ACT Government | ACT Health

DECISION ON OPEN ACCESS INFORMATION – MINISTERIAL BRIEFINGS

In accordance with section 24 of the *Freedom of Information Act 2016* (FOI Act), an agency or Minister must make open access information of the agency or Minister publicly available unless the information is contrary to the public interest information.

Section 23 of the FOI Act

Section 23(1)(i) states open access information includes any of the following ministerial briefs prepared by the agency that are 5 or more years old:

(i) incoming ministerial briefs;

(ii) parliamentary estimates briefs;

(iii) annual reports briefs;

(iv) question time briefs.

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to ensure that the agency meets its obligation to publish open access information under part 4 of the Act.

I have identified 97 documents holding the information within scope of section 23(1)(i).

This package contains Question Time Briefs (QTB) that have been released in previous Open Access Ministerial Brief packages. The QTBs in this release contain updated information.

Decisions

I have decided to grant full access to the information in the identified documents that can be decided under the FOI Act.

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

- The FOI Act;
- The contents of the documents that fall within the open access information scheme; and
- The views of relevant subject matter experts.

Ombudsman review

My decision on open access information 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 ACT Health website, 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
Website: ombudsman.act.gov.au

Further assistance

Should you have any queries in relation to this publication, please do not hesitate to contact the FOI Team on (02) 5124 9831 or email HealthFOI@act.gov.au.



Shane Nielsen
A/g Executive Group Manager
Corporate & Governance
ACT Health Directorate

19 June 2025

Table of Contents

01. Minister for Health - Question Time Briefs - 7 May 2020 4
COVID-19: Facts and Figures 4
COVID-19: Public Health Emergency 6
COVID-19: ACT Testing 10
COVID-19: Health non-government organisation (NGO) service delivery/stimulus 12
Influenza Season 14
ACT Health System Data 17
Quarterly Reporting and ACT Health Publication of Data for Consumers 19
Budget Summary 2019-20 (Mid Year) Review 22
Culture Review 28
Health Directorate Staff Climate Survey 2019 34
02. Minister for Mental Health - Question Time Briefs - 7 May 2020 36
COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist 36
Culture Review 38
Future Planning for Health Services Across the ACT 45
Office for Mental Health and Wellbeing 47
Impact of the National Disability Insurance Scheme (NDIS) 49
Mental Health Services for Deaf and Deaf/Blind Canberrans 53
Mental Health Assessments - Section 309 of the Crimes Act 1900 55
Suicide Prevention Programs 58
ACT Regional Mental Health and Suicide Prevention Plan 62
Health Directorate Staff Climate Survey 2019 64
Mental Health Budget Initiatives 66
2019/20 Half Yearly Performance Health Directorate/Local Hospital Network 69
03. Minister for Health - Question Time Briefs - 21 May 2020 71
COVID-19: Facts and Figures 71
COVID-19: Public Health Emergency 73
COVID-19: ACT Testing 77
COVID-19: Health non-government organisation (NGO) service delivery/stimulus 79
Influenza Season 82
ACT Health System Data 85
Quarterly Performance Reporting and ACT Health Publication of Data for Consumers 87
Budget Summary 2019-20 (Mid Year) Review 91
Culture Review 97
Health Directorate Staff Climate Survey 2019 103
Elective Surgery Waiting Times 105
04. Minister for Mental Health - Question Time Briefs - 21 May 2020 108
COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist 108
Culture Review 111
Future Planning for Health Services Across the ACT 118
Office for Mental Health and Wellbeing 120
Impact of the National Disability Insurance Scheme (NDIS) 122
Mental Health Services for Deaf and Deaf/Blind Canberrans 126

Mental Health Assessments - Section 309 of the Crimes Act 1900 128
Suicide Prevention Programs 131
ACT Regional Mental Health and Suicide Prevention Plan 135
Health Directorate Staff Climate Survey 2019 137
Mental Health Budget Initiatives 139
2019/20 Half Yearly Performance Health Directorate/Local Hospital Network 142
05. Minister for Health - Question Time Briefs - 4 June 2020 144
COVID-19: Facts and Figures 144
COVID-19: Public Health Emergency and Directions 146
COVID-19: ACT Testing 149
COVID-19: Health non-government organisation (NGO) service delivery stimulus 151
Influenza Season 154
ACT Health System Data 157
Quarterly Performance Reporting and ACT Health Publication of Data for Consumers 159
Budget Summary 2019-20 (Mid Year) Review 163
Culture Review 169
Health Directorate Staff Climate Survey 2019 175
Elective Surgery Waiting Times 177
ACT Air Quality 180
COVID-19: ACT Roadmap - Easing of Restrictions 184
06. Minister for Mental Health - Question Time Briefs - 4 June 2020 188
COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist 188
Culture Review 191
Future Planning for Health Services Across the ACT 198
Office for Mental Health and Wellbeing 200
Impact of the National Disability Insurance Scheme (NDIS) 202
Mental Health Services for Deaf and Deaf/Blind Canberrans 206
Mental Health Assessments - Section 309 of the Crimes Act 1900 208
Suicide Prevention Programs 211
ACT Regional Mental Health and Suicide Prevention Plan 215
Health Directorate Staff Climate Survey 2019 217
Mental Health Budget Initiatives 219
2019/20 Half Yearly Performance Health Directorate/Local Hospital Network 222
07. Minister for Health - Question Time Briefs - 18 June 2020 224
COVID-19: Facts and Figures 224
COVID-19: Public Health Emergency and Directions 226
COVID-19: ACT Testing 230
COVID-19: Health non-government organisation (NGO) service delivery/stimulus 232
COVID-19: ACT Roadmap - Easing of Restrictions 235
Influenza Season 238
ACT Health System Data 241
Quarterly Performance Reporting and ACT Health Publication of Data for Consumers 243
Budget Summary 2019-20 (Mid Year) Review 247
Culture Review 253
Health Directorate Staff Climate Survey 2019 259
Elective Surgery Waiting Times 261

ACT Air Quality 264
Ngunnawal Bush Healing Farm 268
Hydrotherapy Pool Options Analysis and Market Sounding 272
08. Minister for Mental Health - Question Time Briefs - 18 June 2020 274
COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist 274
Culture Review 277
Future Planning for Health Services Across the ACT 284
Office for Mental Health and Wellbeing 286
Impact of the National Disability Insurance Scheme (NDIS) 288
Mental Health Services for Deaf and Deaf/Blind Canberrans 292
Mental Health Assessments - Section 309 of the Crimes Act 1900 294
Suicide Prevention Programs 297
ACT Regional Mental Health and Suicide Prevention Plan 301
Health Directorate Staff Climate Survey 2019 303
Mental Health Budget Initiatives 305
2019/20 Half Yearly Performance Health Directorate/Local Hospital Network 308

QUESTION TIME BRIEF

GBC20/189

Portfolio: Health

ISSUE: COVID-19: FACTS AND FIGURES

Talking points:

- Coronaviruses are a group of viruses that can affect humans and animals. In humans, coronaviruses can cause mild illness, such as the common cold and gastrointestinal infections, as well as more severe illness, such as that caused by SARS (Severe Acute Respiratory Syndrome) and MERS (Middle East Respiratory Syndrome).
- COVID-19 causes a spectrum of illness, from mild to very severe, including fever and/or respiratory symptoms. The key symptoms are fever; cough; shortness of breath; and sore throat.
- Current estimates of the time it takes for symptoms to develop after being exposed to the virus that causes COVID-19 range from 2-14 days.
- As of 9.00am on 7 May 2020:
    - There has been no new confirmed ACT cases of COVID-19 in the past 24 hours.
    - There is one active case in the ACT and is isolating at home with ACT Health's support.
    - There have been 10,371 negative tests in the ACT to date.
    - A total of 103 cases have recovered from COVID-19 and have been released from self-isolation.
    - There are no COVID-19 patients in Canberra hospitals.
    - Three (3) deaths has been recorded.
- There remains no evidence of community transmission in the ACT.
- Of the ACT's cases:
    - 83 are overseas acquired cases with a total of 29 are related to cruise ships;
    - 6 are interstate acquired cases; and

Cleared as complete and accurate:	06/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

- 17 are close contacts of known cases.

- ACT Health is continuing to take appropriate public health action to contact trace all new cases in line with national guidelines.

National

- As at 9:00pm on 6 May 2020, there have been 6,875confirmed cases of COVID-19 in Australia. There have been 26 new cases since 3:00pm yesterday.
- Of the 6,875 confirmed cases in Australia, 97have died from COVID-19. More than 688, 656 tests have been conducted across Australia.

Location	Confirmed cases*
New South Wales	3,042
Northern Territory	29
Queensland	1,043
South Australia	438
Tasmania	225
Victoria	1,440
Western Australia	551

- * Note that under National Notifiable Diseases Surveillance System reporting requirements, cases are reported based on their Australian jurisdiction of residence rather than where they were detected. For example, a case reported previously in the NT in a NSW resident is counted in the national figures as a NSW case.
- ** Includes Diamond Princess repatriation cases: Qld (3), SA (1), Vic (4), WA (2, including 1 death)

International

- As at 6 May 2020, across the world there have been more than 3,500,000 confirmed cases of COVID-19 and more than 240,000 deaths.

Cleared as complete and accurate:	06/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: COVID-19: PUBLIC HEALTH EMERGENCY

Talking points:

- The public health and safety of Canberrans is the ACT Government's first priority.
- The declaration of a public health emergency in the ACT has enabled the Chief Health Officer to take the necessary actions required to keep Canberrans as safe as possible through the COVID-19 outbreak.
- Since the emergency declaration has been in force, the Chief Health Officer, has taken necessary actions to contain the spread of the disease, including issuing specific Public Health Emergency Directions under the Public Health Act.
- These Directions are consistent with the measures agreed by National Cabinet to slow and reverse the growth of COVID-19 cases and to ensure that our health care system has the ability to cope with new cases, and surge when and if required.
- Following the National Cabinet meeting of 1 May 2020, the Chief Minister announced that some measures in the ACT would begin easing gradually.
- The first of these easing of restrictions is a change to the non-essential gatherings direction from 11:59pm on 1 May which has provided a slight easing of restrictions for gatherings at residential premises.
- This has allowed for one household to visit another household provided that social distancing can be observed.
- Canberrans are also no longer being discouraged from leaving their home for non-essential shopping purposes.
- It is important to note that physical distancing must continue to be observed.

Cleared as complete and accurate:	04/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

- As per the AHPPC's advice, the easing of restrictions will be done carefully, to limit and potentially contain any spread of the disease, and avoid the need to tighten up restrictions again.
- Further easing of restrictions to the Directions will be considered by National Cabinet in coming days, and will continue to be guided by the expert medical advice provided by the AHPPC.

Background

- A public health emergency was declared in the ACT at 1.11pm on 16 March 2020, in response to the global pandemic of COVID-19.
- I (Minister for Health) signed the instrument declaring the public health emergency under section 119 of the *Public Health Act 1997*.
- The declaration followed the first National Cabinet meeting, where all jurisdictions agreed to activate their public health emergency legislation to support the response to novel coronavirus.
- This is the first time a public health emergency has been declared in the ACT. It is a decision that is consistent with the response of other jurisdictions to manage and contain COVID-19 in Australia.
- Restrictions on the operation of non essential businesses have been progressively implemented since 23 March 2020 with a more recent direction signed by the Chief Health Officer on 30 March 2020 which placed some further restrictions in relation to the control and operation of non-essential businesses or undertakings.
- The direction does not prevent those listed businesses below from operating for take away or home delivery only, or from operating on an online or virtual basis only where applicable.
- Mandatory self-quarantine of people who enter the ACT following a flight that originated in a place outside of Australia has also applied since 5pm on 19 March 2020.

Public Health Directions

- From 23 March, restrictions were placed on the opening of the following non-essential businesses or undertakings:
    - pubs, registered and licensed clubs (excluding bottle shops attached to these venues), hotels (excluding accommodation);
    - gyms, indoor sporting centres, health clubs or fitness centres;

Cleared as complete and accurate:	04/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

- centres that provide yoga, barre or spin facilities;
- saunas, bathhouses or wellness centres;
- boot camps or personal trainers (but not to the extent that outdoor one on one sessions are provided and where social distancing of 1 person per 4 square metres is observed);
- swimming pools (but not to the extent that it is used for therapeutic purposes in a hospital);
- a gallery, museum, national institution or historic site;
- a library;
- gaming or gambling venues
- cinemas, entertainment venues of any kind, casinos and night clubs
- restaurants and cafes will be restricted to takeaway and/or home delivery (but not cafes or canteens at hospitals, residential aged care facilities, schools, correctional centres, military cafes or those that provide food or drink to the homeless);
- community centres or facilities or youth centres (but not to the extent that they host essential voluntary or public services, such as food banks or services for the homeless, or host essential services for vulnerable children and families, or for young people at risk of homelessness or engagement with the youth justice system);
- hairdressers or barbers but not to the extent that social distancing of 1 person per 4 square metres is observed;
- nail salons and tattoo parlours
- centres that provides beauty therapy, tanning or waxing services;
- spa and massage parlours;
- strip club, brothel or an escort agencies;
- concert venues, theatres, arenas, auditoriums or stadiums (but not to the extent that they provide live streaming of performances by a group of persons sufficiently small to enable social distancing of 1 person per 4 square metres to be observed;
- amusement parks or arcades;
- outdoor or indoor play centres;
- public playgrounds and skate parks;
- food courts (except for take away);

  - auction houses, real estate auctions and open houses (but not to the extent that it provides private appointments for inspection);
  - a **place of worship**, other than for the purposes of a **wedding** or **funeral**;
  - public outside gyms, outdoor fitness stations and exercise equipmen; and
  - indoor and outdoor markets (excluding food markets).

- Weddings can be conducted with no more than 5 people, including the couple, the celebrant and the witnesses. The 1 person per 4 square metre rule and social distancing must be observed.
- Funerals must be limited to no more than 10 mourners. The 1 person per 4 square metre rule and social distancing must be observed.
- From 1 May 2020, a new Non Essential Gatherings Direction was signed by the Chief Health Officer, allowing for one household to visit another household provided that social distancing can be observed.

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: COVID-19: ACT TESTING

Talking points:

- As at 10.00am on 7 May 2020, the ACT has 0 confirmed cases.
- There have been more than 9500 negative test results in the ACT.
- There is currently 1 active case in the ACT.
- More than 600,000 tests have been conducted across Australia.
- The ACT has expanded its testing criteria for two weeks from 24 April to 8 May to include all people with COVID-19 symptoms. The aim is to find any undiagnosed cases of COVID-19 in the community.
- In order to get tested people will still need to meet the clinical guidelines – fever of 38 degrees or greater or acute respiratory illness – but will not need to have travelled overseas recently nor been a close contact of a confirmed case.
- People without symptoms should not be tested.
- We will re-evaluate the ongoing need for the broader testing criteria after the two-week period.
- In addition to testing returned travellers we have routinely been looking for COVID-19 cases through testing in:
    - Healthcare and aged-care workers
    - Hospital patients
    - People who live and work in high-risk settings such as boarding houses or corrections facilities.

<u>Testing locations</u>

- The main location for members of the public to be tested is at the Weston Creek Walk-in Centre, which is operating as a dedicated Respiratory Assessment Clinic. This is the primary testing and treatment facility for COVID-19 in the ACT.

Cleared as complete and accurate:	04/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

- To complement the Weston Creek Walk-in Centre, Canberra Health Services has also set up another Respiratory Assessment Clinic at the Canberra Hospital (Building 3). This additional clinic is not the main testing point for the community. Its purpose is to reduce stress on the Emergency Department and Pathology Department. It will also be used for testing staff from Canberra Health Services, as required.
- A drive through Respiratory Assessment Clinic has been established at exhibition Park in Canberra (EPIC).
- The Winnunga Nimmityjah Respiratory Clinic provides a culturally appropriate assessment and testing centre for First Nations people and existing clients of Winnunga.
- At Calvary Public Hospital Bruce, arrangements have been put in place to manage presentations to the Emergency Department. This includes a dedicated clinical pathway to assess acutely symptomatic patients as required. A dedicated COVID-19 Clinic has also been established for assessment and testing of individuals who present to the hospital.
- Testing is also available from GP Respiratory Clinics in Gungahlin and Tuggeranong by appointment.
- A private drive through testing clinic has been established by Laverty in Weston. This requires a referral from a GP.

Background

- In the ACT, we currently have no evidence of community transmission of COVID-19.
- Through national cabinet it has been agreed that the national strategy will continue to be one of 'suppression', noting that because of current measures, Australia is moving towards zero cases in some areas, but this will require ongoing close monitoring.
- The Australian population is largely non-immune, and as such, must remain vigilant to prevent, or respond, to the possibility of a 'second wave' of infection.
- Critical to entering the next phase of responding to the epidemic in Australia is ensuring sufficient testing capacity to rapidly detect as many cases as possible and limit transmission through comprehensive contact tracing.

