

## Registration of NSW Health Establishments

**Summary** This Policy Directive describes the mandatory requirement to register health establishment locations and service units within NSW, and record the registration details in NSW Health's, Health Establishment Registration Online (HERO) and release an extract to HealthDirect Australia to populate the National Health Service Directory.

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**Distributed to** Ministry of Health, Public Health System

**Audience** Medical record/clinical information, health service planners, communications, performance unit

## REGISTRATION OF NSW HEALTH ESTABLISHMENTS

### PURPOSE

The purpose of this Policy Directive is to update and describe the mandatory requirement for Local Health Districts (LHDs), Specialist Health Networks (SHNs) and Health Pillars to register health establishments including organisations, locations and service units within NSW, and record the registration details within the NSW Ministry of Health's Health Establishment Registration Online application (HERO).

The information gathered will also be used to provide regular updates for the population of the Health Direct Australia – National Health Service Directory, as well as staffing and incident management systems.

*Note:* The population of the Human Services Network (HSNet's) ServiceLink will occur from information provided to Health Direct Australia's National Health Service Directory.

This Policy Directive supports the existing registration practices, extends registration requirements beyond the hospital setting, and mandates the registration of service units within hospitals and community health services. It also describes the mandatory information that must be provided when registering health entities and locations. It is to be read in conjunction with the latest HERO Information Bulletin and replaces PD 2008\_001.

### MANDATORY REQUIREMENTS

Registration of health services is necessary to:

- support rapid access by staff and clients to services
- support referrals of clients to appropriate services
- rationalise requirements to report information about health services
- manage data collections and performance reporting
- uniquely identify the source of data messages and data extracts for data collection management purposes
- support better planning of health services across NSW
- support activity target setting and activity modelling
- support activity based funding as set out in the Service Agreements.

Each LHD / SHN / Shared Service Entity must assign a staff member as the establishment registration manager. This staff member is the point of contact for the NSW Ministry of Health and Service Directory regarding any matter related to the registration of health establishments within the LHD / SHN catchment, or for the entities required by Shared Services, and will have the highest level HERO registration approval rights within the LHD / SHN / Shared Service entity, i.e. Jurisdiction Administrator.

## IMPLEMENTATION

Entry of registration details in HERO is restricted to staff working within the NSW public health system. HERO maintains information about establishments and services that are essential for internal information management processes and messaging interfaces, target modelling and reporting.

A subset of the HERO registration details may be used within information systems where lists of particular services are required – this may include some systems used in the private health sector.

A limited set of information from HERO may be published for use by the general public and staff on the NSW Ministry of Health, LHD / SHN websites. Registration made in HERO will be used to populate and maintain the NSW Ministry of Health Services Directory located at the following URL: <http://internal.health.nsw.gov.au/services/>

The NSW Ministry of Health may provide a selection of information from registrations in HERO to the National Health Service Directory maintained by Health Direct Australia.

Health Direct Australia will populate information from the National Health Service Directory into the HSNNet ServiceLink for the use by staff and the public. This information can be accessed at the following URL: <https://www.hsnnet.nsw.gov.au/>

eHealth will extract information from HERO locations registered for the purpose of identifying locations of staff in their Lookup application.

Clinical Excellence Commission will extract information from HERO location establishment types registered for the purpose of identifying locations of incidents in their incident management system application.

## REVISION HISTORY

Version	Approved by	Amendment notes
October 2017 (PD2017_038)	Deputy Secretary, System Purchasing and Performance	Replaces PD 2008_001 Introduces: <ul style="list-style-type: none"> <li>• Approve HERO services for setup in National Health Services Directory</li> <li>• Approve HERO locations for setup in NSW Health applications</li> </ul>
January 2008 (PD2008_001)	Director General, NSW Health	New policy

## ATTACHMENTS

1. Registration of NSW Health Establishments: Procedures.

## Registration of NSW Health Establishments



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**Issue date:** October-2017

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# 1 BACKGROUND

## 1.1 What Is Health Establishment Registration?

For the purpose of this Policy Directive, 'Health Establishment Registration' is defined as the process of recording a core set of mandatory information about a health service entity in the HERO application.

