

Our reference: **CHSFOI25-26.15**

Sched 2.2 (a)(ii) FOI Act 2016

Dear **Sched 2.2 (a)(ii) FOI Act 2016**

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on **Monday 20 October 2025**. You have sought access to the following government information:

'I am seeking any documents that list the services and functions that have been insourced by the ACT Government, the number of staff brought in-house and who the previous providers were.'

CMTEDD sought clarification via email correspondence regarding the scope of your access application on **Wednesday 22 October 2025**. You provided a response with the below clarified scope:

'I am seeking information on services that were previously provided by private or not for profit providers but are now done or will be done by the ACT Government.'

Examples in the ACT would include public school cleaning, maintenance of public housing, weighbridge operators at resource management centres and school crossing supervisors, cleaning and food services at hospitals.

The timeframe would be since the 2016 ACT election.'

CMTEDD partially transferred the request to Canberra Health Services (the Directorate) who accepted on **Wednesday 29 October 2025**.

Authority

I am an Information Officer appointed by the Chief Executive Officer of the Directorate under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. The Directorate was required to provide a decision on your access application by **Wednesday 10 December 2025**.

Searches and material considered

Thorough searches of records in the Directorate were undertaken, and the information has been extracted into one document holding the information within the scope of your access application.

In reaching my access decision, I have taken the following into account:

- your access application dated 29 October 2025;
- the documents containing the information that fall within the scope of your access application;
- The FOI Act;
- the *Human Rights Act 2004*; and

- the *Information Privacy Act 2014*.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment A to this letter.

Decision on access

My decision is to grant full access to the document under section 35(1)(a) of the FOI Act.

For further information regarding the FOI Act please visit the below website

<https://legislation.act.gov.au/View/a/2016-55/current/html/2016-55.html>

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, the Directorate maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision.

Please be aware that no personal information will be included in the published information all other information will be published on <https://www.act.gov.au/open/foi-disclosure-logs/act-health-directorate-and-canberra-health-services-disclosure-logs>.

Review rights

ACT Ombudsman

My decision on your access application is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published on the Directorate's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au

Alternatively you may wish to visit the website <https://www.ombudsman.act.gov.au/accountability-and-oversight/freedom-of-information/foi-complaints-and-reviews>.

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request or would like further information, please do not hesitate to contact the FOI Team on (02) 5124 9831 or via email at HealthFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Liz Lopa', with a stylized, cursive script.

Liz Lopa
Deputy Chief Executive Officer
Canberra Health Services

8 December 2025

'Information about decisions regarding actual or planned in-sourcing of services or functions by ACT Government that are currently, or were previously, provided by private or not for profit sectors, since 15 October 2016 (date of 2016 ACT election), specifically:

The name of the service/function	The date of commencement (actual or planned)	The number of staff brought in-house (actual or planned)	The names of the affected providers of the services/functions
Cleaning services for Canberra Hospital and community health care facilities.	Planned for commencement of insourced service on 1 October 2026.	Based on contractor data in September 2025, there are 330 staff (227.5 FTE) who will be able to express their interest in transitioning employment to the ACT Public Service. This number will be confirmed as part of the transition process and includes staff working on either a fulltime, parttime or casual basis to clean Canberra Hospital and community health care facilities.	ISS Healthcare Pty Ltd.
Cleaning and food services for North Canberra Hospital (NCH) and Clare Holland House (CHH).	Planned for commencement of insourced service on 1 October 2027.	Based on current estimates, there are 124 FTE providing cleaning and food services for NCH and CHH. The number of staff who will be able to express their interest in transitioning employment to the ACT Public Service will be confirmed as part of the transition and includes	Medirest (Compass Group).

		staff working on either a fulltime, parttime or casual basis for NCH and CHH food and cleaning services.	
Cleaning services for University of Canberra Hospital (UCH).	Currently not proceeding with the insourcing of cleaning services for UCH.	Nil insourcing planned for UCH at this stage.	Brookfield Global Integrated Solutions (BGIS).



Acknowledgement of Country

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

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Accessibility call (02) 5124 0000



Interpreter call 131 450

canberrahealthservices.act.gov.au/accessibility