Cleared as complete and accurate:	04/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: COVID-19: Health NGO service delivery/stimulus

Talking points:

- The rapidly developing COVID-19 pandemic is affecting the delivery of health services in the community by non-government organisations.
- The Non-Government Organisation Leadership Group has received information on and considered the impacts of the pandemic on organisations and on vulnerable people in the community. Feedback from peak organisations has included how organisations have adapted service delivery to meet growing demand and changes in demand, and that new models of service delivery, such as increased delivery through telepresence, have been adopted to minimise risks to workers and clients.
- Organisations have also reported challenges in retaining workforce and providing services to some clients due to perceptions about the need for wider application of the use of Personal Protective Equipmentthan currently advised through Territory and Commonwealth advice.
- Procurement of Personal Protective Equipment has also been identified as a challenge for non-government organisations .
- Peak organisations are working with the Community Services and Health Directorates to customise advice for organisations and clients about the recommended use of Personal Protective Equipment and other topics on which greater clarity about COVID-19 would be helpful.
- The Directorates are also working together on implementation of procurement, warehousing and distribution of Personal Protective Equipment to non-government organisations.
- A set of criteria was developed and honed by the Non-Government Oranisation Leadership Group for prioritisation of resource needs. The prioritisation criteria were applied to information received from NGOs, to develop recommendations for the allocation of $2 million community support stimulus funding for Health projects.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Tania Weir	Ext: 49761
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Tania Weir	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

Key information

- During April 2020, feedback was sought from non-government organisations (NGOs) about the impacts of COVID-19 on their services, centred broadly around three identified areas:
    - Support for organisations to continue service delivery through different modes (e.g. online);
    - Support to meet increasing demand, or usual demand with decreased resources (e.g. increase in demand or lack of revenue threatening sustainability); and
    - Support for impacts of staff working from home/other workforce adaptation to public health advice.

Background

- The continuity of health service delivery in the community by NGOs continues to be significantly impacted by the COVID-19 pandemic.
- The Non-Government Oranisation Leadership Group currently meets weekly to consider matters related to supporting NGOs during the COVID-19 pandemic.
- The Minister for Health and the Minister for Mental Health and ACT Health Directorate (ACTHD) have reassured NGOs of their commitment to supporting them through the challenges of COVID-19. All contracted payments will be made by ACTHD, regardless of service delivery level, to maintain funding stability.
- On 20 March 2020, the ACT Government announced a $7 million Community Support Stimulus Package (Stimulus Package) to meet increased service demand for emergency relief. An additional $2 million has also been allocated to support the not-for-profit sector to deliver further mental health and community support. This brings the Community Support Package to a total of $9 million.
- $2 million has been allocated to support the specific needs of Health NGOs.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Tania Weir	Ext: 49761
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Tania Weir	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: INFLUENZA SEASON

Talking points:

- The Government encourages the ACT community to talk to their healthcare provider about influenza immunisation.
- Vaccination is recommended for all members of the public aged six months or over.
- This year there has been an increase in demand for flu vaccines which is believed to be due to the concurrent COVID-19 pandemic.

National Immunisation Program

- The Australian Government's National Immunisation Program provides free vaccine for vulnerable populations, including:
    - children aged 6 months to under 5 years
    - people aged 65 and over,
    - all Aboriginal and Torres Strait Islander people,
    - pregnant women; and
    - people 5 years to 64 years with certain medical conditions which puts them at increased risk from influenza.
- The Immunisation Section at the Health Protection Service has distributed 105,827 doses of influenza vaccine to immunisation providers between 1-26 April 2020.
    - 90 010 of these doses have been distributed to General Practices (GP).
    - At the same point in 2019, 59,572 vaccines had been distributed with 52,046 to GPs.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/188	

- During this period 59,801 doses of the Fluad Quad vaccine have been distributed.
    - Fluad Quad is the recommended flu vaccine for people over 65 years of age, this equates to enough doses for 90 per cent of this population in the ACT.
- The Immunisation Section at the Public Health Protection and Regulation distribute to over 200 immunisation providers across the Territory and have increased their staffing to provide this service.

Annual Flu campaign

- The Minister launched the flu campaign with the Chief Health Officer on Thursday 16 April 2020.
- Promotion of the flu vaccine commenced with print, radio and social media to correspond with the launch and will continue throughout the flu season.
- Distribution of NIP vaccine for influenza commenced on 31 March 2020 to GPs, some pharmacies and other immunisation providers.

Background

- Influenza can occur at any time of the year, however the peak time for influenza is during June to October in the ACT. Numbers of notifications in summer and early autumn have remained stable for 2019 and 2020.
- With the COVID-19 whole of government response currently, the annual winter planning will be incorporated into the pandemic response to ensure all facilities are planning for increased demand on services. This includes all acute health facilities, emergency services and non-government health sector partners such as aged care facilities.
- The total numbers of notified influenza cases may be affected by COVID-19, with potentially a decrease due to the social distancing and self-quarantine restrictions which are in place for COVID-19 or increased notifications due to increased respiratory testing of the population.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/188	

- Influenza is highly contagious, so individuals that are unwell should try to avoid spreading the infection to others. If you are unwell you can do this by seeking medical care and taking necessary precautions such as hand and cough hygiene and absenting yourself from public places such as school or work.
- Influenza is generally self-limiting and symptoms will resolve on their own with rest. If concerned, individuals can seek medical advice from their GP, ACT Health Walk-in-Centres or healthdirect Australia on 1800 022 222.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: MINISTER'S FACT SHEET

	Q2 YTD 2018-19	Q2 YTD 2019-20	% change	Q1 2019-20	Q2 2019-20
Walk-in Centres					
Number of presentations to Walk-in Centres	28,637	35,188	22.9%	17,481	17,707
Emergency department					
Number of presentations by hospital					
Canberra Hospital	44,749	47,316	5.7%	23,954	23,362
Calvary Public Hospital Bruce	29,160	28,429	-2.5%	14,230	14,199
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Number of presentations by triage category					
1—Resuscitation	379	524	38.3%	267	257
2—Emergency	7,708	9,158	18.8%	4,509	4,649
3—Urgent	32,116	34,458	7.3%	17,481	16,977
4—Semi-urgent	28,076	27,003	-3.8%	13,670	13,333
5—Non-urgent	5,630	4,602	-18.3%	2,257	2,345
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Percentage of patients seen on time by triage category[1]					
1—Resuscitation	100.0%	99.8%	-0.2%	99.6%	100%
2—Emergency	76.3%	73.2%	-3.1%	72.8%	73.6%
3—Urgent	34.6%	26.2%	-8.4%	25.8%	26.7%
4—Semi-urgent	49.0%	40.6%	-8.4%	40.6%	40.6%
5—Non-urgent	84.9%	78.7%	-6.2%	78.9%	78.6%
Total	**48.60%**	**40.8%**	**-7.8%**	**40.4%**	**41.3%**
Proportion of presentations with a length of stay of 4 hours or less[2]					
Canberra Hospital	56.6%	51.5%	-5.1%	51.8%	51.1%
Calvary Public Hospital Bruce	68.9%	61.3%	-7.6%	61.0%	61.5%
Total	**61.5%**	**55.1%**	**-6.4%**	**55.2%**	**55.0%**

1. The benchmarks for seen on time are as follows:
   - Triage category 1—100%
   - Triage category 2—80%
   - Triage category 3—75%
   - Triage categories 4, 5 and overall—70%
2. The performance benchmark for emergency department presentations with a length of stay of 4 hours or less is 90%.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

	YTD 2018-19	YTD 2019-20	% change	Q1 2019-20	Q2 2019-20
Elective surgery waiting lists					
Number of patients waiting longer than clinically recommended at end of period					
Total by Urgency catergory 1 – 3	507	783	54.4%	594	783
Proportion of removals for surgery that were within clinically recommended timeframes					
Urgency 1 (see within 30 days)	95.5%	97.2%	1.7%	96.6%	97.9%
Urgency 2 (see within 90 days)	82.1%	71.8%	-10.3%	70.8%	70.6%
Urgency 3 (see within 365 days)	79.2%	75.7%	-3.5%	75.8%	75.6%
Separations from public hospitals					
Number of inpatient separations					
Same day	29,061	30,595	5.3%	15,311	15,282
Overnight	28,342	29,663	4.7%	15,115	14,548
Total	**57,403**	**60,258**	**5.0%**	**30,427**	**29,830**

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: QUARTERLY REPORTING AND ACT HEALTH PUBLICATION OF DATA FOR CONSUMERS

- As part of the Government's ongoing commitment to improve data reporting, the ACT Health Directorate publishes regular Quarterly Performance Reports.
- The most recent report for the October to December 2019 quarter was published on 24 April 2020. The report includes key metrics reported at the hospital level throughout the report.
- This Quarterly Report continues to show sustained high demand for services in the ACT, and that our public health services continue to receive very positive feedback on the care they provide.

<u>Emergency presentations</u>

- Overall presentations and performance across the ACT's two emergency departments (EDs) have remained relatively stable in Quarter 2, 2019-20 when compared to the previous Quarter.
- The total number of ED presentations decreased by 1.6 per cent, or 623 presentations when comparing the first two quarters of 2019-20. The largest portion of this decrease was observed at Canberra Hospital (523 presentations).
- There have been improvements in the number of ED patients seen on time at Calvary Public Hospital Bruce across all urgency categories compared to the last quarter.

<u>Elective surgeries</u>

- The number of elective surgeries performed decreased in this quarter when compared with the previous quarter.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/188	

- The percentage of surgeries performed within clinically recommended timeframes has increased for Urgency Category 1 when compared to Quarter 1, 2019-20. Timeliness performance declined slightly for Urgency Categories 2 and 3 when compared with the previous quarter.
- There continues to be an increase in the number of people who are waiting longer than clinically recommended timeframes for surgery (i.e. long waits).

Walk-in-Centres

- Walk-in Centre (WIC) presentations have continued to increase in Quarter 2, 2019-20, with a 1.3 percent, or 226, increase in the number of presentations compared to the last quarter.
- At the same time, efficiency is also improving with the median wait time across all WICs reducing by 15 per cent, or 3 minutes, compared to last quarter.
- As at the end of December 2019, there have been 885 presentations to the new Weston Creek WIC which opened in mid-December.
- The Government will open a fifth Walk-in-Centre for the Inner North in late 2020.

Background Information:

- Publication of the Quarterly Reports recommenced in November 2018 with the release of the report for the first quarter of 2018-19. It was developed in consultation with the Health Care Consumers' Association.
- The Quarterly Reports provide patients, consumers and the ACT community with a summary of activity and performance across a range of services including:
    - emergency departments;
    - elective surgery;
    - admitted patient care;
    - Walk-in Centres;
    - Patient experience in hospitals; and
    - hospital quality and safety information.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/188	

- The Quarterly Reports will be regularly reviewed to ensure we continue to improve access to information about our health system and help Canberrans be more in control of their own health care.

ACT Publication of Data for Consumers

- One of the priorities for the ACT Health Directorate is to identify and report relevant health information to improve access to data online and help Canberrans be more informed about their own health care.
- As identified through the System-Wide Data Review, ACT Health Directorate provides data for over 130 performance indicators that are publicly reported. This includes information in the Report on Government Services and in various reports from the Australian Institute of Health and Welfare.
- The ACT Health Directorate has provided access to all of these publicly reported metrics through its website, where users can access the most up-to-date information at any time.
- To ensure that we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate continues to refresh the publication of data for consumers.
- The ACT Health Directorate is continuing to engage with a range of consumer groups, including the Health Care Consumers' Association, to better understand consumer requirements for information about the ACT's health services.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188
Portfolio: Health

ISSUE: BUDGET SUMMARY 2019-20 (MID YEAR) REVIEW

Talking points:

- Health expenses will grow to $1.968 billion in 2019-20 (excluding Territorial capital grants). This includes adjustments made through the second Appropriation Act.
- This represents an increase of $206 million (12 per cent) from the 2018-19 actual outcome.

<u>COVID-19 – Health funding</u>

- The ACT Government committed an additional $126 million, funded 50:50 between the ACT and Commonwealth governments, to respond to the COVID-19 pandemic.
- The funding will provide for: a COVID-19 surge centre ; extra emergency department capacity; additional beds for ICU; fever clinics; and respiratory clinics; personal protective equipment; enhanced operational capacity for public health services including contact tracing and testing.

<u>Mid-year review (Canberra Health Services Demand)</u>

- As part of the mid-year budget update, the ACT Government provided Canberra Health Services (CHS) with a $60 million supplementary budget appropriation to help meet acute service demand this financial year.
- This investment in CHS will help maintain Emergency Department (ED) capacity, allow for the continuation of additional intensive care and general inpatient beds and maintain capacity for elective and emergency surgeries.
- This is part of our ongoing commitment to invest in public health services in the ACT to ensure Canberrans continue to access exceptional health care when and where they need it.
- Our emergency department presentations continue to grow and are becoming more complex.

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

  - Between 2017-18 and 2018-19, we saw an 8 per cent increase in category one patients, 10 per cent increase in category 2 and 4 per cent increase in category 3 – at the same time as we saw a 3 per cent fall in category 4 and 10 per cent fall in category 5.
  - On top of that, we're seeing more patients with co-morbidity – complex underlying health conditions that mean people take longer to treat. As well as more patients with a mental health presentation.
  - And last year we had the longest and busiest flu season since 2001 (in 2019 there were 6,259 presentations at the Canberra Hospital ED for influenza-like illness, up from 4,779 in 2018).
- All of this means more pressure on the emergency department and more demand for emergency surgery – an additional 2,569 presentations and 547 more emergency surgeries in the first half of this financial year compared to the same period in 2018-19.
- We had 16 additional beds open during a long winter and overall these demand pressures have equated to Canberra Hospital needing 136 more front-line staff, including doctors, nurses and allied health workers.
- We're not going to allow the increased demand for emergency treatment and emergency surgery compromise our commitment to improving elective surgery performance.
- In 2018-19, we delivered a record of more than 14,000 elective surgeries in the ACT.
- CHS CEO, Bernadette McDonald, and her team have been working diligently and methodically over several months to identify the cost pressures and to develop timely care strategies to keep patients flowing through the hospital and ensure it operates more efficiently.
- In 2019, Canberra Health Services commenced implementing changes to address patient flow and hospital capacity requirements. This work includes:
  - Multidisciplinary approach to initial assessment and treatment commencing, ensuring more patients commence care as soon as possible. It includes earlier physician engagement in the care provided, as well as expanded nurse protocols (approved pathways).

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

  - Working to streamline admission processes so that medical staff can work in parallel to admit to wards across the hospital in a timely manner.
  - A sharper focus across all divisions on admission from the emergency department, and discharge, as well diagnostics and support services is being taken to support more timely patient flow.
  - Exploring an expansion of rapid assessment models of care, including the Emergency Medical Unit.
  - This work was put on hold during March and April due to the COVID-19 pandemic and It has now recommenced.

- We are committed to improving the performance of the public health system across the board – and that includes improving financial performance as well as wait times.
- To do that effectively, we need everyone pulling together and everyone feeling confident that if they have a good idea for how to do things better, that will be listened to.

<u>2019-20 Budget</u>

- The 2019-20 Budget allocates $27.8 million to health service delivery (including Health Protection Services and Calvary Public Hospital) and $9.2 million to health policy, research, administration and support services inclusive of $2.9 million for ACT Health Core IT Systems.
- New health service delivery over the forward estimates (four years) will be $194.7 million.
- New health policy, research, administration and support services over the forward estimates (four years) will be $44.1 million, which includes $19.9 million for ACT Health Core IT Systems.
- There are no significant new savings targets contained in this Budget, however, Canberra Health Services will be required to internally fund $1.213 million towards the Emergency Department Doctor increase initiative per annum.

Background info

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

- New initiatives contained in the 2019-20 Budget are listed at Attachment A.
- The 2019-20 Budget Papers (Health Statements) outlines the split between the new ACT Health Directorate and Canberra Health Services from the former Health Directorate.
- For the purposes of the 2018-19 estimated outcome, the former Health Directorate's original budget is indicated against Canberra Health Services. This reflects that technically the former Health Directorate's name was changed to Canberra Health Services and a new entity was created for the ACT Health Directorate.
- Controlled Recurrent Payments (Appropriation) is only received by the ACT Health Directorate and the Local Hospital Network going forward. The Local Hospital Network will purchase services from the ACT's public hospitals including Canberra Health Services.
- Canberra Health Services will receive Capital Injection directly from ACT Treasury to undertake capital works.