For the purpose of this policy an entity can be:

- A location where health services are provided i.e. clinical or support
- A service unit
- A hospital
- A community health centre
- A diagnostic service outlet eg pathology collection

The process of registering a health establishment in HERO will result in the automatic assignment of a state-wide identifier for that entity, unique within the context of NSW Health.

## 1.2 Definitions and Abbreviations relating to this Policy Directive

- HERO: Health Establishment Registration Online
- LHD: Local Health District
- SHN: Specialist Health Network
- Shared Services: Devolved organisations affiliated with NSW Health, such as eHealth, Pathology, NSW Ambulance Services, Cancer Institute of NSW, etc.
- HDA (HealthDirect Australia): National Health Service Directory vendor
- HIE: Health Information Exchange data warehouse, legacy system
- EDWARD: Enterprise Data Warehouse for Analysis, Reporting and Decision Support
- FaMER: Facility Metadata Registry database to assign facility identifiers for HIE
- NGO: not-for-profit organisations, previously known as non-government organisations
- HSIPR: Health System Information and Performance Reporting Branch
- Service Unit: is defined as a team of people that come together to deliver health services to patients/clients with a specific set of problems or issues. Service units are part of an organisational structure.
- Establishment: Institutions, organisations or the community from which health services are provided. The term establishment covers conventional health establishments and also organisations which may provide services in the community.
- Location: The physical area where services are delivered, but not the organisations or service units that deliver the services at that location.
- Person Identifier Issuing Authority: Nominated organisation responsible for the assignment of a client identifier record number within the LHD / SHN.

## 2 HERO DATA SPONSOR

The executive sponsor of the HERO data collection is the Executive Director, Health System Information Performance Reporting (HSIPR) Branch and Deputy Secretary, System Purchasing Performance Division.

Within the division, the Executive Director, HSIPR Branch is the primary contact for authorising new health organisations, as well as significant amendments or closures of existing health organisations.

## 3 WHICH HEALTH ESTABLISHMENTS MUST BE REGISTERED?

It is mandatory for all establishments that report data to any mandated NSW Health data collections or are required for commonwealth reporting requirements, to be registered in HERO.

The types of health establishments that must be registered include:

- all NSW health public sector establishments / organisations;
- all NSW board-governed statutory health corporations. For example, the NSW Ambulance Service, Cancer NSW clinical services;
- all NSW health service units/teams/clinics under NSW public sector establishments/organisations, board governed statutory health corporations and affiliated health organisations including intake services;
- all NSW private sector health care establishments; this may include some if not all of their service units/teams /clinics, as deemed necessary for disease notifications;
- all interstate establishments that have high levels of inbound and outbound referrals or contractual arrangements. However this does not include their service units/teams/clinics;
- all NSW Health locations as requested to support the use of eHealth applications such as the StateWide Infrastructure Services Health Lookup system and the Incident Management System. This may also include administrative service locations, staffing and asset management locations;
- all Person Identifier issuing authorities to enable identification of such authorities in the EDWARD data warehouse.

### 3.1 Health Service Units

For the purpose of this Policy Directive and registrations within HERO, a 'service unit' is defined as a team of people that come together to deliver health services to or on behalf of patients / clients with a specific set of problems or issues. Service units are part of an organisational structure, and are distinct from the physical locations where they are based at and/or provide services from. Under certain circumstances, LHDs may wish to register both the service unit and the physical location for entities that possess both attributes, e.g., an admitted patient physical ward location and the associated admitted patient service unit.

The registration of service units within HERO is mandatory.

Service units within NSW public sector LHDs, SHNs, hospitals, community health services and state-wide networks must be registered as 'child' establishments (services) of the relevant higher level organisation.

Service units have one or more roles / positions within them, and there may be one or more incumbents working within those roles / positions. Where source systems are used to schedule or record activity, service units are clearly established and defined within those source systems as hospital outpatient clinics or community health centre service teams.

Examples of service units include:

- Intake services
- Emergency department teams
- Public hospital outpatient service units
- Public hospital admitted patient service units
- Public hospital outreach service units
- Public hospital pathology laboratory / radiology / pharmacy services
- Public sector community health service units
- Public sector client information services / call centres
- Public sector patient transport services
- Public health unit service teams.

All health service units that deliver services on NSW Health campuses must be registered in HERO, even if they only deliver services on a privately referred non-admitted basis.

