Correspondence Handling Statement

NSW Health welcomes your request for information and feedback.

Before sending correspondence to NSW Health, the Minister for Health and Medical Research or the Minister for Mental Health, please ensure you have reviewed information readily available on the NSW Health, NSW Government or Commonwealth Department of Health websites. This is particularly relevant to correspondence about COVID-19.

- We aim to open all correspondence within one business day of receipt, and aim to respond within 20 working days of receipt. The most appropriate NSW Health representative will respond to your enquiry.

- Sometimes the matters raised in correspondence are complex and require detailed investigation. We will let you know if this is expected to delay our response.

- Where any issues you raise are outside the relevant Minister's and NSW Health's responsibilities, we will forward your correspondence to another Minister or agency for their attention. We will let you know when we do this.

- If you have also contacted a local health district or specific NSW Health agency directly, they may have their own correspondence policy that will be applied.

- We will only respond to items where NSW Health is the primary recipient – not where NSW Health is a cc or bcc.

- We will delete unsolicited advertisements without response.

- We will forward any correspondence with threatening content or advocating illegal activities to the NSW Police.

- We will not respond to correspondence with offensive language or content.

- Your correspondence, once received, will become a formal government record. We will treat it with the appropriate level of confidentiality consistent with the Privacy and Personal Information Protection Act 1998 and where applicable, the Health Records and Information Privacy Act 2002 (NSW).

- Due to the high volume of correspondence about COVID-19, not all correspondence will receive a response. However, all comments and suggestions are noted by relevant health teams.