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

ACT Government

QUESTION TIME BRIEF

Attachment A

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
CHS E01	Expanding intensive care services at Canberra Hospital		7,149	7,041	7,235	7,341	**28,766**					**0**
CHS E02	Expanding public inpatient mental health care	MH	1,680	1,722	1,765	1,809	**6,976**					**0**
CHS E03	More beds at The Canberra Hospital		3,086	3,448	3,559	3,617	**13,710**					**0**
CHS E05	Expanding public Fracture Clinic services		556	1,139	1,167	1,197	**4,059**					**0**
CHS E06	Improving access to maternity services across Canberra		513	515	529	537	**2,094**					**0**
CHS E08	More specialised women's health care		114	214	220	223	**771**					**0**
CHS E12	Expanding public dermatology services		175	180	185	188	**728**					**0**
CHS E13	Strengthening care for chronic disease		240	462	474	481	**1,657**					**0**
CHS E15	7-day-a-week Mental Health Consultation Liaison service	MH	800	1,234	1,268	1,292	**4,594**					**0**
CHS E16	More mental health services at The Canberra Hospital	MH	0	488	999	1,078	**2,565**	1,764	756			**2,520**
CHS E25	Strengthening care for older Canberrans		470	482	494	506	**1,952**					**0**
CHS E26	More support for families travelling for healthcare		250	512	525	538	**1,825**					**0**
CHS E27	Expanding pharmacy services at Canberra Hospital		302	545	749	813	**2,409**	2,212	3,318			**5,530**
CHS E29	Expanding public ophthalmology services		250	0	0	0	**250**					**0**
CHS E30	Strengthening care for childhood and gestational diabetes		567	765	784	796	**2,912**					**0**
CHS E31	Expanding health services at the Alexander Maconochie Centre	MH	258	266	273	277	**1,074**					**0**
CHS E32	More opioid treatment services on Canberra's northside		0	750	770	790	**2,310**	611				**611**
CHS CW04	More public medical imaging services for Canberra Hospital		100	677	1,217	1,458	**3,452**		2,800	6,100	2,300	**11,200**
HEA E02	Delivering the Weston Creek Walk in Centre		1,946	2,705	2,887	2,933	**10,471**					**0**
HEA E26	Delivering better mental health care for people in crisis	MH	147	0	0	0	**147**					**0**
HEA E29	Alternative justice pathways for people with mental illness	MH	731	749	768	787	**3,035**					**0**
HEA E30	Expanding early intervention and diversion programs for people experiencing alcohol and drug dependence		949	644	660	677	**2,930**					**0**
CHS E33	More doctors in the Canberra Hospital Emergency Department to respond to increased demand		0	0	0	0	**0**					
Health System, Policy and Research												
HEA E06	Expanding palliative care for older Canberrans		408	363	373	519	**1,663**					**0**
HEA E07	Investing in medical and health research		1,000	1,000	1,000	0	**3,000**					**0**
HEA E08	Supporting better healthcare for lesbian, gay, bisexual, transgender, intersex and queer Canberrans		87	0	0	0	**87**					**0**
HEA E09	Implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse		321	377	285	289	**1,272**					**0**
HEA E11	Expanding public healthcare services for eating disorders	MH	179	442	683	913	**2,217**					**0**
HEA E13	Delivering better care for Canberrans with complex needs through general practice		500	1,000	1,000	0	**2,500**					**0**
HEA E14	Strengthening capacity for mental health carers	MH	226	231	0	0	**457**					**0**
HEA E15	Delivering the ACT Strategic Priorities for Aboriginal and Torres Strait Islander Health 2019-2028		180	310	310	315	**1,115**					**0**
HEA E16a	Delivering the ACT Drug Strategy Action Plan		200	0	0	0	**200**					**0**
HEA E16b	Delivering the ACT Drug Strategy Action Plan		300	308	315	323	**1,246**					**0**

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

ACT Government

QUESTION TIME BRIEF

Attachment A (continued)

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
HEA E18	Protecting teens with meningococcal ACWY vaccinations		320	328	337	342	**1,327**					**0**
HEA E23	Implementing the Nurses and Midwives: Towards a Safer Culture – The First Step strategy		560	588	144	0	**1,292**					**0**
HEA E25	Co-design and Planning: Aboriginal and Torres Strait Islander Alcohol and Drug Residential Rehabilitation Facility		300	0	0	0	**300**					**0**
HEA CW08	Implementing real time prescription monitoring		0	-30	-30	-30	**-90**	788	1,326			**2,114**
HEA E31	Implementing the Independent Review into the Workplace Culture within ACT Public Health Services		2,500	4,000	4,000	0	**10,500**					**0**
Corporate												
HEA CW01	Expanding the Centenary Hospital for Women and Children		0	3,990	14,990	20,510	**39,490**	3,000	30,000	10,550	0	**43,550**
HEA CW02	Delivering the SPIRE Centre at Canberra Hospital		0	200	400	500	**1,100**	53,700	42,300	126,900	159,000	**381,900**
HEA CW04	Expanding the Clare Holland House to strength palliative care		0	0	60	120	**180**	2,000	2,000	2,000	0	**6,000**
HEA CW05	Delivering the Inner North Walk in Centre		0	2,648	2,687	2,744	**8,079**	1,100	614	0	0	**1,714**
HEA CW09	ACT Health Core IT Systems to align with the Digital Health Strategy		2,860	4,625	7,975	4,487	**19,947**	3,920	24,574	25,504	16,380	**70,378**
Calvary												
HEA E01	More urology services at Calvary Public Hospital		432	962	991	1,021	**3,406**	2,500				**2,500**
HEA E03	More surgical theatres at Calvary Public Hospital		1,539	3,302	3,461	3,625	**11,927**	640	14			**654**
HEA E04	Expanding the emergency department at Calvary Public Hospital		3,021	6,143	6,352	6,475	**21,991**					**0**
Cross-agency												
CSD 03c	NDIS Full Scheme		1,179	1,208	1,239	1,270	**4,896**					**0**
CSD E15	Domestic & Family Violence Frontline training		216	296	296	301	**1,109**					**0**
JACS E39	Improving the safety of older drivers		300	0	0	0	**300**					**0**
JACS E01	A Safer Canberra - CHS resources for fixated threat mgt capability trial	MH	82	277	285	0	**644**					**0**

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: CULTURE REVIEW

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed, and the focus is now on understanding and embedding values in all aspects of their work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The Employee Advocate role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- ACT Workplace Change Framework has led to a significant investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise, founded in an evidence-based approach, to support people working in complex organisations.
- The Clinical Leadership Forum's inaugural meeting was held on 24 July 2019. It is a monthly, high-level forum that I chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure there is an opportunity for feedback to be provided to the Culture Review Oversight Group.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

- ACT Health Directorate currently funds non-government organisations (NGOs) to deliver a range of health, advocacy and sector development services. The annual investment in these services is in the order of $67 million in 2019-20. We recognise that NGOs play an essential role in our health system. It is integral that we engage effectively with them in policy development and health service planning through co-design and consultation.
- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system, with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at the February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Annual Review.
- The review commenced in March 2020 and includes one-on-one interviews with a cross-section of key stakeholders from across the system.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

- a new cross-border partnership agreement;
- options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
- it will strengthen the governance arrangements between ACT Health and NSW Health.

- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Key Information:

- The Government's Response to the *Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services* was tabled on 16 May 2019.
- The Government reaffirmed a steadfast commitment to the implementation of all 20 recommendations made by the Independent Review (the Review).
- The mental health and wellbeing of our workforce are central to the changes that we will implement, ensuring staff feel valued, safe and supported in the important work they do for our community.
- Staff involvement, insights and experiences continue to contribute in a positive way to the real and enduring change required.
- The effect of this will be a better public health system for staff and the Canberra community.
- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

<u>Establishment of the Employee Advocate role</u>

- The purpose of this role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

ACT Workplace Change Framework

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum provides independent advice to contribute to the continuous improvement of the ACT's public health system.
- The Forum includes representatives from a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture, and training and education.

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged. There is a focus on engagement that is frequent and guides the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in Culture Review implementation, you agreed to establish a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this, the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- Meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.
- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister for Health and Wellbeing, Ms Meegan Fitzharris and the Minister for Mental Health signed a public commitment document with the leaders of the ACT Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. This commitment was signed on Wednesday 4 September 2019.
- These public commitments, together with the government response reaffirms the commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/188

Portfolio: Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The Culture Review Oversight Group received a briefing from the survey provider, Best Practice Australia, on 25 February 2020. This briefing outlined the survey design, purpose and metholodology.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.
- In accordance with Recommendation 75 from the Select Committee on Estimates, I have provided the Assembly with a report on the outcome when we last met on 2 April 2020.

Key Information

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/188	

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.
- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/188	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist

Talking points:

- As the pandemic has progressed, the immediate and longer-term effects on mental health across our community are becoming clearer. Addressing these impacts requires a broad ranging response.
- The impact of COVID-19 has led to an increase in the number of people seeking help from non-government organisations. In response, the ACT Health Directorate granted $100,000 to Lifeline Canberra to respond to the increased number of calls from people needing mental health support.
- The ACT Government welcomes the Australian Government's mental health initiatives and we are working to ensure that people in the ACT are aware of, and taking up, the opportunities for telehealth and telepsychiatry as well as increased online supports for mental health.
- The Office for Mental Health and Wellbeing and the Chief Psychiatrist are continuing to work closely across the ACT Government and the community sector to ensure a coordinated and connected whole of community plan.
- The Office meets regularly with peak mental health non-government organisations to identify the emerging and ongoing issues impacting consumers, carers and community service providers.
- An ACT Mental Health and Wellbeing Oversight Group has been established to ensure there is a coordinated whole of government communications plan for mental health and wellbeing. The Oversight Group will identify and develop mental health and wellbeing messages for vulnerable groups and the broader community.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/189	

- At the beginning of this year the Youth Aware of Mental Health (YAM) program commenced in four schools as part of the LifeSpan Framework. Two high schools completed the program in Term 1, while for the two other schools the program has been put on hold as it is delivered in a face to face format. Planning is underway for YAM to recommence in Term 3.
- Another ongoing initiative under Lifespan is the Question Persuade Refer, or QPR, online training program. QPR teaches people to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. As QPR is a free online training program which supports suicide prevention in the ACT, it will continue to be promoted through social media and other channels during the COVID-19 pandemic.
- A 'QPR for Business' initiative, encouraging workplaces to enable staff to complete QPR Training, is also now underway in partnership with Healthier Work. Funding for this training is being provided by the ACT Government.
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, has been modified by EveryMind, and will be conducted for local media and communication stakeholders in coming months.

Key Information:

- The Coordinator-General reports directly to the Minister for Mental Health and the Office has a mandate to work across all Government agencies. The Office retains a level of independence from the day-to-day running of ACT Health and has authority to conduct reviews and produce reports as the Coordinator-General deems necessary or at the request of the Minister for Mental Health.
- The ACT Health Directorate has also worked with the Chief Psychiatrist on contingency planning for the functions and operations of the Mental Health Act in the COVID-19 environment, including developing a hierarchy of the Chief Psychiatrist delegations to ensure immediate continuity in the event that the Chief Psychiatrist is unable to fulfill her functions.
- You attended a State and Territory Mental Health Ministers' Meeting on 24 April 2020, to discuss the ACT's response to the COVID-19 crisis. The meeting focused on the impact on service delivery and cross-border issues; State and Commonwealth policy responses to COVID-19; and communication strategies.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: Culture Review

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed and the focus is now on understanding and embedding values in all aspects of the work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The role of Employee Advocate has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- ACT Workplace Change Framework has led to a significant investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise founded in an evidenced-based approach to supporting people working in complex organisations.
- The Clinical Leadership Forum's inaugural meeting was held in July 2019. It is a monthly, high-level forum that reports to the Minister for Health as Chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure opportunity for information provision on matters to the Culture Review Oversight Group.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

- ACT Health Directorate currently funds non-government organisations (NGOs) to deliver a range of health, advocacy and sector development services. The annual investment in these services is in the order of $67 million in 2019-20. We recognise that NGOs play an essential role in our health system. It is integral that we engage effectively with them in policy development and health service planning through co-design and consultation.
- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Further talking points:

- Together with the Minister for Health, I have been extremely clear around my expectation for a positive culture in the delivery of public health care in the ACT.
- The Government has zero tolerance for bullying and harassment.
- Since March 2018, there has been significant work undertaken within our public health system to improve culture and governance, and to build an environment of genuine engagement.
- I have seen significant improvements in workplace culture since this time.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are looked after.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing positive workplace cultures. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

- The Final Report also highlighted the fact that the issue of culture within public health services is not unique to the ACT – it is a concern at a national and international level.

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at its February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Annual Review.
- The review commenced in March 2020 and includes one-on-one interviews with a cross-section of key stakeholders from across the system.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
    - it will strengthen the governance arrangements between ACT Health and NSW Health.
- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

Key Information:

- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

Establishment of the Employee Advocate role

- The role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- The purpose of the role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

ACT Workplace Change Framework

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum's inaugural meeting was held on 24 July 2019.
- This is a high-level forum, held monthly, that reports to the Minister for Health as Chair.
- The Forum provides independent advice to contribute to the continuous improvement of the ACT's health system.
- The Forum includes a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture and training and education.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged, focussing on engagement that is frequent, and guiding the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in culture review implementation, the Minister for Health established a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.

- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister and I also signed a public commitment document with the leaders of the Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. The commitment was signed on 4 September 2019.
- These public commitments, together with the government response reaffirms our commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	21/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: FUTURE PLANNING FOR HEALTH SERVICES ACROSS THE ACT

Talking points:

- ACT Health Directorate is developing a Territory-wide Health Service Plan (the Plan). The Plan will identify priorities for health service development and redesign across the ACT. It will be based on a comprehensive assessment of health service needs across the care continuum on a geographic basis and for priority population groups. It will consider the range of public health services provided by Canberra Health Services, Calvary Public Hospital Bruce and other organisations in the community.

  Key considerations of the planning process will be:

  - Aligning services with need;
  - A focus on prevention;
  - Improving integration of services; and
  - Embracing technology.

- Between November 2019 and March 2020, approximately 80 consultation sessions were undertaken with stakeholders from Canberra Health Services, Calvary Public Hospital Bruce, Non-Government Organisations funded by the ACT Health Directorate and aged care providers in the ACT. Further consultation and engagement with consumers and carers, the community and health services are currently on hold in context of COVID-19 response activities.
- The Territory-wide Health Service Plan was due to be completed by mid-2020. A revised date will be determined pending further assessment of priorities in context of the COVID-19 response.
- A Mental Health Services Plan is also currently under development and will establish the medium to long term directions for public mental health services in the ACT.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/189	

- The Mental Health Services Plan will identify how priorities for mental health service development in the Territory-wide Health Service Plan and the Regional Mental Health and Suicide Prevention Plan, currently being finalised with the Capital Health Network, will be implemented.
- The Mental Health Services Plan was expected to be completed by mid-2020 but is also expected to be delayed in context of the COVID-19 response.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: OFFICE FOR MENTAL HEALTH AND WELLBEING

Talking points:

- The Office for Mental and Health and Wellbeing Work Plan sets out the ongoing commitment to enhance the mental health and wellbeing of our region, by partnering with government, non-government and the community to support the people in the ACT and surrounds experiencing mental health concerns.
- The Work Plan introduces the territory-wide vision for mental health and wellbeing:
    - A kind, connected and informed community working together to promote and protect the mental health and wellbeing of all.
- The Work Plan contributes to this vision through actions under three key themes for change:
    - Mentally healthy communities and workplaces;
    - Individuals, families and carers; and
    - System capacity and workforce.
- Activities being delivered under the plan this year include a Community Engagement Commitment, an Evaluation Framework for the Office, an Outcomes Framework for the mental health system, implementation of the Lifespan suicide prevention strategy, the Youth Aware of Mental Health program (YAM) and a review of Children and Young People's Mental Health and Wellbeing (the Review).
- The report on the Review was released on 20 March 2020 and is available on the Office for Mental Health and Wellbeing web page on the ACT Health Directorate website. The report makes recommendations and identifies projects currently being planned to address the concerns raised through the consultations.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

- The initial phases of the development of an online youth navigation portal for the ACT are being progressed. Planning has also commenced on addressing the needs of children with moderate to severe mental health concerns.
- The Youth Aware of Mental Health (YAM) program commenced in two schools and has been well received. While the program is currently on hold as it requires a face to face format, it is planned to recommence in Term 3. YAM is part of the Black Dog Institute's LifeSpan Framework being rolled out in the ACT and targets 14 to 16-year-olds.
- In addition to the work plan activities, the Office has taken a leadership role in identifying and addressing the significant impact of both the natural disasters and the current pandemic on the mental health of our community.

Key Information:

- The Coordinator-General reports directly to the Minister for Mental Health and the Office has a mandate to work across all Government agencies. The Office retains a level of independence from the day-to-day running of ACT Health and has authority to conduct reviews and produce reports as the Coordinator-General deems necessary or at the request of the Minister for Mental Health.
- Within the 100 days from the commencement of the Coordinator-General, the Office for Mental Health and Wellbeing has undertaken a process of co-design in conjunction with the peak non-government organisations to create a territory-wide vision for mental health and wellbeing and to inform the development of the Office Work Plan.
- The Workplan was launched on 30 April 2019 and is available on the Office website.
- The Mental Health and Wellbeing Inter-Directorate Committee (previously called the Agency Stewardship Group) has held regular meetings to oversee the development of the Work Plan and will continue to meet on a regular basis to provide a whole of government response to enhance mental health and wellbeing in the ACT.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: IMPACT OF THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) IN THE ACT MENTAL HEALTH COMMUNITY

Talking points:

National Disability Insurance Scheme

- The ACT was a trial site for transition to the NDIS, implementing the full scheme between 2014 and 2016. There are currently 894 participants who access the scheme based on psychosocial disability.
- The Office for Disability, in collaboration with the ACT Health Directorate, has been leading the national work to address the issues of mental health and psychosocial disability.
- Work is progressing on projects endorsed by the Disability Reform Council in December 2019 although there may be some delays caused by increased demand on government as a result of COVID-19. These projects address the issues identified for people with psychosocial disability including:
    - Access and Eligibility;
    - Linkages and Referral;
    - Assertive Outreach;
    - Responding to the Episodic Nature of Psychosocial Disability;
    - Psychosocial Disability Recovery Approach;
    - Information Sharing and Data Reporting; and
    - National Approach to Concurrent Supports.
- The National Disability Insurance Agency is also working with the ACT Government and local services on the rollout of their Psychosocial Disability Stream and Complex Support Needs Pathway. In considering this work, priority has been given to improving:
    - hospital discharges;
    - support coordination; and

Cleared as complete and accurate:	01/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/189	

- planning.