Service units that report directly to a state-wide network or program, such as oral health, immunisation, screening and needle exchange services may have a parent health establishment of a state network rather than an LHD / SHN. However, they should be recorded in HERO as being located within the jurisdiction boundary of a LHD.

### 3.2 Service Point Locations

Registration of all service point locations is also mandatory. This is to support the use of HERO 'location' entities by StateWide Infrastructure Services Health applications, the Clinical Excellence Commission Incident Management System and other system applications. Registering these types of entities allows the association of relationships between entities in HERO, specifically the relationship between service units and the locations at which they deliver services, and the hospitals and community health services that are located within each LHD / SHN.

### 3.3 Other Establishments Reported via a Mandated Data Collection

Any health entity that is not listed above and which reports to a NSW Ministry of Health data collection must also be registered in HERO.



### 3.4 Establishment Identifiers

When an establishment is registered in HERO, it will be assigned a unique identifier within the context of NSW Health.

Alternative identifiers, such as the HIE facility identifier, should be recorded in HERO to support the continued interim use of those existing identifiers in legacy applications such as the HIE data warehouse for cross-referencing and aliasing in source system applications. It assists in the process of reconciling legacy systems to the replacement system. This cross-referencing is also used as an interim mapping for transition of WebNAP to EDWARD via the mLoad application.

### 3.5 Use of Hero Identifier versus Other Facility Identifiers

The HERO identifier must be used as the identifier for the entity in all new data collections or new applications where an identifier for an entity is required.

The HERO identifier must replace the existing HIE facility identifier at the next logical change over point.

Logical change over points includes:

- Data collection re-design
- Data collection extract modification
- Source system change, upgrade or migration
- Migration of a data collection to a new data repository.

Prior to the logical change-over point, the four-character HIE facility identifier may continue to be used.

Some new establishments may be assigned both a new HERO identifier and a HIE facility identifier upon initial registration if they are covered by a reporting requirement that is still using the HIE facility identifier.

The HSIPR Branch will assign any HIE facility identifiers and record them in HERO against the relevant entity.

### 3.6 Other Entities That May Be Registered In HERO on a Needs Basis

HERO will support the registration of a broad range of health service establishments, reporting entities, and service point locations that are beyond the minimum mandatory registration requirements described in this Policy Directive. This allows for the recording of relationships between each entity, including the range of locations at which services may be delivered.

Establishments, reporting entities, and service point locations that are not mandatory for registration may be registered where an LHD / SHN or other business unit identifies a requirement to do so. For example, an LHD / SHN may wish to register a specific outpatient service within a private hospital or interstate health services to facilitate the recording of referrals to or from that service.

## 4 WHICH HEALTH ENTITIES MUST NOT BE REGISTERED?

### 4.1 Virtual Wards

Under the Location hierarchy within HERO, wards reflect actual physical locations where a patient is accommodated. A virtual ward that is established in one hospital for the purpose of accommodating a patient who spends part or all of their stay within a different hospital contradicts the intent of HERO.

With the exceptions of (i) Hospital in the Home virtual wards and (ii) MoH approved Collaborative Care wards, HSIPR will not be endorsing these types of entities, and will seek written submissions from the LHD / SHN explaining the necessity for the initial request, allowing HSIPR to provide appropriate advice.

## 5 WHO WILL ACCESS ESTABLISHMENT REGISTRATION DETAILS?

Entry of registration details in HERO is restricted to authorised staff working within the NSW public health system. HERO maintains information about establishments and services that are essential for internal information management processes and messaging interfaces, purchasing and reporting.

As it is important that all staff have ready access to information about other Government services that will assist clinicians with appropriate referral pathways for clients, LHDs/SHNs should ensure that the relevant information technology support units of an LHD / SHN, eHealth, NSW HealthShare, and the NSW Ministry of Health have provided general access to all staff with intranet access to the HERO website (<https://hero.health.nsw.gov.au>)

A subset of the HERO registration details may be used within information systems where lists of particular services are required – this may include some systems used in the private health sector.

A limited set of information from HERO may be published for use by the general public and staff on the NSW Ministry of Health, LHD / SHN websites. Registrations made in HERO will be used to populate and maintain the NSW Ministry of Health Services Directory located at the following URL: <http://internal.health.nsw.gov.au/services/>

eHealth will extract information from HERO locations registered for the purpose of identifying locations of staff in their Lookup application.

