

Courier & Postal Services

Policy Number 2.021

Policy Function Leadership and Management

Issue Date 22 November 2021

Summary This policy provides guidelines for appropriate use of postal and internal/external courier services.

Responsible Officer Executive Director Corporate Services

Applicable Sites

- Administration Centres
- Community Sites (e.g. Court Liaison Service, Community Integration Team, etc.)
- Health Centres (Adult Correctional Centres or Police Cells)
- Health Centres (Youth Justice NSW)
- Long Bay Hospital
- Forensic Hospital

Previous Issue(s) Policy 2.021 (November 2018; May 2015; September 2012)

Change Summary

- Change of Store email address

HPRM Reference POLJH/2021

Authorised by Chief Executive, Justice Health and Forensic Mental Health Network

1. Preface

- Justice Health and Forensic Mental Health Network (the Network) utilises internal Network courier and external courier services to meet the needs of the organisation by providing a secure means of transporting documents and goods.
- This policy provides advice for appropriate use of postal and internal / external courier services.

2. Policy Content

2.1 Mandatory Requirements

- Internal Network couriers should be used in the Sydney metropolitan area to send documents and goods unless delivery
 - Is urgent, patient related or the courier service schedule prevents the document or goods from being delivered in time;
 - Involves areas not serviced by the internal Network couriers; or
 - Requires tracking, drop off or pick up signatures (pick up and drop off signatures are required for all medications from each clinic / health centre.
- Green satchels with medical correspondence must be picked up from the Prince of Wales Hospital on a daily basis from the Outpatient and Urology Departments.
- Where external courier delivery services are required; complete a [FIN455 External Courier Request form](#), and seek authorisation from the relevant manager/director to utilise an external courier.
- Pharmaceuticals, health records, biological samples or other time sensitive patient related items must be sent via the commercial external courier for overnight / express courier services as required by the relevant departments. Note: Australia Post must not be used for sending pharmaceuticals, Health Records or biological samples.
- General or non-urgent documents must be sent via Australia Post, wherever possible. Each Nursing Unit Manager (NUM), Nurse Manager (NM) or sole practitioner centre must keep a reasonable supply of Australia Post stamps; once purchased these can be claimed back via iExpenses.
- Urgent non patient related documents or goods may be sent by external couriers when approved by the line manager.
- Most Network departments will require only non-urgent delivery services. When approving the use of external courier services for non-patient related items, line managers should be mindful of the additional costs involved with using these services and should only authorise the use of these services after the internal courier and Australia Post have been considered. If approving the use of external couriers, standard delivery should take preference over off peak / overnight or same day delivery services unless urgently required.
- Use of an external courier provider other than Australia Post or the exclusive commercial external courier are not permitted without written authorisation from the line manager / Network Director of Nursing & Midwifery Services, Director or Executive Director. The Network Stores should then be contacted on (02) 9700 3103 for further

assistance. External courier services are permitted for ECOMED Technical (Medical Equipment servicing) for tracking and record keeping purposes.

2.2 Implementation - Roles & Responsibilities

All staff are responsible for:

- Ensuring internal and external courier services are used in accordance with this policy.

Managers are responsible for:

- Advising staff to utilise internal Network couriers where appropriate and available.
- Reviewing requests to use external courier services for non-patient related items and ensuring standard delivery takes preference over off peak / overnight or same day delivery services, wherever possible.

3 Procedure

3.1 Patient Health Information / Health Records

All patient-related healthcare related information, including Health Records, must only be transported by Network Courier, CSNSW / Juvenile Justice NSW (JJNSW) escort truck or via an approved external courier service. For further information see the [Health Record Procedure](#).

3.2 Time Sensitive Items or Tracking Required

The commercial external courier provides off peak / overnight or same day delivery for items that are time sensitive, patient-related or require tracking.

1. If sending non-patient related material, complete a [FIN455 External Courier Request form](#), and seek authorisation from relevant manager / director to utilise an external courier. The cost will be charged to the appropriate cost centre.
2. Contact the Network Stores at (02) 9700 3103 or email JHFMHNStores@health.nsw.gov.au and
 - a. Provide details of the item to determine whether delivery of a letter or package is required. For package(s) details of the size and weight are also required.
 - b. Provide the relevant cost centre, and notify whether off peak / overnight / standard, or same day delivery is required (note: there is an increased cost for same day services).
3. If required, Stores can provide information on how the commercial external courier will collect items.

3.3 Internal Correspondence

Internal correspondence should be sent electronically where available and as appropriate.

When using internal mail, internal mail envelopes (Gold coloured) should be used only for mail collected by the Network Courier and delivered by the Network Courier, within the Sydney metropolitan area as detailed on the Network Courier Schedule. Medication must not be sent using internal mail. Details of the *Network Internal Courier Daily Delivery Schedule* and [Forensic Hospital Courier and Postal Procedure](#) can be found on the Intranet.

Regional / Remote Centres

Internal Network couriers are not available in regional and remote centres. CSNSW and JJNSW do not provide an internal mail service to the Network. If postal services are required for internal correspondence in regional or remote centres, the commercial external courier or Australia Post should be used as indicated in section 2.1

3.4 General Correspondence sent via Australia Post (Standard)

To send standard mail via Australia Post:

1. Address all envelopes as per the Australia Post Addressing Guidelines, including the post code.
2. Use the Network standard white logo envelope. The Network logo envelope stocks are available from Stores via the Manager Administration and Record Management.
3. Mail is prepared each afternoon for collection by external courier and delivery to Australia Post Mail Distribution Centre.
4. For other centres, mail should be lodged at a local Australia Post centre.
5. The Network couriers collect mail from Australia Post – Matraville daily and deliver to Justice Health Administration Centre (JHAC) Mail Room for sorting.

3.5 Correspondence sent via Australia Post (Yellow Express)

Yellow Express Post envelopes are used for overnight delivery by Australia Post to major capital cities and regional areas as nominated, by postcode, on the Yellow Express Post envelope. To send mail via Yellow Express Post:

1. Determine whether the origin and destination is eligible for overnight delivery.
2. If sending non-patient related material, seek authorisation from a line manager to utilise Yellow Express Post.
3. Collect a Yellow Express Post envelope:
 - a. For Long Bay Complex, JHAC and the Forensic Hospital, contact the Records Management Unit (RMU) and provide the relevant cost centre.
 - b. For all other centres, purchase via local Post Office where Yellow Express Post Service is available. Cost may be claimed using iExpenses.
4. For metro centres serviced by internal couriers, Yellow Express Post Envelopes are collected by the Network Courier for delivery to Australia Post.
5. For other centres, Yellow Express Post should be lodged at a local Australia Post, where Express Service is available.

4 Definitions

Correspondence

Relates to healthcare related documents.

Must

Indicates a mandatory action required to be complied with.

Should

Indicates a recommended action to be followed unless there are sound reasons for taking a different course of action

5 Legislation and Related Documents

Legislations

The Network Policies and Procedures

- [2.150](#) Purchasing
- [2.022](#) Delegated Authority
- [5.016](#) Patient Correspondence – FH Health Record Procedure Manual

Local and Sydney Metro Courier Delivery Schedule (available in HPRM)

The Network Forms

- [FIN455](#) *External Courier Request form*

NSW Health Policy Directives, and Guidelines

- [GL2020_021](#) *NSW Government Resource Efficiency Policy (GREP)*

Australia Post

- [Australia Post Addressing Guidelines Address Presentation Standards Eligibility for overnight delivery](#)