- The Office for Disability has established a Community of Practice for mental health support coordinators in partnership with the mental health community agency peak the Mental Health Community Coalition ACT.
- COVID-19 is having a significant impact on the delivery of disability support across the country. Key issues include access to health care, lack of usual supports, accessible information, access to adequate food and nutrition, employment and income security. There are concerns that if disability supports are not able to be maintained, hospital admission will be the only alternative for some people.
- The NDIA is responding through plan adjustments, exploring ways of reducing face to face contact with support providers, business continuity planning and providing regular NDIS COVID-19 communications.
- Measures are also being implemented locally, through the ACT's Office for Disability.

National Psychosocial Support Measure (NPSM) and Continuity of Support

- The ACT Government has a bilateral agreement with the Commonwealth for the National Psychosocial Support Measure (NPSM). Under this agreement, $2 million of ACT Government funding and $1.3 million of Commonwealth funding is allocated to provide psychosocial support services to assist people with mental illness who are not eligible for a funded support package through the NDIS in the ACT. The funding is spread over four years to the end of the 2020 - 2021 financial year.
- Continuity of Support funding is also available from the Commonwealth as part of the 2018-19 Federal Budget to provide supports for people who previously received support under Commonwealth funded programs such as Partners in Recovery and who have not been found eligible for supports under the NDIS.

- Funds for both measures are being administered through the Capital Health Network, in partnership with the ACTHD, Canberra Health Services and

Cleared as complete and accurate:	01/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/189	

other community stakeholders. The NPSM provided funds for two programs, offered by Flourish Australia and Woden Community Service. Funding for Continuity of Support was awarded to Woden Community Service (WCS).

- NGOs have been proactive in adjusting their modes of service delivery to meet social distancing requirements due to the COVID-19 crisis.

Key information

NDIS

- Timeframes have been agreed with the DRC in relation to project outcomes from the Mental Health Working Group (MHWG) for the NDIS and mental health interface. Some of these timeframes may be affected by the reprioritisation required.
- Representatives from the ACT Government (Office for Disability and/or ACTHD) sit on all Project Teams.
- Concerns have been raised that the NDIA response to COVID-19 has been too slow and does not go far enough with a lack of concrete actions and messaging. Also, that the response is uncoordinated with state and territory measures.

NPSM and Continuity of Support

- Programs funded under the NPSM include the New Path program, operated by WCS, and the Bloom Healthy Living, operated by Flourish.
- New Path is an early intervention mental health recovery program that supports people whose ability to manage daily activities and live independently in the community has been affected by mental health issues.
- WCS will receive $989,786 for the New Path program for the contracted period of February 2019 to June 2021.
- Flourish will receive $1,069,965 for the Bloom Healthy Living program for the contracted period of March 2019 to June 2021.
- Both providers of the NPSM have been actively supporting people since April 2019. As at November 2019 there were approximately 30 participants in each program, with a steady flow of referrals.
- Referrals have come from a variety of sources including GP's, ACT Disability Aged Carer Advocacy Service (ADACAS), clinical mental health services (both inpatient and community) as well as from Housing services and self-referrals. Work continues to promote NPSM services across the ACT community.

Cleared as complete and accurate:	01/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/189	

- WCS have led the establishment of a Stakeholder Reference Group, incorporating both NPSM services in the ACT. This Reference Group will help to promote NPSM services and most importantly will work towards integrating the NPSM within the broader mental health sector. The Stakeholder Reference Group has been put on hold during the current COVID-19 crisis.
- WCS has established the Continuity of Support Program with $188,000 of Commonwealth Government funding. Continuity of Support is only available to people who were accessing services as at 30 June 2019 under Partners in Recovery (PIR), Day to Day Living program (D2DL) or Personal Helpers and Mentors (PHaMs) and who are found to be ineligible for the NDIS.

Cleared as complete and accurate:	01/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189
Portfolio: Mental Health

ISSUE: MENTAL HEALTH SERVICES FOR DEAF AND DEAF/BLIND CANBERRANS

Talking points:

- The ACT Health Directorate (ACTHD) is consulting with Deaf Canberrans and organisational stakeholders, including the Deaf Society, to consider the availability and experience of mental health services for Deaf and deafblind Canberrans.
- The ACTHD met with members of the ACT Deaf community on Thursday, 19 December 2019 as an opportunity for Deaf Canberrans to share their experience and knowledge of mental health services and mental illness.
- Communication was facilitated through two interpreters. This meeting was positive, and all parties expressed commitment to working together to co-design options for improved access to mental health services for the Deaf community.
- ACTHD is working with Deaf Canberrans, the Deaf Society and other stakeholders to identify service strengths and gaps in mental health services for the Deaf community.
- ACTHD is engaging with other States and Territories to inform development of policy and service responses.
- This work has been impacted by the COVID-19 pandemic. Consultation options are restricted and there are impacts on the availability of and capacity of ACT based Interpreters. CHS, which is a vital stakeholder in this process, is also experiencing increased demand and reduced capacity due to COVID-19 related activities.

Key Information

- ACTHD recognises that Deaf and deafblind Canberrans require culturally sensitive and competent mental health services. The ACT Government is committed to working with stakeholders and the Deaf community in the ACT to ensure mental health services are accessible for Deaf and deafblind Canberrans.

Cleared as complete and accurate:	24/04/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/189		

- Discussions with organisations and the Deaf community are ongoing. Engagement has been significantly delayed by COVID-19 and its impacts on consultative activities.
- ACTHD is developing a paper regarding potential service improvements and initiatives that will meet the needs communicated to ACTHD by members of the Deaf community.
- Due to large scale community impacts of bushfires and COVID-19, further consultation with the Deaf community on this work has been delayed.
- This paper, when completed, will be co-designed with the Deaf community and will incorporate information from all consultations to date and provide options on various enhancements to mental health services for Deaf and deafblind Canberrans.
- ACTHD is investigating options to provide additional supports to Deaf Canberrans during the COVID-19 pandemic in recognition of both the delay in this work and the increased impacts of mental ill-health for people who are Deaf or deafblind.

Cleared as complete and accurate:	24/04/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/189		

QUESTION TIME BRIEF

GBC 20/189

Portfolio: Mental Health

ISSUE: Mental health assessments - Section 309 of the *Crimes Act 1900*

Talking points:

- The challenges and demands currently being experienced in the acute mental health system are well known. In response, strategic planning is underway to address these issues through a variety of projects and pathways.
- One such strategy involves an investigation into what alternative approaches to section 309 assessments may be possible.
- Section 309 of the *Crimes Act 1900* provides a legislative mechanism for the Magistrates Court to order the transfer and mental health assessment of people involved in the criminal justice system.
- The Canberra Hospital is declared as an approved Mental Health Facility under the *Mental Health Act 2015* and is the only facility that receives patients for section 309 assessments. All section 309 assessments are carried out at the emergency department of the Canberra Hospital.
- The ACT Health Directorate, as the health system steward, will work in collaboration with Canberra Health Services, the Chief Psychiatrist and the Department of Justice and Community Safety to investigate alternative approaches to facilitate necessary assessments to section 309 that may reduce demand on the emergency department and acute mental health services at the Canberra Hospital.
- The progression of this work is significant and requires cross directorate, legal and wider community consultation.

Key Information

- The *Administrative Arrangements 2019 (No 3)* allocate the *Crimes Act 1900* to Justice and Community Safety under the Attorney General.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/189	

- An alternative approach under consideration is allowing for section 309 (s309) assessments to be carried out in a designated area by a mental health clinician within the court building rather than requiring the person to be transported to the emergency department. This would mean less disruption to the person and allow for a more streamlined service for the court.
- The onsite examination amendment may reduce demand by ensuring only people with mental or physical health that require acute hospital services for care or treatment are transported to the Emergency Department.
- During 2018-19, 137 people were referred to the Canberra Hospital Emergency Department under a s309 order for removal to an approved facility. Of these, 83 people were admitted.
- Legislative and policy changes required for any amendments are significant and will require:
    - cooperation from JACS (including Corrections, the courts and the Criminal Law section);
    - consultation with other directorates (such as ACT Policing); and
    - costing of the financial implications of the proposed changes.
- Other options to consider are:
    - Offering people the opportunity to have an assessment as a voluntary patient. This is in keeping with the principles and objects of the *Mental Health Act 2015* for the least restrictive approach to mental health care.
    - Areas other than the Emergency Department could carry out s309 assessments where they are required, for example another health facility.
- The ACT Health Directorate will continue to lead the work on this and other initiatives in consultation with Canberra Health Services, the Justice and Community Safety Directorate and the Chief Psychiatrist.
- The ACT Health Directorate is working with Canberra Health Services to gather data to understand of the operation of section 309. The data collected for analysis includes the length of stay in the Emergency Department for a person on a s309 order. The availability of this data has been delayed due to the impact the COVID-19 response is having on clinical demands at Canberra Health Services.
- Analysis of the this data will provide an opportunity to identify periods of high demand for mental health services in the Emergency Department as well as providing a clear indication of general wait times for assessment under section 309.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/189	

Background Information

- Diversion from the justice system of those people who have a mental illness or disorder is an important aspect of contemporary justice systems.
- If a person appears before the courts and there is a concern that they may have a mental illness or mental disorder that the person can be assessed and the courts advised accordingly.
- In the ACT, the Forensic Mental Health Team has a Court Liaison service. Clinicians in the Court Liaison service provide mental health assessments and advise the courts about mental health issues. This may include requesting that an assessment under s309 of the *Crimes Act* is carried out.
- Alternatively, the magistrate can request a s309 assessment.
- Where the Court Liaison service is involved, approximately 80% of those referred for an assessment require admission. This number falls significantly if they are not involved.
- Following the assessment, if they do not require admission the Australian Federal Police are required to transport them to custody. This can at times involve long waits which has an impact on the client themselves as well as on the clinical service areas.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: SUICIDE PREVENTION PROGRAMS

Talking points:

Lifespan Suicide Prevention Framework

- The ACT Government committed $1.545 million in the 2018-19 Budget to establish a pilot version of the Black Dog Institute's LifeSpan Integrated Suicide Prevention Framework in the ACT over three years to 2021.
- LifeSpan is an evidence based approach to integrated suicide prevention. LifeSpan combines nine strategies that have strong evidence for suicide prevention into one community led approach incorporating health, education, frontline services, business and the community.
- An ACT Lifespan Action Plan has been developed by the ACT Health Directorate (ACTHD), Capital Health Network (CHN) and the Black Dog Institute to guide implementation.
- A LifeSpan Steering Committee, composed of key local agencies and stakeholders, guides this work.
- Five ACT LifeSpan Working Groups, focusing on Health Services, Schools, Aboriginal and Torres Strait Islander suicide prevention, Improving Public Safety and Community Awareness are also underway with membership from key stakeholders.
- The ACT Government is working closely with Black Dog Institute to discuss the impact of COVID-19 on Lifespan initiatives.
- Several key Lifespan initiatives have been modified in light of the current situation.
- An ongoing initiative under Lifespan is the Question Persuade Refer or QPR, online gatekeeper training program which has been widely promoted by ACTHD and CHN through social media and other channels. QPR is a suicide prevention intervention that teaches lay and professional gatekeepers to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. As QPR is a free online training

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/189	

program which supports suicide prevention in the ACT, it will continue to be promoted during the COVID-19 pandemic.

- A 'QPR for Business' initiative, encouraging workplaces to enable staff to complete QPR Training, is also now underway in partnership with Healthier Work and BDI. Funding is being provided by the ACT Government for this training through BDI. This will continue to be promoted during the COVID-19 pandemic.
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, provided by Everymind, is a feasible approach to continue online in modified format in light of COVID-19, and will be conducted for local media and communication stakeholders in coming months.
- Aboriginal and Torres Strait Islander Suicide Prevention is a key priority for ACT Lifespan. An identified Project Officer is employed to support this work, and a number of key activities planned for 2020 have been modified or postponed due to COVID-19.
    - Training by Wesley LifeForce, which was originally intended for 10 Aboriginal and Torres Strait Islander health workers to participate in a culturally appropriate Indigenous Suicide Prevention Training Program in March 2020, has been postponed.
    - An Aboriginal and Torres Strait Islander Mental Health and Suicide Prevention Forum has also been postponed. This Forum was to include Winnunga Nimmitjyah Aboriginal Health and Community Service, Gugan Gulwan Youth Aboriginal Corporation and the ACT HD Aboriginal and Torres Strait Islander Health Partnerships Team.
    - In partnership with ACT Health, BDI is preparing to conduct a needs assessment for the provision of a culturally appropriate Aboriginal and Torres Strait Islander suicide prevention, aftercare and postvention service for the ACT. This model has been recommended by the Aboriginal and Torres Strait Islander Working Group as an appropriate suicide prevention strategy for the ACT.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/189	

- In 2019, the ACT Government was advised that the Commonwealth Government will provide approximately $6 million in the outgoing years for the Youth Mental Health and Suicide Prevention Project which includes:
    - an Online Youth Navigation Portal to provide personalised online and phone based mental health services for young people, their friends and family and other health professionals; and
    - the Youth Aware of Mental Health (YAM) Program to be delivered in schools across the ACT in 2020 and 2021 to educate and engage young people in discussions about mental health and promote peer support. YAM is a key Lifespan strategy.
- The YAM program commenced in ACT high schools in February 2020. This program involves a series of five sessions delivered to Year 9 students in schools where they learn problem solving skills; gain knowledge about mental health; build resilience; promote early intervention; and help seeking behaviours.
- A Suicide Prevention Officer role, funded by ACT Health Directorate and located in ACTED, has commenced to support YAM.
- Due to the impact of COVID-19, the roll out of YAM has been paused as the program model requires face-to-face implementation with students. YAM is currently scheduled to recommence in Term 3, 2020.

<u>Way Back Support Service</u>

- The Way Back Support Service (Way Back), developed by Beyond Blue, is a non-clinical suicide prevention service developed to provide follow-up support to people for up to three months, after they have attempted suicide.
- Way Back began as a pilot program in the ACT in October 2016 and has been delivered by the Woden Community Service since then.
- The ACTHD has a bilateral agreement with the Commonwealth Government to fund the Way Back in the ACT committing the Commonwealth and ACT Governments to each providing $300,000 per annum. The contract will be managed by the CHN.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/189	

- In the context of COVID-19, the Way Back Support Service has moved to working via an online platform, phone and SMS systems.

Key Information:

- According to the latest ABS data, there were 3,046 deaths by suicide across Australia in 2018.
- In 2018, 47 suicide deaths were recorded in the ACT, compared to 58 deaths recorded in 2017
- The five-year, age-standardised rate of suicide deaths per 100,000 people in the ACT has moved from 10.5 suicide deaths per 100,000 in the 2013-17 period to 10.7 in the 2014-18 period. Similar increases were also seen across all States and Territories and in the national average.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: ACT REGIONAL MENTAL HEALTH AND SUICIDE PREVENTION PLAN

Talking points:

- The ACT Regional Mental Health and Suicide Prevention Plan (the ACT Plan) is currently being developed.
- The first section of the ACT Plan, Part A – the Framework, has been finalised and copies of the ACT Mental Health and Suicide Plan at a Glance were distributed from the second half of October 2019, as part of Mental Health Month.
- Part B – the Implementation Plan and Part C – the Monitoring and Performance Plan are currently being finalised.
- The full, three part ACT Plan has been on track for completion by June 2020, which is the date set by the Commonwealth Government in the Fifth Plan. However, the additional demands on the Capital Health Network and other stakeholder organisations created by the COVID-19 emergency may result in some delays to completion of the ACT Plan. A number of Primary Health Networks are facing the same difficulties and, as a result, the Commonwealth has expressed an intention to extend the due date to 31 December 2020.
- The priorities for the ACT Plan were informed by, and align with, the Office for Mental Health and Wellbeing's vision and priorities, that were identified in codesign workshops with the ACT community in February 2019.
- These priorities focus on better outcomes through service integration, early intervention, whole of person care and suicide prevention.

Cleared as complete and accurate:	24/2/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/189		

QUESTION TIME BRIEF

Key Information:

- Further public consultations were carried out across November 2019 to inform the development of the remaining sections of the ACT Plan: Part B - the Implementation Plan and Part C - the Monitoring and Performance Plan.
- The Fifth National Mental Health and Suicide Prevention Plan prioritises effective regional planning and integration of mental health services. Development of the ACT Plan is a key commitment under this priority.
- From August to October 2018, a consultation forum and online consultation survey for the ACT Plan brought together diverse stakeholder input to identify priorities and strategies that form the basis of the ACT Plan.