The Clinical Excellence Commission will extract information from HERO location establishment types registered for the purpose of identifying locations of staff in their incident management system application.

## 6 ROLES AND RESPONSIBILITIES

### 6.1 HSIPR Branch

The NSW Ministry of Health's HSIPR Branch has the responsibility to perform the **initial** registration of any new higher level establishments, and to amend or maintain details over time. These include:

- Local Health Districts, Specialist Health Networks, Shared Services and other Affiliated Health Organisations;
- Public Hospitals, including Third Schedule Hospitals (affiliated) and Public Psychiatric Hospitals, including interstate;
- Public or private Residential Aged Care Facilities, including interstate;
- Public or private Hospices;
- Multi-Purpose Services (MPS);
- Community Health Centres;
- Community Residential Facilities / Supported Accommodation Services / Group Homes;
- Not for Profit organisations (ie Non-Government organisations)
- Freestanding pathology laboratories / radiology suites / pharmacy locations

The HSIPR Branch is responsible for monitoring the openings and closures of all the above entities. Initial registration of these entities will only occur following a written request from the LHD / SHNs Chief Executive.

It is the role of the HSIPR Branch to provide state-wide management and support for the registration system. HSIPR is responsible for:

- Developing, updating and publishing all information, including policy directives, guidelines, data standards and instructions that support health establishment registration.
- Training of a nominated LHD / SHN representative who in turn will provide training to other responsible LHD / SHN staff to register and manage health service establishments within HERO.
- Establishing and maintaining HERO user accounts.
- Maintaining HERO code value reference tables.
- Coordinating changes to the HERO application.

### 6.2 LHDs/SHNs

#### 6.2.1 Registration of Health Establishments

For lower level entities, it is the responsibility of the LHD / SHN to perform the initial registration of the following NSW health establishments:

- Ambulatory / hospital / community health services, including mental health service units/teams;
- Mothercraft services;
- Public health units;
- HealthOne services;
- Person Identifier issuing authorities;
- Service point locations including mental health service delivery locations;
- Incident area locations.

It is the responsibility of the LHD / SHN to maintain the details of these entities over time. However, the HSIPR Branch reserves the right to update attributes and/or identifier information as required for reporting purposes.

Also, it is the LHD / SHNs responsibility to advise HSIPR of any new service contractual arrangements between the LHD / SHN and other organisation(s). The Ministry's HERO Administrator will create the initial registration of the 'contracted' establishments and has the right to maintain the details over time such as:

- Private residential aged care facilities;
- Private hospices
- Private organisations with public contracted services

Interstate private and public sector establishments must be registered if there are high levels of referrals with NSW health establishments, or contracts established to provide health services on behalf of NSW Health. This is necessary for planning purposes, to identify and monitor inbound or outbound referral patterns, and to monitor purchased activity.

The types of interstate public and private sector establishments (if the LHD / SHN has a contract with the private sector organisation to provide health services) that must be registered include the following:

- Hospitals
- Day procedure centres
- Residential aged care facilities
- Non-government organisations (either for-profit or not-for-profit) providing health services under a contract with the Ministry of Health.

The LHD / SHN must notify the MOH HERO Administrator who will create these interstate establishments.

### **6.2.2 Additional responsibilities and processes**

In addition, the LHD / SHN establishment registration manager is required to:

- Manage completion of the initial and ongoing reviews, verification or correction of details relating to previously registered establishments.

- Ensure the health establishment identifier is provided back to the source system administrator, health service and any staff that use related data within the LHD / SHN.
- Conduct an audit/review every six months of HERO using data and information for that service available for a minimum of the previous 18 months, or for the length of time the service has operated, whichever time period is the shorter. Suggested reviews are conducted by 31 March and 30 September each year to ensure that the information is accurate and up-to-date, in consultation with the service unit manager and relevant executive personnel, e.g. Clinical Director.
- Establish and manage a process of approval for registration of new health service establishments within the LHD / SHN.
- Manage a process of mergers and closures of services.
- Notify the Ministry in writing, via the Executive Director of the HSIPR Branch, of any creations of new or closures of existing health organisations, such as hospitals or LHD wide community health services, including an assessment on the impact of the change on their performance activity targets.
- Contribute to the ongoing development of the standard classifications within HERO, and provide advice about any system refinement required.

