input Status: Mandatory – If 'Is there a Health Worker/Service approved for future contact?' = Yes  
Description: Position Name of the designated contact person.  
Required for Mail Merge Response.

## SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

### ***Reason for a late response***

Field Type: Memo

Input Status: Mandatory only if 'Date Provided' is after the 'Date Required'.

Description: Outline all the reasons why the response was late.

### ***Comments***

Field Type: Memo

Input Status: Optional

Description: Additional information that needs to be added.

## SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

---

### *Attachment D*

#### DoCS Centres in NSW

NAME	STREET	SUBURB	POSTCODE	STATE	PHONE
Albury	PO Box 132	Albury	2640	NSW	(02) 6041-1755
Armidale	PO Box 193	Armidale	2350	NSW	(02) 6772-5544
Auburn CSC	PO Box 191	Auburn	2144	NSW	(02) 9643-2377
Ballina CSC	PO Box 132	Ballina	2478	NSW	(02) 6686-1999
Bankstown CSC	PO Box 133	Bankstown	2200	NSW	(02) 9790-4066
Batemans Bay Sub CSC	PO Box 140	Batemans Bay	2536	NSW	(02) 4472-4678
Bathurst CSC	PO Box 430	Bathurst	2795	NSW	(02) 6331-9500
Bega Sub CSC	PO Box 553	Bega	2550	NSW	(02) 6492-3888
Blacktown CSC	PO Box 6085	Blacktown	2148	NSW	(02) 9208-4555
Bourke CSC	PO Box 445	Bourke	2840	NSW	(02) 6872-2188
Bowral Sub CSC	PO Box 631	Bowral	2576	NSW	(02) 4861-1744
Brewarrina Sub CSC	PO Box 42	Brewarrina	2839	NSW	(02) 6839-2482
Broken Hill CSC	PO Box 459	Broken Hill	2880	NSW	(08) 8087-2844
Campbelltown CSC	PO Box 10	Campbelltown	2560	NSW	(02) 4645-0700
Cardiff CSC	PO Box 605	Cardiff	2285	NSW	(02) 4953-5999
Cessnock CSC	PO Box 13	Cessnock	2325	NSW	(02) 4990-1277
Charlestown CSC	PO Box 146	Charlestown	2290	NSW	(02) 4943-8811
Clarence Valley CSC	PO Box 109	Grafton	2460	NSW	(02) 6643-2526
Cobar Sub CSC	PO Box 7	Cobar	2835	NSW	(02) 6836-1360
Coffs Harbour CSC	PO Box 39	Coffs Harbour	2450	NSW	(02) 6651-1422
Condobolin Sub CSC	PO Box 88	Condobolin	2877	NSW	(02) 6895-4133
Cooma Sub CSC	PO Box 172	Cooma	2630	NSW	(02) 6452-3188
Coonabarabran CSC	7a Robertson St	Coonabarabran	2357	NSW	(02) 6842-2000
Coonamble Sub CSC	9/17 Toooloon St	Coonamble	2829	NSW	(02) 6822-2395
Cootamundra Sub CSC	PO Box 419	Cootamundra	2590	NSW	(02) 6942-1555

## SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

Corrimal CSC	Suite 4 100 Railway St	Corrimal	2518	NSW	(02) 4285-3399
Cowra Sub CSC	PO Box 270	Cowra	2794	NSW	(02) 6341-1855
Dareton CSC	PO Box 121	Dareton	2717	NSW	(03) 5027-4027
Deniliquin Sub CSC	PO Box 437	Deniliquin	2710	NSW	(03) 5881-1711
Dubbo CSC	PO Box 865	Dubbo	2830	NSW	(02) 6884-5877
Eastern Sydney (C&FS) CSC	55 Renwick St	Redfern	2016	NSW	(02) 9381-0300
Eastern Sydney (DD) CSC	Cnr Queen and York Road	Bondi Junction	2022	NSW	(02) 9375-1400
Fairfield CSC	PO Box 263	Fairfield	2165	NSW	(02) 9728-1911
Glen Innes CSC	PO Box 81	Glen Innes	2370	NSW	(02) 6732-3155
Gosford CSC	PO Box 1392	Gosford	2250	NSW	(02) 4325-6600
Goulburn CSC	PO Box 1033	Goulburn	2580	NSW	(02) 4823-7100
Griffith CSC	PO Box 1595	Griffith	2680	NSW	(02) 6962-6899
Gullama' Aboriginal Services Centre	Locked Bag 42	Strawberry Hills	2012	NSW	(02) 9381 0370
Hornsby CSC	PO Box 1746	Hornsby Northgate	2077	NSW	(02) 9482-0800
Ingleburn CSC	PO Box 717	Ingleburn	2565	NSW	(02) 9829-2400
Inverell CSC	PO Box 383	Inverell	2360	NSW	(02) 6721-0299
Kempsey CSC	PO Box 5	Kempsey	2440	NSW	(02) 6562-1385
Lakemba CSC	PO Box 6244	Lakemba Business Centre	2195	NSW	(02) 9784-6100
Leeton Sub CSC	PO Box 842	Leeton	2705	NSW	(02) 6953-3611
Lismore CSC	PO Box 89	Lismore	2480	NSW	(02) 6621-8099
Lithgow Sub CSC	PO Box 7	Lithgow	2790	NSW	(02) 6351-4688
Liverpool CSC	PO Box 17	Liverpool	2170	NSW	(02) 9602-8044
Maitland CSC	PO Box 200	Maitland	2320	NSW	(02) 4933-6488
Manly CSC	PO Box 284	Manly	2095	NSW	(02) 9977-6011
Moree CSC	PO Box 367	Moree	2400	NSW	(02) 6752-7151
Mount Druitt CSC	PO Box 111	Mount Druitt	2770	NSW	(02) 9625-7000
Mudgee Sub CSC	PO Box 174	Mudgee	2850	NSW	(02) 6372-4555
Muswellbrook CSC	PO Box 289	Muswellbrook	2333	NSW	(02) 6543-2455
Narrabri CSC	PO Box 151	Narrabri	2390	NSW	(02) 6792-4663

## SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE

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Newcastle CSC	PO Box 2161	Dangar	2309	NSW	(02) 4961-2611
Newtown Sub CSC	PO Box 218	Enmore	2042	NSW	(02) 9550-1599
Nyngan Sub CSC	PO Box 147	Nyngan	2825	NSW	(02) 6832-1308
Orange CSC	PO Box 2226	Orange	2800	NSW	(02) 6361-3299
Parkes CSC	PO Box 63	Parkes	2870	NSW	(02) 6862-1422
Parramatta CSC	PO Box 34	Parramatta	2150	NSW	(02) 9895-7777
Penrith CSC	PO Box 260	Penrith	2751	NSW	(02) 4731-6222
Port Macquarie CSC	PO Box 505	Port Macquarie	2444	NSW	(02) 6583-3622
Queanbeyan CSC	PO Box 87	Queanbeyan	2620	NSW	(02) 6299-1111
Raymond Terrace CSC	PO Box 205	Raymond Terrace	2324	NSW	(02) 4987-1022
Richmond CSC	PO Box 388	Richmond	2753	NSW	(02) 4578-4744
Ryde CSC	PO Box 974	Epping	2121	NSW	(02) 9876-7600
Shellharbour CSC	PO Box 76	Shellharbour Square	2529	NSW	(02) 4296-6077
Shoalhaven CSC	PO Box 923	Nowra	2541	NSW	(02) 4422-1555
St George CSC	PO Box 680	Hurstville	2220	NSW	(02) 9930-6900
St Leonards CSC	PO Box 341	St Leonards	2065	NSW	(02) 9902-4848
St Marys CSC	PO Box 806	St Marys	2760	NSW	(02) 9673-4777
Strathfield CSC	PO Box 36	Strathfield	2135	NSW	(02) 9747-5099
Sutherland CSC	PO Box 216	Sutherland	2232	NSW	(02) 9542-1111
Tamworth CSC	PO Box 572	Tamworth	2340	NSW	(02) 6766-3735
Taree CSC	PO Box 544	Taree	2430	NSW	(02) 6552-1577
Tumut Sub CSC	PO Box 514	Tumut	2720	NSW	(02) 6947-4100
Tweed Heads CSC	PO Box 55	Tweed Heads	2485	NSW	(07) 5599-1255
Wagga Wagga CSC	PO Box 176	Wagga Wagga	2650	NSW	(02) 6921-7225
Walgett Sub CSC	PO Box 143	Walgett	2832	NSW	(02) 6828-1409
Wilcannia Sub CSC	9 Byrnes Street	Wilcannia	2836	NSW	(08) 8091-5050
Wollongong CSC - Sub Care Team	16-20 Gladstone Ave	Wollongong	2500	NSW	(02) 4254-0346
Woy Woy Sub CSC	PO Box 236	Woy Woy	2256	NSW	(02) 4341-7738
Wyong CSC	PO Box 65	Wyong	2259	NSW	(02) 4353-2855



# **SOUTH WESTERN SYDNEY AREA HEALTH SERVICE POLICY AND PROCEDURE**

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## *Attachment E*

### *SWSAHS After Hours Social Work Service Response to a Section 248*

*(See attached)*