Cleared as complete and accurate:	24/2/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/189		

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The Culture Review Oversight Group received a briefing from the survey provider, Best Practice Australia, on 25 February 2020. This briefing outlined the survey design, purpose and metholodology.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- Following the debrief on 12 February, the Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

Key Information:

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.
- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information:

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	24/04/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: MENTAL HEALTH BUDGET INITIATIVES

Talking points:

- There are nine new mental health and justice health initiatives contained in the 2019-20 ACT Budget. They are:
    - AMHU additional beds (over four years - $6,976,000);
    - Expand Mental Health Consultation Liaison Service (over four years – $4,594,000);
    - Electroconvulsive Therapy (over four years - $2,565,000);
    - Expansion of the Justice Health Services at AMC (over four years - $1,074,000);
    - Police, Ambulance and Clinician Early Response Tri-Service Model (over four years - $147,000);
    - Diverting people with mental illness (over four years - $3,035,000);
    - Expansion of ACT Eating Disorder Service (over four years - $2,217,000);
    - Capacity Building for Mental Health Carers (over four years - $457,000); and
    - A Safer Canberra - Canberra Health Services resources for fixated threat management capability trial (over four years - $644,000).
- The new electroconvulsive therapy initiative also includes capital funding of $1.764 million in 2019-20 and $0.756 million in 2020-21.
- The initiatives will employ an additional 26.9 FTE in 2019-20, growing to 33.8 FTE by 2021-22.

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/8189	

Initiative Descriptions (with Budget Paper Descriptions):

- Expanding Public Inpatient Mental Health Care: The Government will boost administration, allied health, and nursing staff levels in the Adult Mental Health Unit. This will allow a more comprehensive psychosocial approach to support inpatients, as well as support workforce development and improved clinical care standards CHS E15 – 7 Day-a-week Mental Health Consultation Liaison service.
- 7 Day-a-week Mental Health Consultation Liaison service: The Government will expand the Mental Health Consultation Liaison service to operate at Canberra Hospital seven days a week, increasing the level of support available for people with mental illness.
- More Mental Health Services at Canberra Hospital: The Government will establish an Electroconvulsive Therapy service to operate within the Adult Mental Health Unit at the Canberra Hospital. This will provide access for mental health patients who previously have been unable to receive this treatment.
- Delivering better mental health care for people in crisis: The Government will undertake planning and design work for a Police, Ambulance and Clinician Early Response model to better manage acute mental health related incidents in the community.
- Alternative justice pathways for people with mental illness: The Government will expand Mental Health, Justice Health and Alcohol and Drug Services to address the over-representation of people with mental health concerns who are in contact with the criminal justice system.
- Expanding public healthcare services for eating disorders: The Government will establish an Eating Disorders Specialist Clinical Hub and a non-government operated, community-based intervention support service to expand the capacity and range of eating disorder services available in the ACT.
- Strengthening capacity for mental health carers: The Government will recruit two Carer Engagement Clinicians to pilot a range of support and psychosocial education activities to build capacity for the families and carers of people with mental health conditions.

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/8189	

- A Safer Canberra/Strengthening Public Safety and Security: The Government will provide several high priority requirements to strengthen the safety of the ACT as part of a National effort to address the risks associated with people who have a fixated threat, and to better protected crowded places from terrorism. The initiative is a two year trial.

Background Information

- Financial breakdown of the nine mental health and justice health new initiatives contained in the 2019-20 ACT Budget is provided in the table below:

Name	Recurrent				
	2019-20	2020-21	2021-22	2022-23	Total
	$000's	$000's	$000's	$000's	$000's
AMHU additional beds	1,680	1,722	1,765	1,809	**6,976**
Expand Mental Health Consultation Liaison service	800	1,234	1,268	1,292	**4,594**
Electroconvulsive Therapy (ECT)	0	488	999	1,078	**2,565**
Expansion of Justice Health Services at the AMC	258	266	273	277	**1,074**
Police, Ambulance and Clinician Early Response (PACER) Tri-service Model	147	0	0	0	**147**
Diverting people with a mental illness	731	749	768	787	**3,035**
Expansion of ACT Eating Disorder Services	179	442	683	913	**2,217**
Capacity Building for Mental Health Carers	226	231	0	0	**457**
A Safer Canberra - CHS resources for fixated threat mgt capability trial	82	277	285	0	**644**
	4,103	**5,409**	**6,041**	**6,156**	**21,709**

Cleared as complete and accurate:	20/04/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/8189	

QUESTION TIME BRIEF

GBC20/189

Portfolio: Mental Health

ISSUE: 2019/2020 Half Yearly Performance Report ACTHD/LHN Mental Health Specific

Talking points:

There were no major variances within the Statements of Performance which will be tabled in the Assembly on 13 February which related to Mental Health:

ACT Health Directorate

Output 1.3: Mentally Healthy Communities:

1.3.a - Percentage of mental health clients with outcome measures completed – was 6 percent higher than target due a sustained effort to complete outcome measures for eligible consumers.

1.3.b - Annual progress report on the implementation of the Office for Mental Health and Wellbeing Workplan 2019-2021 published – is on target to be met.

ACT Local Hospital Network

Output 1.1: ACT Local Hospital Network:

1.1.d – Acute Admitted Mental Health Services – was 3 percent below target.

Background Information:

- Directors-General (DG) and Chief Executive Officers (CEO) are responsible for delivering outcomes for the provision of services. Each DG / CEO is responsible to their Minister for the delivery of outcomes and for the provision of outputs as specified in each agency's budget papers. Performance indicators provide a succinct and transparent means by which ACT Government entities can present their performance and in so doing be held accountable.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/189	

- Section 30(E) of the Financial Management Act 1996 requires Ministers to prepare a half-yearly performance report for each directorate for which the Minister is responsible and report to the Legislative Assembly within 45 days of the end of the December period, this report must include:
    a. A progress report on delivery of outputs; and
    b. An explanation of any significant variations from performance criteria.

Cleared as complete and accurate:	28/04/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/189	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: FACTS AND FIGURES

Talking points:

- As of 9.00am on 21 May 2020:
    - There are no active cases in the ACT.
    - There have been 14,916 negative tests in the ACT to date.
    - A total of 104 cases have recovered from COVID-19 and have been released from self-isolation.
    - Three (3) deaths have been recorded.
- There remains no evidence of community transmission in the ACT.
- Of the ACT's cases:
    - 83 were overseas acquired cases with a total of 29 related to cruise ships;
    - 6 were interstate acquired cases; and
    - 17 were close contacts of known cases; and
    - 1 was locally acquired with an unknown epi-link.
- ACT Health is continuing to take appropriate public health action to contact trace all new cases in line with national guidelines.

National

- As at 9:00pm on 20 May 2020, there have been 7,079 confirmed cases of COVID-19 in Australia. There have been 13 new cases since 3:00pm on 20 May 2020.
- Of the 7,079 confirmed cases in Australia, 100 have died from COVID-19. More than 1,111,567 tests have been conducted across Australia.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

Location	Confirmed cases*
New South Wales	3,081
Northern Territory	29
Queensland	1,058
South Australia	439
Tasmania	228
Victoria	1,580
Western Australia	557

- * Note that under National Notifiable Diseases Surveillance System reporting requirements, cases are reported based on their Australian jurisdiction of residence rather than where they were detected. For example, a case reported previously in the NT in a NSW resident is counted in the national figures as a NSW case.
- ** Includes Diamond Princess repatriation cases: Qld (3), SA (1), Vic (4), WA (2, including 1 death)

International

- As a 0300hrs 21 May 2020, across the world there have been 4,801,202 confirmed cases of COVID-19 and more than 318,000 deaths.

Background information

- COVID-19 causes a spectrum of illness, from mild to very severe, including fever and/or respiratory symptoms. The key symptoms are fever; cough; shortness of breath; and sore throat.
- Current estimates of the time it takes for symptoms to develop after being exposed to the virus that causes COVID-19 range from 2-14 days.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: PUBLIC HEALTH EMERGENCY

Talking points:

- The public health and safety of Canberrans is the ACT Government's highest priority.
- The Chief Health Officer has advised me that at this time the ACT's public health emergency declaration must remain in force as there remains significant risk of COVID-19 infection and outbreak in the community.
- At present, the public health emergency declaration remains in force until 7 July 2020.
- This decision will be reviewed regularly as the situation evolves, however this position is consistent with that of the Australian Government and other jurisdictions.
- While the emergency declaration remains in force, the Chief Health Officer will provide me with a report every 30 days on the status of the COVID-19 pandemic as it impacts the Territory and whether the emergency declaration is still necessary.
- Since the emergency declaration has been in force, the Chief Health Officer, has taken the necessary actions to contain the spread of the disease, including issuing specific Public Health Emergency Directions.
- These Directions are consistent with the measures agreed by National Cabinet to slow and reverse the growth of COVID-19 cases and to ensure that our health care system has the ability to cope with new cases, and surge when and if required.
- Following the National Cabinet meeting of 1 May 2020, the Chief Minister announced that some measures in the ACT would begin easing in a gradual way, allowing our public health experts time to assess the impact of each decision.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

- The easing of restrictions will be a staged process as we need to ensure any changes are sustainable in the long term, and with our most vulnerable community members in mind.
- Canberrans are being asked to remember that restrictions may have eased but our responsibilities have not.
- As a community we need to keep up the collective effort and together we can stop the spread. The best way we can continue to do this is by staying home if feeling unwell, keeping our physical distance and making sure we maintain good hand and cough hygiene.

Changes to public health directions

From 11.59pm on Friday 15 May 2020, COVID-19 restrictions in the ACT were eased further. Key changes that take effect include:

- lifting restrictions on cafes and restaurants (including pubs and clubs offering seated in-house dining) – allowing these venues to seat up to 10 patrons at one time including children if they can follow physical distancing.
- re-opening a number of public places across the city, including playgrounds and outdoor fitness areas, dog parks, skate parks and BBQ areas.
- re-opening of community centres, community facilities or youth centres, with a maximum of 10 people (but not for indoor sport).
- re-opening of libraries (from Monday 18 May), with a one person per 4 square metre rule in place.
- re-opening of parks and nature reserves (Namadgi National Park remains closed).
- re-opening of commercial pools, with a maximum of up to 10 people per pool and one swimmer per lane.
- non-contact, outdoor community and social sport to restart with a maximum of 10 people.
- Auction-houses can proceed with a maximum of 10 people.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

- hairdressers and barbers are obliged to seek and record customer details where provided.

These changes are in addition to those announced last week. The changes that came into effect from 11.59pm on Friday 8 May 2020 included:

- All indoor and outdoor gatherings can have a maximum of 10 people (including children).
- This includes gatherings at a person's home, which can be a maximum of 10 people (with exceptions where two households coming together results in a gathering of more than 10 people).
- Weddings can now have up to 10 people attend, excluding those conducting the ceremony.
- Indoor funerals can have up to 20 people attend, excluding those conducting the service, OR outdoor funerals can have up to 30 people attend, excluding those conducting the service.
- Religious ceremonies and places of worship can have up to 10 people attend, excluding those conducting the service.
- Outdoor boot camps and personal fitness training (non-contact) can be held with a maximum of 10 people (excluding the instructor) and no sharing of equipment.
- Real estate open houses and auctions can proceed with a maximum of 10 people (excluding real estate staff).
- Public schools will return to on-campus learning in stages over the coming four weeks from Monday 18 May (week three of term 2) to Tuesday 2 June (week 6 of term 2).

Background

- A public health emergency was declared in the ACT at 1.11pm on 16 March 2020, in response to the global pandemic of COVID-19.
- I (Minister for Health) signed the instrument declaring the public health emergency under section 119 of the *Public Health Act 1997*.
- The declaration followed the first National Cabinet meeting, where all jurisdictions agreed to activate their public health emergency legislation to support the response to novel coronavirus.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

- This is the first time a public health emergency has been declared in the ACT. It is a decision that is consistent with the response of other jurisdictions to manage and contain COVID-19 in Australia.
- The *Public Health (Emergencies) Amendment Act 2020* includes an amendment which extended the allowable time of an extension of a public health emergency declaration relating to COVID 19 from two days to 90 days.
- The directions have included restrictions around the operation of non-essential businesses, undertakings and restrictions on gatherings, returned travellers and entrance requirements to aged care facilities.
- Mandatory self-quarantine of people who enter the ACT following a flight that originated in a place outside of Australia has also applied since 5pm on 19 March 2020.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: ACT TESTING

Talking points:

- As at 9.00am on 21 May 2020, the ACT has 107 confirmed cases.
- There are currently 0 active cases in the ACT.
- There have been 14,916 negative test results in the ACT as at 21 May 2020.
- More than 1,111,000 tests have been conducted across Australia.
- The ACT expanded its testing criteria from 24 April 2020 for the foreseeable future so anybody with flu-like symptoms can get tested for COVID-19.
- The expanded testing criteria supports the monitoring of the impact of the easing of restrictions.
- ACT residents are encouraged to come forward to get tested if they have any symptoms at all, such as fever, shortness of breath, sore throat or a cough. In addition to testing returned travellers we have routinely been looking for COVID-19 cases through testing in:
    - Healthcare and aged-care workers;
    - Hospital patients; and
    - People who live and work in high-risk settings such as boarding houses or corrections facilities.

<u>Testing locations</u>

- Multiple testing locations are available across the ACT including:
    - Weston Creek Walk-in Centre;
    - Canberra Hospital (Building 3);
    - Exhibition Park in Canberra (EPIC);
    - Winnunga Nimmityjah;
    - Calvary Public Hospital Bruce; and

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

- Testing is also available from GP Clinics in Gungahlin and Tuggeranong by appointment.

Background

- In the ACT there is no evidence of community transmission of COVID-19.
- Through National Cabinet it has been agreed that the national strategy will continue to be one of 'suppression', noting that because of current measures, Australia is moving towards zero cases in some areas, but this will require ongoing close monitoring.
- The Australian population is largely non-immune, and as such, must remain vigilant to prevent, or respond, to the possibility of a 'second wave' of infection.
- Critical to entering the next phase of responding to the epidemic in Australia is ensuring sufficient testing capacity to rapidly detect as many cases as possible and limit transmission through comprehensive contact tracing.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: Health NGO service delivery/stimulus

Talking points:

- On 6 May 2020, Miinister Rattenbury and I announced health funding of approximately $6 million dollars to support NGO service delivery and mental health care.
- This announcement included approximately $1.7 million to support our health NGOs to continue to deliver the vital services they provide to the community.
- More than 40 NGOs will share $1.4 million in support to ensure they can continue to deliver their services and adjust their models of deliver, including:
    - $50,000 for Palliative Care ACT;
    - $100,000 for Sexual Health Family Planning ACT;
    - $40,000 for Anglicare's youth program the Junction; and
    - $35,000 for Companion House.
- The package also includes an additional $200,000 allocation to respond to increase in demand in the alcohol and drug sector by the COVID-19 public helath emergency.
- The funding is part of the first economic survival package announced by the Chief Minister in March 2020 identifying funding to support the community sector and vulnerable Canberrans.
- The allocation of this funding for health NGOs involved engagement with organisations about where support was required to assist organisations who have experienced increased demand, additional costs to deliver services, the need to change models of service delivery, or are experiencing other impacts of the COVID-19 situation and response.
- The process to distribute the funding to organisations has commenced. Some payment arrangements will be progressed to organisations by the

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Tania Weir	Ext: 49761
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Tania Weir	
TRIM Ref:	GBC20/238	

end of May 2020 but for more complex initiatives finalisation of payment arrangements will take more time: possibly to June or July this year.

Key information

- During April 2020, feedback was sought from non-government organisations (NGOs) about the impacts of COVID-19 on their services, centred broadly around three identified areas:
    - Support for organisations to continue service delivery through different modes (e.g. online);
    - Support to meet increasing demand, or usual demand with decreased resources (e.g. increase in demand or lack of revenue threatening sustainability); and
    - Support for impacts of staff working from home/other workforce adaptation to public health advice.

Background

- The Non-Government Organisation Leadership Group is meeting more regularly to consider matters related to supporting NGOs to provide services during the COVID-19 pandemic.
- The Minister for Health, the Minister for Mental Health and ACT Health Directorate (ACTHD) have reassured NGOs of their commitment to supporting them through the challenges of COVID-19. All contracted payments will be made by ACTHD, regardless of service delivery level, to maintain funding stability.
- On 20 March 2020, the ACT Government announced a $7 million Community Support Stimulus Package (Stimulus Package) to meet increased service demand for emergency relief. An additional $2 million has also been allocated to support the not-for-profit sector to deliver further mental health and community support. This brings the Community Support Package to a total of $9 million.
- $2 million has been identified to support the specific needs of Health NGOs.
- ACTHD, Justice and Community Services and Community Services Directorates have worked together to develop policy and processes for the procurement, warehousing and distribution of PPE to NGOs. This work is being finalised in consultation with peak organisations.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Tania Weir	Ext: 49761
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Tania Weir	
TRIM Ref:	GBC20/238	

- The health sector stimulus package announced on 6 May 2020 included $1.4 million funding for a total of 46 NGOs, ranging from alcohol and drug services to palliative care. The organisations to share in the project or program funding include:
    - Canberra Alliance for Harm Minimisation and Advocacy receiving $25,000 to support staff to provide services remotely and respond to client isolation and changing patterns of drug use.
    - Palliative Care ACT receiving $50,000 to support training of volunteers in virtual technology to support clients in connecting with family, friends and healthcare support services.
    - Sexual Health and Family Planning ACT receiving $100,000 to support its activities in a time of reduced income from chargeable services and to incorporate telehealth.
- In addition, from the $2 million allocated from the stimulus package for Health projects:
    - $200,000 has been identified to provide flexible funding to support alcohol and other drug services to respond to demand pressures or to innovate in the way their essential services are delivered;
    - $200,000 has also been allocated to Carers ACT to work with the Health Care Consumers' Association, ACTHD, Canberra Health Services and relevant NGOs to support individuals and families to access telehealth services;
    - $100,000 will be contributed to the Health and Hygiene coordination project being led by Community Services Directorate; and
    - $100,000 will be allocated for additional grief and loss counselling support.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Tania Weir	Ext: 49761
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Tania Weir	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: INFLUENZA SEASON

Talking points:

- The Government encourages the ACT community to talk to their healthcare provider about influenza immunisation.
- Vaccination is recommended for all members of the public aged six months or over.
- This year there has been an increase in demand for flu vaccines which is believed to be due to the concurrent COVID-19 pandemic.