Changes of establishment type are only permitted in the case of genuine errors, not as a result of a change in the service delivered by a service unit. As a general principle, it is therefore recommended that where a service has changed their establishment type, this is sufficient to justify a closure of the existing service unit and the creation of a new service unit. Refer to guideline related to this policy for more detailed information.

For the ongoing registration of new services and new establishments, a HERO registration must be completed prior to providing services to clients/patients and prior to being activated within any source system. Source systems must have the HERO identifier aliased for all data warehouse extracts.

Registration details of entities must be updated and confirmed by the LHD / SHN establishment registration manager when there is a significant change to a service. This includes opening or closing, temporary closures of a location/service, or change of establishment type. Continuity of activity reporting is essential for target setting and activity based funding.

### **6.3 Private Health Care – Regulation and Compliance Unit**

The NSW Ministry of Health's Private Health Care – Regulation and Compliance Unit (PHC) is responsible for licensing the private sector hospital and day procedure centres, including details about the openings and closures, addresses and other contact details, as well as the licenses and parent companies.

Currently, the registrations of the following are the joint responsibility of HSIPR and PHC:

- Private hospitals; and
- Private day procedure centres

### 6.4 Other Ministry of Health branches

Where other branches within NSW Health have elected to utilise LHD / SHN HERO data for their own requirements, it is that branch's responsibility to manage the requisite content and liaise with the LHDs/SHNs to ensure that the establishment data they are requesting meets that branch's requirements. Prioritisation and ongoing maintenance of that work by the LHD / SHN is to be negotiated directly between that branch and the LHD / SHN, and that branch is to liaise with the LHD / SHN to address any shortcomings of the content within HERO.

Under these circumstances, HSIPR's role is to act as system administrator, ensuring that any new or changed data follows HERO classification hierarchy principles, and to provide extracts of the data upon request. Management of any other work, including verification of content, is not part of HSIPR's remit with respect to its role as HERO administrator.

### 6.5 Shared Services and Affiliated Organisations

The initial registration of new entities for other purposes will be the responsibility of the Shared Services / Affiliated Organisation introducing the requirement to identify them within HERO. Post-implementation and ongoing maintenance will be the responsibility of the LHD / SHN or Shared Service / Affiliated Organisation where the entity is managed.

## 7 MANDATORY MINIMUM DATA ITEMS FOR REGISTRATION

There are mandatory fields in HERO via the Quick Registration option that must be completed prior to submitting a registration request to the MOH HERO administrator.

The following data items comprise the minimum data set for health establishment registration in HERO. *Note:* fields that show an asterisk \* are mandatory for the quick registration process.

- Establishment name – official standardised name\*  
*Note:* the standardised name will appear in all Ministry and Executive reports. Please refer to the guideline related to this policy directive for the preferred naming convention standard.
- Establishment name – abbreviated name\*
- Health sector\*
- Management Authority (i.e. LHD / SHN)\*
- Jurisdiction Boundary (i.e. LHD / SHN Boundary location)\*
- Hierarchical parent establishment\*
- Establishment group (derived field)\*
- Establishment type\*
- Open date\*
- Telephone number (where applicable)
- Physical and Postal address details i.e. Street address and Suburb/Locality\*

Additional details via the 'More Details' button can be added, if available, during the quick registration process to ensure the registration is fully completed and submitted for final approval.

- Close date (where applicable)
- HIE/FaMER identifier (for previously registered establishments only and services/locations still providing extracts to HIE data warehouse).

Note: If the additional details are not immediately available for the initial approval, then this requires 'checking out' the HERO entity, updating and re-submitting for final approval.

For each data collection that the health organisation reports to, the following can be recorded in HERO (this 'optional' requirement may change in the future):

- Data collection (via Reporting Details tab)
- Reporting start date (via Reporting Details tab)
- Method of reporting (via Reporting Details tab)
- Identifier used for reporting (via Identifiers tab)
- Source system and version (via Reporting Details tab)
- Contact position
- Contact address
- Contact telephone number
- Contact email address.