National Immunisation Program

- The Australian Government's National Immunisation Program (NIP) provides free vaccine for vulnerable populations, including:
    - children aged 6 months to under 5 years
    - people aged 65 and over,
    - all Aboriginal and Torres Strait Islander people,
    - pregnant women; and
    - people 5 years to 64 years with certain medical conditions which puts them at increased risk from influenza.
- The Immunisation Section at the Health Protection Service has distributed 113,534 doses of influenza vaccine to immunisation providers to 10 May 2020.
    - 96,465 of these doses have been distributed to General Practices (GP).
    - At the same point in 2019, 72,814 vaccines had been distributed with 64,578 to GPs.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/238	

- There has been considerable interest in the number of vaccines for the over 65-year-old group, 60,918 vaccines have been distributed for the ACT population to 1 May 2020 which is estimated at 53,000 people (Australian Bureau of Statistics 2019).
    - Fluad Quad is the recommended flu vaccine for people over 65 years of age, this equates to enough doses for 115 per cent of this population in the ACT.
- The Immunisation Section at the Public Health Protection and Regulation distribute to over 200 immunisation providers across the Territory and have increased their staffing to provide this service.

Annual Flu campaign

- I launched the flu campaign with the Chief Health Officer on Thursday 16 April 2020.
- Promotion of the flu vaccine commenced with print, radio and social media to correspond with the launch and will continue throughout the flu season.
- Distribution of NIP vaccine for influenza commenced on 31 March 2020 to GPs, some pharmacies and other immunisation providers.

Key Informaiton

- While the NIP vaccine is free for those eligible, providers such as GPs and pharmacies may charge a consultation or administration fee at their own discretion.
- In addition to government funded NIP stock, GPs and pharmacies also have access to private stock ordered directly through pharmaceutical companies. While ACT Health does not have oversight of the number of vaccines provided in the ACT, both the peak bodies for pharmacies and the Capital Health Network (CHN) have reported high demand for this stock resulting in some supply issues in the private market.

Background

- Influenza can occur at any time of the year, however the peak time for influenza is during June to October in the ACT. Numbers of notifications in summer and early autumn have remained stable for 2019 and 2020.
- With the COVID-19 whole of government response currently, the annual winter planning will be incorporated into the pandemic response to ensure all facilities are planning for increased demand on services. This includes all acute health facilities, emergency services and non-government health sector partners such as aged care facilities.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/238	

- The total numbers of notified influenza cases may be affected by COVID-19, with potentially a decrease due to the social distancing and self-quarantine restrictions which are in place for COVID-19 or increased notifications due to increased respiratory testing of the population.
- Influenza is highly contagious, so individuals that are unwell should try to avoid spreading the infection to others. If you are unwell you can do this by seeking medical care and taking necessary precautions such as hand and cough hygiene and absenting yourself from public places such as school or work.
- Influenza is generally self-limiting and symptoms will resolve on their own with rest. If concerned, individuals can seek medical advice from their GP, ACT Health Walk-in-Centres or healthdirect Australia on 1800 022 222.

Cleared as complete and accurate:	05/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: MINISTER'S FACT SHEET

	Q2 YTD 2018-19	Q2 YTD 2019-20	change	Q1 2019-20	Q2 2019-20
Walk-in Centres					
Number of presentations to Walk-in Centres	28,637	35,188	22.9%	17,481	17,707
Emergency department					
Number of presentations by hospital					
Canberra Hospital	44,749	47,316	5.7%	23,954	23,362
Calvary Public Hospital Bruce	29,160	28,429	-2.5%	14,230	14,199
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Number of presentations by triage category					
1—Resuscitation	379	524	38.3%	267	257
2—Emergency	7,708	9,158	18.8%	4,509	4,649
3—Urgent	32,116	34,458	7.3%	17,481	16,977
4—Semi-urgent	28,076	27,003	-3.8%	13,670	13,333
5—Non-urgent	5,630	4,602	-18.3%	2,257	2,345
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Percentage of patients seen on time by triage category[1]					
1—Resuscitation	100.0%	99.8%	-0.2	99.6%	100%
2—Emergency	76.3%	73.2%	-3.1	72.8%	73.6%
3—Urgent	34.6%	26.2%	-8.4	25.8%	26.7%
4—Semi-urgent	49.0%	40.6%	-8.4	40.6%	40.6%
5—Non-urgent	84.9%	78.7%	-6.2	78.9%	78.6%
Total	**48.60%**	**40.8%**	**-7.8**	**40.4%**	**41.3%**
Proportion of presentations with a length of stay of 4 hours or less[2]					
Canberra Hospital	56.6%	51.5%	-5.1	51.8%	51.1%
Calvary Public Hospital Bruce	68.9%	61.3%	-7.6	61.0%	61.5%
Total	**61.5%**	**55.1%**	**-6.4**	**55.2%**	**55.0%**

1. The benchmarks for seen on time are as follows:
   - Triage category 1—100%
   - Triage category 2—80%
   - Triage category 3—75%
   - Triage categories 4, 5 and overall—70%
2. The performance benchmark for emergency department presentations with a length of stay of 4 hours or less is 90%.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

	YTD 2018-19	YTD 2019-20	% change	Q1 2019-20	Q2 2019-20
Elective surgery waiting lists					
Number of patients waiting longer than clinically recommended at end of period					
Total by Urgency catergory 1 – 3	507	783	54.4%	594	783
Proportion of removals for surgery that were within clinically recommended timeframes					
Urgency 1 (see within 30 days)	95.5%	97.2%	1.7	96.6%	97.9%
Urgency 2 (see within 90 days)	82.1%	71.8%	-10.3	70.8%	70.6%
Urgency 3 (see within 365 days)	79.2%	75.7%	-3.5	75.8%	75.6%
Separations from public hospitals					
Number of inpatient separations					
Same day	29,061	30,595	5.3%	15,311	15,282
Overnight	28,342	29,663	4.7%	15,115	14,548
Total	**57,403**	**60,258**	**5.0%**	**30,427**	**29,830**

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: QUARTERLY PERFORMANCE REPORTING AND ACT HEALTH PUBLICATION OF DATA FOR CONSUMERS

Emergency presentations

- Overall presentations and performance across the ACT's two emergency departments (EDs) have remained relatively stable in Quarter 2, 2019-20 when compared to the previous Quarter.
- Obviously, Emergency Department performance was not where we would like it to be in the second half of last year, and we know Canberrans expect better.
- That's why we invested in a 50 per cent expansion in Calvary's Emergency Department treatment spaces – delivering 20 per cent more emergency department capacity across the Territory. I'm pleased to say that project is nearing completion and the treatment spaces and new waiting areas are now open.
- At Canberra Hospital, the increase in complexity of ED presentations over recent years has had a significant impact on performance.
- A range of measures commenced in late February to improve ED performance, including:
    - a new multidisciplinary approach to the initial assessment of patients, enabling care to commence as quickly as possible through both early clinician engagement and expanded nurse protocols;
    - streamlining admission processes into wards across the hospital and sharpen the focus across all divisions on admitting patients from the ED; and
    - improving the timeliness of diagnostics and support services.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- While the hospital has been required to focus on its response to COVID-19 over the last few months, many of these measures are still being pursued, and we continue to keep a close eye on ED performance.

Elective surgeries

- The number of elective surgeries performed decreased in this quarter when compared with the previous quarter.
- The percentage of surgeries performed within clinically recommended timeframes has increased for Urgency Category 1 when compared to Quarter 1, 2019-20. Timeliness performance declined slightly for Urgency Categories 2 and 3 when compared with the previous quarter.
- At the end of December 7,317 elective surgeries had been performed and we were on track to reach the 2019-20 target of 14,250 elective surgeries, having a performed a record 14,015 in 2018-19.

Walk-in-Centres

- Walk-in Centre (WIC) presentations have continued to increase in Quarter 2, 2019-20, with a 1.3 percent, or 226, increase in the number of presentations compared to the last quarter.
- Efficiency is improving with the median wait time across all WICs reducing by 15 per cent, or 3 minutes, compared to last quarter.
- It's great to see our Walk-in Centres treat even more patients in the last quarter of 2019 and still reduced average waiting times. Canberrans have embraced this model of care, and having a network of local centres staffed by highly skilled nurses and nurse practitioners has proved invaluable in our response to COVID-19.
- As at the end of December 2019, there have been 885 presentations to the new Weston Creek WIC which opened in mid-December.
- Walk-in centres continued to fully treat most patients presenting (more than 83 per cent) with less than 6 per cent redirected to an ED.
- The Government will open a fifth Walk-in-Centre for the Inner North in late 2020.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

Background Information:

- The most recent report for the October to December 2019 quarter was published on 24 April 2020. The report includes key metrics reported at the hospital level throughout the report.
- As part of the Government's ongoing commitment to improve data reporting, the ACT Health Directorate publishes regular Quarterly Performance Reports.
- This Quarterly Report continues to show sustained high demand for services in the ACT, and that our public health services continue to receive very positive feedback on the care they provide.
- Publication of the Quarterly Reports recommenced in November 2018 with the release of the report for the first quarter of 2018-19. It was developed in consultation with the Health Care Consumers' Association.
- The Quarterly Reports provide patients, consumers and the ACT community with a summary of activity and performance across a range of services including:
    - emergency departments;
    - elective surgery;
    - admitted patient care;
    - Walk-in Centres;
    - Patient experience in hospitals; and
    - hospital quality and safety information.
- The Quarterly Reports will be regularly reviewed to ensure we continue to improve access to information about our health system and help Canberrans be more in control of their own health care.

<u>ACT Publication of Data for Consumers</u>

- One of the priorities for the ACT Health Directorate is to identify and report relevant health information to improve access to data online and help Canberrans be more informed about their own health care.
- As identified through the System-Wide Data Review, ACT Health Directorate provides data for over 130 performance indicators that are publicly reported. This includes information in the Report on Government Services and in various reports from the Australian Institute of Health and Welfare.
- The ACT Health Directorate has provided access to all of these publicly reported metrics through its website, where users can access the most up-to-date information at any time.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- To ensure that we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate continues to refresh the publication of data for consumers.
- The ACT Health Directorate is continuing to engage with a range of consumer groups, including the Health Care Consumers' Association, to better understand consumer requirements for information about the ACT's health services.

Cleared as complete and accurate:	23/04/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238
Portfolio: Health

ISSUE: BUDGET SUMMARY 2019-20 (MID YEAR) REVIEW

Talking points:

- Health expenses will grow to $1.968 billion in 2019-20 (excluding Territorial capital grants). This includes adjustments made through the second Appropriation Act.
- This represents an increase of $206 million (12 per cent) from the 2018-19 actual outcome.

<u>COVID-19 – Health funding</u>

- The ACT Government committed an additional $126 million, funded 50:50 between the ACT and Commonwealth governments, to respond to the COVID-19 pandemic.
- The funding will provide for: a COVID-19 surge centre; extra emergency department capacity; additional beds for ICU; fever clinics; and respiratory clinics; personal protective equipment; enhanced operational capacity for public health services including contact tracing and testing.

<u>Mid-year review (Canberra Health Services Demand)</u>

- As part of the mid-year budget update, the ACT Government provided Canberra Health Services (CHS) with a $60 million supplementary budget appropriation to help meet acute service demand this financial year.
- This investment in CHS will help maintain Emergency Department (ED) capacity, allow for the continuation of additional intensive care and general inpatient beds and maintain capacity for elective and emergency surgeries.
- This is part of our ongoing commitment to invest in public health services in the ACT to ensure Canberrans continue to access exceptional health care when and where they need it.
- Our emergency department presentations continue to grow and are becoming more complex.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/238	

  - Between 2017-18 and 2018-19, we saw an 8 per cent increase in category one patients, 10 per cent increase in category 2 and 4 per cent increase in category 3 – at the same time as we saw a 3 per cent fall in category 4 and 10 per cent fall in category 5.
  - On top of that, we're seeing more patients with co-morbidity – complex underlying health conditions that mean people take longer to treat. As well as more patients with a mental health presentation.
  - And last year we had the longest and busiest flu season since 2001 (in 2019 there were 6,259 presentations at the Canberra Hospital ED for influenza-like illness, up from 4,779 in 2018).
- All of this means more pressure on the emergency department and more demand for emergency surgery – an additional 2,569 presentations and 547 more emergency surgeries in the first half of this financial year compared to the same period in 2018-19.
- We had 16 additional beds open during a long winter and overall these demand pressures have equated to Canberra Hospital needing 136 more front-line staff, including doctors, nurses and allied health workers.
- We're not going to allow the increased demand for emergency treatment and emergency surgery compromise our commitment to improving elective surgery performance.
- In 2018-19, we delivered a record of more than 14,000 elective surgeries in the ACT.
- CHS CEO, Bernadette McDonald, and her team have been working diligently and methodically over several months to identify the cost pressures and to develop timely care strategies to keep patients flowing through the hospital and ensure it operates more efficiently.
- In 2019, Canberra Health Services commenced implementing changes to address patient flow and hospital capacity requirements. This work includes:
  - Multidisciplinary approach to initial assessment and treatment commencing, ensuring more patients commence care as soon as possible. It includes earlier physician engagement in the care provided, as well as expanded nurse protocols (approved pathways).

  - Working to streamline admission processes so that medical staff can work in parallel to admit to wards across the hospital in a timely manner.
  - A sharper focus across all divisions on admission from the emergency department, and discharge, as well diagnostics and support services is being taken to support more timely patient flow.
  - Exploring an expansion of rapid assessment models of care, including the Emergency Medical Unit.
  - This work was put on hold during March and April due to the COVID-19 pandemic and it has now recommenced.

- We are committed to improving the performance of the public health system across the board – and that includes improving financial performance as well as wait times.
- To do that effectively, we need everyone pulling together and everyone feeling confident that if they have a good idea for how to do things better, that will be listened to.

<u>2019-20 Budget</u>

- The 2019-20 Budget allocates $27.8 million to health service delivery (including Health Protection Services and Calvary Public Hospital) and $9.2 million to health policy, research, administration and support services inclusive of $2.9 million for ACT Health Core IT Systems.
- New health service delivery over the forward estimates (four years) will be $194.7 million.
- New health policy, research, administration and support services over the forward estimates (four years) will be $44.1 million, which includes $19.9 million for ACT Health Core IT Systems.
- There are no significant new savings targets contained in this Budget, however, Canberra Health Services will be required to internally fund $1.213 million towards the Emergency Department Doctor increase initiative per annum.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/238	

Background info

- New initiatives contained in the 2019-20 Budget are listed at Attachment A.
- The 2019-20 Budget Papers (Health Statements) outlines the split between the new ACT Health Directorate and Canberra Health Services from the former Health Directorate.
- For the purposes of the 2018-19 estimated outcome, the former Health Directorate's original budget is indicated against Canberra Health Services. This reflects that technically the former Health Directorate's name was changed to Canberra Health Services and a new entity was created for the ACT Health Directorate.
- Controlled Recurrent Payments (Appropriation) is only received by the ACT Health Directorate and the Local Hospital Network going forward. The Local Hospital Network will purchase services from the ACT's public hospitals including Canberra Health Services.
- Canberra Health Services will receive Capital Injection directly from ACT Treasury to undertake capital works.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/238	