## 8 NATIONAL HEALTH SERVICES DIRECTORY

The NSW Ministry of Health has an agreement with Health Direct Australia to provide an extract with an agreed selection of information from registrations in HERO to populate the National Health Service Directory with services in New South Wales. This directory is available to all staff via the URL: <http://www.nhsd.com.au>.

The HERO extract will supply the following fields for all open entities (excluding physical locations, Justice Health entities and any entities deemed not for release by the LHDs/SHNs):

- Establishment ID
- Standardised Name
- Establishment Type
- Physical Address fields

Note: Health Direct Australia will provide information from the National Health Service Directory to populate the state-wide service directory HSNet ServiceLink for use by staff and the public. This information can be accessed at the following URL: <http://www.hsnet.nsw.gov.au>.

Maintenance of additional service directory details including:

- Description of service;
- Opening hours;
- Telephone numbers;
- Fax numbers

will occur through an application maintained by Health Direct Australia which will be accessed and updated by health facility service managers. All other details will be maintained through the HERO application.

LHDs / SHNs are to ensure that any changes to services and service structures have taken the potential impact on the National Health Services Directory into account prior to making changes within HERO.

## 9 METADATA REPOSITORY

The metadata for classifications used in HERO will be maintained in the Health Information Resources Directory (HIRD), which is accessible through the NSW Ministry of Health Intranet. Within HIRD, the HERO resource will be referred to as the 'Health Establishment Registration Online Data Dictionary' and is accessible via the following URL:

[http://hird.health.nsw.gov.au/hird/view\\_data\\_resource\\_description.cfm?ItemID=9040](http://hird.health.nsw.gov.au/hird/view_data_resource_description.cfm?ItemID=9040)

## 10 HOW TO ACCESS HERO

Each LHD / SHN and their designated personnel who are required to register establishments must apply for HERO user accounts via <http://internal.health.nsw.gov.au/data/hero/web-forms/hero-account-application-form.html> and nominate the required user class. HERO is available via the NSW Ministry of Health Intranet (<http://hero.health.nsw.gov.au>).

The following types of accounts are available to LHDs/SHNs:

- Jurisdiction Administrator: view, create, modify, and rejection/approval rights at the LHD / SHN level after any lower level approvals have been made.
- Local/business unit administrator: view, create, modify, and rejection/approval rights at any level below LHD / SHN
- Local requester: view and create/modify rights but no rejection/approval rights.

Note: The Ministry administrator can view, create, modify, and has final rejection/approval rights after lower level approvals have been obtained.

A user account is not required to search and view HERO data. The data can be viewed by any staff member with access to the NSW Health Intranet.

The role of the Ministry HERO Administrator will reside in the Ministry's HSIPR Branch.



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## 11 LIST OF RELATED DOCUMENTATION

- HERO Business Information Bulletin (pending release)
- HERO Guideline Document (pending release)

## 12 ATTACHMENT 1: IMPLEMENTATION CHECKLIST

**Purpose:** This checklist includes a list of critical requirements that are essential to the consistent, accurate and complete reporting of health service entities. The checklist should be used at the commencement of the local HERO Project and may be used periodically to measure progress.

Where the user of this checklist has ticked “Not commenced” or “Partial compliance”, further details relating to planned action in this area must be provided in the “Notes” section and translated into the LHD implementation plan.

<b>LHD/Facility:</b>			
<b>Assessed by:</b>		<b>Date of Assessment:</b>	
<b>IMPLEMENTATION REQUIREMENTS</b>	<b>Not commenced</b>	<b>Partial compliance</b>	<b>Full compliance</b>
1. Register all relevant service entities including locations in HERO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		
2. Ensure source systems are structured to record the HERO identifiers to enable compliance with reporting of activity for relevant data collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		
3. Conduct a periodic review that source systems are cross-referenced with HERO identifiers to ensure extracts are correctly mapped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		
4. Conduct analysis of establishment types for each HERO service entity is current as per standards and alignment with how services are physically being delivered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		
5. Establish policy and processes to record HERO identifiers in source systems, particularly those source systems providing extracts or direct data feeds to EDW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		
6. Ensure LHD have the appropriate human resources assigned to fulfil the requirements and responsibilities outlined in the Policy and Procedure. For example: a) HERO Co-ordinator b) Source System Administrators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<u>Notes:</u>		