ACT Government

QUESTION TIME BRIEF

Attachment A

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
CHS E01	Expanding intensive care services at Canberra Hospital		7,149	7,041	7,235	7,341	**28,766**					**0**
CHS E02	Expanding public inpatient mental health care	MH	1,680	1,722	1,765	1,809	**6,976**					**0**
CHS E03	More beds at The Canberra Hospital		3,086	3,448	3,559	3,617	**13,710**					**0**
CHS E05	Expanding public Fracture Clinic services		556	1,139	1,167	1,197	**4,059**					**0**
CHS E06	Improving access to maternity services across Canberra		513	515	529	537	**2,094**					**0**
CHS E08	More specialised women's health care		114	214	220	223	**771**					**0**
CHS E12	Expanding public dermatology services		175	180	185	188	**728**					**0**
CHS E13	Strengthening care for chronic disease		240	462	474	481	**1,657**					**0**
CHS E15	7-day-a-week Mental Health Consultation Liaison service	MH	800	1,234	1,268	1,292	**4,594**					**0**
CHS E16	More mental health services at The Canberra Hospital	MH	0	488	999	1,078	**2,565**	1,764	756			**2,520**
CHS E25	Strengthening care for older Canberrans		470	482	494	506	**1,952**					**0**
CHS E26	More support for families travelling for healthcare		250	512	525	538	**1,825**					**0**
CHS E27	Expanding pharmacy services at Canberra Hospital		302	545	749	813	**2,409**	2,212	3,318			**5,530**
CHS E29	Expanding public ophthalmology services		250	0	0	0	**250**					**0**
CHS E30	Strengthening care for childhood and gestational diabetes		567	765	784	796	**2,912**					**0**
CHS E31	Expanding health services at the Alexander Maconochie Centre	MH	258	266	273	277	**1,074**					**0**
CHS E32	More opioid treatment services on Canberra's northside		0	750	770	790	**2,310**	611				**611**
CHS CW04	More public medical imaging services for Canberra Hospital		100	677	1,217	1,458	**3,452**		2,800	6,100	2,300	**11,200**
HEA E02	Delivering the Weston Creek Walk in Centre		1,946	2,705	2,887	2,933	**10,471**					**0**
HEA E26	Delivering better mental health care for people in crisis	MH	147	0	0	0	**147**					**0**
HEA E29	Alternative justice pathways for people with mental illness	MH	731	749	768	787	**3,035**					**0**
HEA E30	Expanding early intervention and diversion programs for people experiencing alcohol and drug dependence		949	644	660	677	**2,930**					**0**
CHS E33	More doctors in the Canberra Hospital Emergency Department to respond to increased demand		0	0	0	0	**0**					
Health System, Policy and Research												
HEA E06	Expanding palliative care for older Canberrans		408	363	373	519	**1,663**					**0**
HEA E07	Investing in medical and health research		1,000	1,000	1,000	0	**3,000**					**0**
HEA E08	Supporting better healthcare for lesbian, gay, bisexual, transgender, intersex and queer Canberrans		87	0	0	0	**87**					**0**
HEA E09	Implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse		321	377	285	289	**1,272**					**0**
HEA E11	Expanding public healthcare services for eating disorders	MH	179	442	683	913	**2,217**					**0**
HEA E13	Delivering better care for Canberrans with complex needs through general practice		500	1,000	1,000	0	**2,500**					**0**
HEA E14	Strengthening capacity for mental health carers	MH	226	231	0	0	**457**					**0**
HEA E15	Delivering the ACT Strategic Priorities for Aboriginal and Torres Strait Islander Health 2019-2028		180	310	310	315	**1,115**					**0**
HEA E16a	Delivering the ACT Drug Strategy Action Plan		200	0	0	0	**200**					**0**
HEA E16b	Delivering the ACT Drug Strategy Action Plan		300	308	315	323	**1,246**					**0**

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/238	

ACT Government

QUESTION TIME BRIEF

Attachment A (continued)

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
HEA E18	Protecting teens with meningococcal ACWY vaccinations		320	328	337	342	**1,327**					**0**
HEA E23	Implementing the Nurses and Midwives: Towards a Safer Culture – The First Step strategy		560	588	144	0	**1,292**					**0**
HEA E25	Co-design and Planning: Aboriginal and Torres Strait Islander Alcohol and Drug Residential Rehabilitation Facility		300	0	0	0	**300**					**0**
HEA CW08	Implementing real time prescription monitoring		0	-30	-30	-30	**-90**	788	1,326			**2,114**
HEA E31	Implementing the Independent Review into the Workplace Culture within ACT Public Health Services		2,500	4,000	4,000	0	**10,500**					**0**
Corporate												
HEA CW01	Expanding the Centenary Hospital for Women and Children		0	3,990	14,990	20,510	**39,490**	3,000	30,000	10,550	0	**43,550**
HEA CW02	Delivering the SPIRE Centre at Canberra Hospital		0	200	400	500	**1,100**	53,700	42,300	126,900	159,000	**381,900**
HEA CW04	Expanding the Clare Holland House to strength palliative care		0	0	60	120	**180**	2,000	2,000	2,000	0	**6,000**
HEA CW05	Delivering the Inner North Walk in Centre		0	2,648	2,687	2,744	**8,079**	1,100	614	0	0	**1,714**
HEA CW09	ACT Health Core IT Systems to align with the Digital Health Strategy		2,860	4,625	7,975	4,487	**19,947**	3,920	24,574	25,504	16,380	**70,378**
Calvary												
HEA E01	More urology services at Calvary Public Hospital		432	962	991	1,021	**3,406**	2,500				**2,500**
HEA E03	More surgical theatres at Calvary Public Hospital		1,539	3,302	3,461	3,625	**11,927**	640	14			**654**
HEA E04	Expanding the emergency department at Calvary Public Hospital		3,021	6,143	6,352	6,475	**21,991**					**0**
Cross-agency												
CSD 03c	NDIS Full Scheme		1,179	1,208	1,239	1,270	**4,896**					**0**
CSD E15	Domestic & Family Violence Frontline training		216	296	296	301	**1,109**					**0**
JACS E39	Improving the safety of older drivers		300	0	0	0	**300**					**0**
JACS E01	A Safer Canberra - CHS resources for fixated threat mgt capability trial	MH	82	277	285	0	**644**					**0**

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: CULTURE REVIEW

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed, and the focus is now on understanding and embedding values in all aspects of their work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The Employee Advocate role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- ACT Workplace Change Framework has led to a significant investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise, founded in an evidence-based approach, to support people working in complex organisations.
- The Clinical Leadership Forum's inaugural meeting was held on 24 July 2019. It is a monthly, high-level forum that I chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure there is an opportunity for feedback to be provided to the Culture Review Oversight Group.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system, with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at the February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Annual Review.
- The review commenced in March 2020 and includes one-on-one interviews with a cross-section of key stakeholders from across the system.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:

    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
    - it will strengthen the governance arrangements between ACT Health and NSW Health.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Key Information:

- The Government's Response to the *Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services* was tabled on 16 May 2019.
- The Government reaffirmed a steadfast commitment to the implementation of all 20 recommendations made by the Independent Review (the Review).
- The mental health and wellbeing of our workforce are central to the changes that we will implement, ensuring staff feel valued, safe and supported in the important work they do for our community.
- Staff involvement, insights and experiences continue to contribute in a positive way to the real and enduring change required.
- The effect of this will be a better public health system for staff and the Canberra community.
- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

<u>Establishment of the Employee Advocate role</u>

- The purpose of this role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

<u>ACT Workplace Change Framework</u>

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

Clinical Leadership Forum

- The Forum provides independent advice to contribute to the continuous improvement of the ACT's public health system.
- The Forum includes representatives from a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture, and training and education.

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged. There is a focus on engagement that is frequent and guides the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in Culture Review implementation, you agreed to establish a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this, the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- Meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.
- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister for Health and Wellbeing, Ms Meegan Fitzharris and the Minister for Mental Health signed a public commitment document with the leaders of the ACT Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. This commitment was signed on Wednesday 4 September 2019.
- These public commitments, together with the government response reaffirms the commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.
- In accordance with Recommendation 75 from the Select Committee on Estimates, I have provided the Assembly with a report on the outcome when we last met on 2 April 2020.

Key Information

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/238	

- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: ELECTIVE SURGERY WAITING TIMES

Talking points:

- In keeping with the decisions of National Cabinet early in the life of the pandemic, the ACT suspended all *non-essential* elective surgery from 25 March 2020 in the interests of preserving necessary supplies of Personal Protective Equipment (PPE).
- This suspension applied to both public and private hospitals.
- To ensure that patient safety came first, clinicians were asked to review all patients on their waitlists in all urgency categories to assess essential cases.
- The most urgent Category 1 surgeries continued, in public and private facilities. This category of surgeries is recommended to be conducted within 30 days. Many Category 2 cases, which are usually recommended to take place within 90 days, were also assessed as *essential* and continued.
- As social distancing measures began to take effect to flatten the curve and PPE supply chains improved, National Cabinet moved to ease the restrictions on elective surgery in late April 2020. In keeping with this, the ACT issued a guidance note to public and private hospitals that elective surgery could be resumed from 27 April 2020 up to 25 per cent of the hospital's normal caseload as long as a minimum stock of PPE was kept on hand.
- On 15 May 2020, National Cabinet again took a decision over elective surgery resumption, leaving it to individual jurisdictions to stage the return of elective surgery activity while maintaining COVID-19 preparedness.
- The ACT now aims to return to normal elective surgery activity over the coming weeks.
- This is good news for the people of Canberra and our surrounding region.
- Nevertheless, the temporary suspension of many surgeries has resulted in impacts on our public elective surgery key performace indicators (KPIs).

Cleared as complete and accurate:	20/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/238	

- The public system usually achieves around 1,200 surgeries per month. However, with the restrictions, in April 2020 only 460 cases were able to be done. This will mean that it is unlikely that the original target of 14,250 surgeries will be able to be achieved this financial year.
- The treatment timeliness target for Category 1 surgeries has not been affected and remains very high at around 97 per cent. However, the proportion of people who received their surgery within clinically recommended timeframes for Categories 2 and 3 deteriorated over April and was at 68 and 76 per cent respectively (against targets of 80 and 93 per cent).
- There has consequently been an unavoidable increase in the number of public patients waiting longer than clinically recommended for their surgery. This number had risen to 1,237 by the end of April 2020 (against the target of 430 for the financial year).
- This situation is regrettable but will be a common experience around Australia as a result of this pandemic.
- I would strongly urge any person who is waiting for elective surgery to contact their medical professional to seek advice about how to best manage their condition, particularly if they feel that their condition is deteriorating.
- We have put in place an elective surgery hotline for patients wanting to know their status on the waitlist. The hotline number is (02) 5124 9889.
- It is important for everyone to be reassured that the ACT's health system will continue to ensure that any patient in need of urgent attention will receive treatment.
- The government has a service continuity plan for surgery at all phases of the pandemic response.
- The government will also be leveraging the capacity of private hospitals in the ACT to extend our ability to continue with essential surgery over this period.
- Any question of extra funding to catch up on elective surgery would have to be considered in the context of normal Budget considerations.

Cleared as complete and accurate:	20/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/238	

Background Information:

- The Government has invested in improving elective surgery access and timeliness, including:
  - the commissioning of two new theatres at Calvary Public Hospital Bruce – one was opened in July 2019 and the second will commence in 2020-21;
  - expanded urology services and staffing, to meet the growing demand for urology surgery in the ACT; and
  - The Surgical Procedures, Interventional Radiology and Emergency (SPIRE) project, which will provide state-of-the-art operating theatres and critical care facilities to meet the acute health care needs of our region into the future. Additional figures below if required:

Indicator	**2019-20 Target**	**2018-19 Result**	**2019-20 Q2 Result**
Number of elective surgery procedures performed	14,250	14,015	NA
Category 1 elective surgery patients admitted for surgery within clinically recommended timeframes	100%	96%	98%
Category 2 elective surgery patients admitted for surgery within clinically recommended timeframes	80%	75%	71%
Category 3 elective surgery patients admitted for surgery within clinically recommended timeframes	93%	78%	76%

Cleared as complete and accurate:	20/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist

Talking points:

- As the pandemic has progressed, the immediate and longer-term effects on mental health across our community are becoming clearer. Addressing these impacts requires a broad ranging response.
- The impact of COVID-19 has led to an increase in the number of people seeking help from non-government organisations. ACT Government is committed to getting help to people to manage their mental health as early as possible
- In March 2020, the ACT Government provided funding to Lifeline to address the increased demand for telephone counselling. In May 2020 an expansion of support with a funding package of nearly $4.5 million was announced.
- This support package will strengthen our mental health sector to adapt and expand its services to provide more support for the mental health and wellbeing of the ACT community, immediately during the COVID-19 crisis and in the longer term.
- Some of the initiatives in the package include:
    - $1.44 million to respond to people experiencing acute mental health crisis in the community;
    - $500,000 for additional sub-acute accommodation for people exiting mental health inpatient units;
    - $341,843 for two new Canberra Safe Haven Cafes, which will a community based safe alternative to the emergency department and other treatment services;
    - $200,000 for Way Back Support Service to expand non-clinical support for people who have made a suicide attempt;

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/239	

  - $250,000 for an Aboriginal & Torres Strait Islander specific Mental Health program for suicide prevention; and
  - $100,000 for OzHelp to continue to support workplaces and to expand their service to people who have lost employment.

- In addition to the specific allocations in the package, $450,000 is provided for innovative initiatives in the NGO sector. Potential providers will be able to apply for grants to fund innovative new programs to support the mental health and wellbeing of Canberrans.
- This significant ACT Government response builds on the Australian Government's mental health initiatives and we are working to ensure that people in the ACT are also aware of, and taking up, the opportunities for telehealth and telepsychiatry as well as increased online supports for mental health.
- The Office for Mental Health and Wellbeing and the Chief Psychiatrist are continuing to work closely across the ACT Government and the community sector to ensure a coordinated and connected whole of community plan.
- The Office meets regularly with peak mental health non-government organisations to identify the emerging and ongoing issues impacting consumers, carers and community service providers.
- An ACT Mental Health and Wellbeing Oversight Group has been established to ensure there is a coordinated whole of government communications plan for mental health and wellbeing. The Oversight Group is developing mental health and wellbeing messages for vulnerable groups and the broader community.
- At the beginning of this year the Youth Aware of Mental Health (YAM) program commenced in four schools as part of the LifeSpan Framework. Planning is underway for YAM to recommence following the commencement of classes in schools.
- Lifespan's Question Persuade Refer, or QPR is a free online training program that teaches people to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. QPR will continue to be promoted through social media and other channels during the COVID-19 pandemic.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/239	

- The 'QPR for Business' initiative, funded by the ACT Government, encourages workplaces to enable staff to complete QPR Training.,
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, has been modified by EveryMind, and will be conducted for local media and communication stakeholders in coming months.

Key Information:

- The ACT Health Directorate has worked with the Chief Psychiatrist on contingency planning for the functions and operations of the Mental Health Act in the COVID-19 environment, including developing a hierarchy of the Chief Psychiatrist delegations to ensure immediate continuity in the event that the Chief Psychiatrist is unable to fulfill her functions.
- You attended a State and Territory Mental Health Ministers' Meeting on 24 April 2020, to discuss the ACT's response to the COVID-19 crisis. The meeting focused on the impact on service delivery and cross-border issues; State and Commonwealth policy responses to COVID-19; and communication strategies.
- National Mental Health Commission has led the development of a National Mental Health Pandemic Response Plan for National Cabinet consideration. The ACT Health Directorate has provided feedback on the development of this Plan.
- The ACT COVID-19 scenario planning for the whole of the mental health system is progressing with consideration of the impact of the suppression and elimination scenarios.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: Culture Review

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed and the focus is now on understanding and embedding values in all aspects of the work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The role of Employee Advocate has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- ACT Workplace Change Framework has led to a significant investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise founded in an evidenced-based approach to supporting people working in complex organisations.
- The Clinical Leadership Forum's inaugural meeting was held in July 2019. It is a monthly, high-level forum that reports to the Minister for Health as Chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure opportunity for information provision on matters to the Culture Review Oversight Group.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

- ACT Health Directorate currently funds non-government organisations (NGOs) to deliver a range of health, advocacy and sector development services. The annual investment in these services is in the order of $67 million in 2019-20. We recognise that NGOs play an essential role in our health system. It is integral that we engage effectively with them in policy development and health service planning through co-design and consultation.
- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Further talking points:

- Together with the Minister for Health, I have been extremely clear around my expectation for a positive culture in the delivery of public health care in the ACT.
- The Government has zero tolerance for bullying and harassment.
- Since March 2018, there has been significant work undertaken within our public health system to improve culture and governance, and to build an environment of genuine engagement.
- I have seen significant improvements in workplace culture since this time.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are looked after.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing positive workplace cultures. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

- The Final Report also highlighted the fact that the issue of culture within public health services is not unique to the ACT – it is a concern at a national and international level.

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at its February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Annual Review.
- The review commenced in March 2020 and includes one-on-one interviews with a cross-section of key stakeholders from across the system.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
    - it will strengthen the governance arrangements between ACT Health and NSW Health.
- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

Key Information:

- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

Establishment of the Employee Advocate role

- The role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- The purpose of the role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

ACT Workplace Change Framework

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum's inaugural meeting was held on 24 July 2019.
- This is a high-level forum, held monthly, that reports to the Minister for Health as Chair.
- The Forum provides independent advice to contribute to the continuous improvement of the ACT's health system.
- The Forum includes a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture and training and education.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged, focussing on engagement that is frequent, and guiding the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in culture review implementation, the Minister for Health established a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.

- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister and I also signed a public commitment document with the leaders of the Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. The commitment was signed on 4 September 2019.
- These public commitments, together with the government response reaffirms our commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: FUTURE PLANNING FOR HEALTH SERVICES ACROSS THE ACT

Talking points:

- ACT Health Directorate is developing a Territory-wide Health Service Plan . The Territory-wide Health Service Plan will identify priorities for health service development and redesign across the ACT. It will be based on a comprehensive assessment of health service needs across the care continuum on a geographic basis and for priority population groups. It will consider the range of public health services provided by Canberra Health Services, Calvary Public Hospital Bruce and other organisations in the community.
  Key considerations of the planning process will be:
    - Aligning services with need;
    - A focus on prevention;
    - Improving integration of services; and
    - Embracing technology.
- Between November 2019 and March 2020, approximately 80 consultation sessions were undertaken with stakeholders from Canberra Health Services, Calvary Public Hospital Bruce, Non-Government Organisations funded by the ACT Health Directorate and aged care providers in the ACT.
  Further consultation and engagement with consumers and carers, the community and health services are currently on hold in the context of COVID-19 response activities.
- The Territory-wide Health Service Plan was due to be completed by mid-2020. A revised date will be determined pending further assessment of priorities in context of the COVID-19 response.
- A Mental Health Services Plan is also currently under development and will establish the medium to long term directions for public mental health services in the ACT.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/239	

ACT Government

QUESTION TIME BRIEF

- The Mental Health Services Plan will identify how priorities for mental health service development in the Territory-wide Health Service Plan and the Regional Mental Health and Suicide Prevention Plan, currently being finalised with the Capital Health Network, will be implemented.
- The Mental Health Services Plan was expected to be completed by mid-2020 but is also expected to be delayed in context of the COVID-19 response.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: OFFICE FOR MENTAL HEALTH AND WELLBEING

Talking points:

- The Office for Mental and Health and Wellbeing Work Plan sets out the ongoing commitment to enhance the mental health and wellbeing of our region, by partnering with government, non-government and the community to support the people in the ACT and surrounds experiencing mental health concerns.
- The Work Plan introduces the territory-wide vision for mental health and wellbeing:
    - A kind, connected and informed community working together to promote and protect the mental health and wellbeing of all.
- The Work Plan contributes to this vision through actions under three key themes for change:
    - Mentally healthy communities and workplaces;
    - Individuals, families and carers; and
    - System capacity and workforce.
- Activities being delivered under the plan this year include a Community Engagement Commitment, an Evaluation Framework for the Office, an Outcomes Framework for the mental health system, implementation of the Lifespan suicide prevention strategy, the Youth Aware of Mental Health program (YAM) and a review of Children and Young People's Mental Health and Wellbeing (the Review).
- The report on the Review was released on 20 March 2020 and is available on the Office for Mental Health and Wellbeing web page on the ACT Health Directorate website. The report makes recommendations and identifies projects currently being planned to address the concerns raised through the consultations.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

- The initial phases of the development of an online youth navigation portal for the ACT are being progressed. Planning has also commenced on addressing the needs of children with moderate to severe mental health concerns.
- The Youth Aware of Mental Health (YAM) program commenced in two schools and has been well received. While the program is currently on hold as it requires a face to face format, it is planned to recommence in Term 3. YAM is part of the Black Dog Institute's LifeSpan Framework being rolled out in the ACT and targets 14 to 16-year-olds.
- In addition to the work plan activities, the Office has taken a leadership role in identifying and addressing the significant impact of both the natural disasters and the current pandemic on the mental health of our community.

Key Information:

- The Coordinator-General reports directly to the Minister for Mental Health and the Office has a mandate to work across all Government agencies. The Office retains a level of independence from the day-to-day running of ACT Health and has authority to conduct reviews and produce reports as the Coordinator-General deems necessary or at the request of the Minister for Mental Health.
- Within the 100 days from the commencement of the Coordinator-General, the Office for Mental Health and Wellbeing has undertaken a process of co-design in conjunction with the peak non-government organisations to create a territory-wide vision for mental health and wellbeing and to inform the development of the Office Work Plan.
- The Workplan was launched on 30 April 2019 and is available on the Office website.
- The Mental Health and Wellbeing Inter-Directorate Committee (previously called the Agency Stewardship Group) has held regular meetings to oversee the development of the Work Plan and will continue to meet on a regular basis to provide a whole of government response to enhance mental health and wellbeing in the ACT.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: IMPACT OF THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) IN THE ACT MENTAL HEALTH COMMUNITY

Talking points:

National Disability Insurance Scheme

- The ACT was a trial site for transition to the NDIS, implementing the full scheme between 2014 and 2016. There are currently 894 participants who access the scheme based on psychosocial disability.
- The Office for Disability, in collaboration with the ACT Health Directorate, has been leading the national work to improve the NDIS response to people with lived experience of mental illness and psychosocial disability.
- Work is progressing on projects endorsed by the Disability Reform Council in December 2019 although there may be some delays as a result of the COVID-19 crisis. These projects address the issues identified for people with psychosocial disability including:
    - Access and Eligibility;
    - Linkages and Referral;
    - Assertive Outreach;
    - Responding to the Episodic Nature of Psychosocial Disability;
    - Psychosocial Disability Recovery Approach;
    - Information Sharing and Data Reporting; and
    - National Approach to Concurrent Supports.
- The National Disability Insurance Agency is also working with the ACT Government and local services on the rollout of their Psychosocial Disability Stream and Complex Support Needs Pathway. In considering this work, priority has been given to improving:
    - hospital discharges;
    - support coordination; and

Cleared as complete and accurate:	13/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/239	

- planning.

- The Office for Disability has established a Community of Practice for mental health support coordinators in partnership with the mental health community agency peak the Mental Health Community Coalition ACT.
- COVID-19 is having a significant impact on the delivery of disability support across the country. Key issues include access to health care, lack of usual supports, accessible information, access to adequate food and nutrition, employment and income security.
- The NDIA is responding through plan adjustments, exploring ways of reducing face to face contact with support providers, business continuity planning and providing regular NDIS COVID-19 communications.
- Measures are also being implemented locally, through the ACT's Office for Disability.

National Psychosocial Support Measure (NPSM) and Continuity of Support (CoS)

- The ACT Government has a bilateral agreement with the Commonwealth for the National Psychosocial Support Measure (NPSM). Under this agreement, $2 million of ACT Government funding and $1.3 million of Commonwealth funding is allocated to provide psychosocial support services to assist people with mental illness who are not eligible for a funded support package through the NDIS in the ACT. The funding is spread over four years to the end of the 2020 - 2021 financial year.
- Continuity of Support (CoS) funding is also available from the Commonwealth as part of the 2018-19 Federal Budget to provide supports for people who previously received support under Commonwealth funded programs such as Partners in Recovery and who have not been found eligible for supports under the NDIS.

Cleared as complete and accurate:	13/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/239	

- Funds for both measures are being administered through the Capital Health Network, in partnership with the ACTHD, Canberra Health Services and other community stakeholders. The NPSM provided funds for two programs, offered by Flourish Australia and Woden Community Service. Funding for Continuity of Support was awarded to Woden Community Service (WCS).
- NGOs have been proactive in adjusting their modes of service delivery to meet social distancing requirements due to the COVID-19 crisis.
- The Commonwealth has commissioned the NOUS Group to do an evaluation of the NPSM and CoS implementation. Consultations with jurisdictions have commenced and an interim report is due at the end of July 2020.

Key information

NDIS

- Timeframes have been agreed with the DRC in relation to project outcomes from the Mental Health Working Group (MHWG) for the NDIS and mental health interface. Some of these timeframes may be affected by the reprioritisation required.
- Representatives from the ACT Government (Office for Disability and/or ACTHD) sit on all Project Teams.
- Concerns have been raised that the NDIA response to COVID-19 has been too slow and does not go far enough with a lack of concrete actions and messaging. Also, that the response is uncoordinated with state and territory measures.

NPSM and Continuity of Support

- Programs funded under the NPSM include the New Path program, operated by WCS, and the Bloom Healthy Living, operated by Flourish.
- New Path is an early intervention mental health recovery program that supports people whose ability to manage daily activities and live independently in the community has been affected by mental health issues.
- WCS will receive $989,786 for the New Path program for the contracted period of February 2019 to June 2021.
- Flourish will receive $1,069,965 for the Bloom Healthy Living program for the contracted period of March 2019 to June 2021.

Cleared as complete and accurate:	13/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/239	

- Both providers of the NPSM have been actively supporting people since April 2019. As at November 2019 there were approximately 30 participants in each program, with a steady flow of referrals.
- Referrals have come from a variety of sources including GP's, ACT Disability Aged Carer Advocacy Service (ADACAS), clinical mental health services (both inpatient and community) as well as from Housing services and self-referrals. Work continues to promote NPSM services across the ACT community.
- WCS have led the establishment of a Stakeholder Reference Group, incorporating both NPSM services in the ACT. This Reference Group will help to promote NPSM services and most importantly will work towards integrating the NPSM within the broader mental health sector. The Stakeholder Reference Group has been put on hold during the current COVID-19 crisis.
- WCS has established the Continuity of Support Program with $188,000 of Commonwealth Government funding. Continuity of Support is only available to people who were accessing services as at 30 June 2019 under Partners in Recovery (PIR), Day to Day Living program (D2DL) or Personal Helpers and Mentors (PHaMs) and who are found to be ineligible for the NDIS.

Cleared as complete and accurate:	13/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239
Portfolio: Mental Health

ISSUE: MENTAL HEALTH SERVICES FOR DEAF AND DEAF/BLIND CANBERRANS

Talking points:

- The ACT Health Directorate (ACTHD) is consulting with Deaf Canberrans and organisational stakeholders, including the Deaf Society, to consider the availability and experience of mental health services for Deaf and deafblind Canberrans.
- The ACTHD met with members of the ACT Deaf community on Thursday, 19 December 2019 as an opportunity for Deaf Canberrans to share their experience and knowledge of mental health services and mental illness.
- Communication was facilitated through two interpreters. This meeting was positive, and all parties expressed commitment to working together to co-design options for improved access to mental health services for the Deaf community.
- ACTHD is working with Deaf Canberrans, the Deaf Society and other stakeholders to identify service strengths and gaps in mental health services for the Deaf community.
- ACTHD is engaging with other States and Territories to inform development of policy and service responses.
- This work has been impacted by the COVID-19 pandemic. Consultation options are restricted and there are impacts on the availability of and capacity of ACT based Interpreters. CHS, which is a vital stakeholder in this process, is also experiencing increased demand and reduced capacity due to COVID-19 related activities.

Key Information

- ACTHD recognises that Deaf and deafblind Canberrans require culturally sensitive and competent mental health services. The ACT Government is committed to working with stakeholders and the Deaf community in the ACT to ensure mental health services are accessible for Deaf and deafblind Canberrans.

Cleared as complete and accurate:	14/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/239		

- Discussions with organisations and the Deaf community are ongoing. Engagement has been significantly delayed by COVID-19 and its impacts on consultative activities.
- ACTHD is developing a paper regarding potential service improvements and initiatives that will meet the needs communicated to ACTHD by members of the Deaf community.
- Due to large scale community impacts of bushfires and COVID-19, further consultation with the Deaf community on this work has been delayed.
- This paper, when completed, will be co-designed with the Deaf community and will incorporate information from all consultations to date and provide options on various enhancements to mental health services for Deaf and deafblind Canberrans.
- ACTHD is investigating options to provide additional supports to Deaf Canberrans during the COVID-19 pandemic in recognition of both the delay in this work and the increased impacts of mental ill-health for people who are Deaf or deafblind.

Cleared as complete and accurate:	14/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/239		

QUESTION TIME BRIEF

GBC 20/239

Portfolio: Mental Health

ISSUE: Mental health assessments - Section 309 of the *Crimes Act 1900*

Talking points:

- The challenges and demands currently being experienced in the acute mental health system are well known. In response, strategic planning is underway to address these issues through a variety of projects and pathways.
- One such strategy involves an investigation into what alternative approaches to section 309 assessments may be possible.
- Section 309 of the *Crimes Act 1900* provides a legislative mechanism for the Magistrates Court to order the transfer and mental health assessment of people involved in the criminal justice system.
- The Canberra Hospital is declared as an approved Mental Health Facility under the *Mental Health Act 2015* and is the only facility that receives patients for section 309 assessments. All section 309 assessments are carried out at the emergency department of the Canberra Hospital.
- ACT Health Directorate, as the health system steward, will work in collaboration with Canberra Health Services, the Chief Psychiatrist and the Department of Justice and Community Safety to investigate alternative approaches to facilitate necessary assessments to section 309 that may reduce demand on the emergency department and acute mental health services at the Canberra Hospital.
- This work is significant and requires cross directorate, legal and wider community consultation.

Cleared as complete and accurate:	19/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/239189	

Key Information

- The *Administrative Arrangements 2019 (No 3)* allocate the *Crimes Act 1900* to Justice and Community Safety under the Attorney General.
- An alternative approach under consideration is allowing for section 309 (s309) assessments to be carried out in a designated area by a mental health clinician within the court building rather than requiring the person to be transported to the emergency department. This would mean less disruption to the person and allow for a more streamlined service for the court.
- The onsite examination amendment may reduce demand by ensuring only people with mental or physical health that require acute hospital services for care or treatment are transported to the Emergency Department.
- During 2018-19, 137 people were referred to the Canberra Hospital Emergency Department under a s309 order for removal to an approved facility. Of these, 83 people were admitted.
- Legislative and policy changes required for any amendments are significant and will require:
    - cooperation from JACS (including Corrections, the courts and the Criminal Law Section);
    - consultation with other directorates (such as ACT Policing); and
    - costing of the financial implications of the proposed changes.
- Other options to consider are:
    - Offering people the opportunity to have an assessment as a voluntary patient. This is in keeping with the principles and objects of the *Mental Health Act 2015* for the least restrictive approach to mental health care.
    - Areas other than the Emergency Department could carry out s309 assessments where they are required, for example another health facility.
- ACT Health Directorate will continue to lead the work on this and other initiatives in consultation with Canberra Health Services, the Justice and Community Safety Directorate and the Chief Psychiatrist.
- ACT Health Directorate is working with Canberra Health Services to gather data to understand of the operation of section 309. The data collected for analysis includes the length of stay in the Emergency Department for a person on a s309 order. The availability of this data has been delayed due to the impact the COVID-19 response is having at Canberra Health Services.

Cleared as complete and accurate:	19/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/239189	

- Analysis of the this data will provide an opportunity to identify periods of high demand for mental health services in the Emergency Department as well as providing a clear indication of general wait times for assessment under section 309.

Background Information

- Diversion from the justice system of those people who have a mental illness or disorder is an important aspect of contemporary justice systems.
- If a person appears before the courts and there is a concern that they may have a mental illness or mental disorder then the person can be assessed and the courts advised accordingly.
- In the ACT, the Forensic Mental Health Team has a Court Liaison service. Clinicians in the Court Liaison service provide mental health assessments and advise the courts about mental health issues. This may include requesting that an assessment under s309 of the *Crimes Act* is carried out.
- Alternatively, the magistrate can request a s309 assessment.
- Where the Court Liaison service is involved, approximately 80% of those referred for an assessment require admission. This number falls significantly if they are not involved.
- Following the assessment, if they do not require admission the Australian Federal Police are required to transport them to custody. This can at times involve long waits which has an impact on the client themselves as well as on the clinical service areas.

Cleared as complete and accurate:	19/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/239189	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: SUICIDE PREVENTION PROGRAMS

Talking points:

Lifespan Suicide Prevention Framework

- The ACT Government committed $1.545 million in the 2018-19 Budget to establish a pilot version of the Black Dog Institute's LifeSpan Integrated Suicide Prevention Framework in the ACT over three years to 2021.
- LifeSpan is an evidence based approach to integrated suicide prevention. LifeSpan combines nine strategies that have strong evidence for suicide prevention into one community led approach incorporating health, education, frontline services, business and the community.
- An ACT Lifespan Action Plan has been developed by the ACT Health Directorate (ACTHD), Capital Health Network (CHN) and the Black Dog Institute (BDI) to guide implementation.
- A LifeSpan Steering Committee, composed of key local agencies and stakeholders, guides this work.
- Five ACT LifeSpan Working Groups, focusing on Health Services, Schools, Aboriginal and Torres Strait Islander suicide prevention, Improving Public Safety and Community Awareness are also underway with membership from key stakeholders.
- The ACT Government is working closely with Black Dog Institute to discuss the impact of COVID-19 on Lifespan initiatives.
- Several key Lifespan initiatives have been modified in light of the current situation.
- An ongoing initiative under Lifespan is the Question Persuade Refer or QPR, online gatekeeper training program which has been widely promoted by ACTHD and CHN through social media and other channels. QPR is a suicide prevention intervention that teaches lay and professional gatekeepers to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. As QPR is a free online training

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/239	

program which supports suicide prevention in the ACT, it will continue to be promoted during the COVID-19 pandemic.

- A 'QPR for Business' initiative, encouraging workplaces to enable staff to complete QPR Training, is also now underway in partnership with Healthier Work and BDI. Funding is being provided by the ACT Government for this training through BDI. This will continue to be promoted during the COVID-19 pandemic.
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, provided by Everymind, is a feasible approach to continue online in modified format in light of COVID-19, and will be conducted for local media and communication stakeholders in coming months.
- Aboriginal and Torres Strait Islander Suicide Prevention is a key priority for ACT Lifespan. An identified Project Officer is employed to support this work, and a number of key activities planned for 2020 have been modified or postponed due to COVID-19.
    - Training by Wesley LifeForce, which was originally intended for 10 Aboriginal and Torres Strait Islander health workers to participate in a culturally appropriate Indigenous Suicide Prevention Training Program in March 2020, has been postponed.
    - An Aboriginal and Torres Strait Islander Mental Health and Suicide Prevention Forum has also been postponed. This Forum was to include Winnunga Nimmitjyah Aboriginal Health and Community Service, Gugan Gulwan Youth Aboriginal Corporation and the ACT HD Aboriginal and Torres Strait Islander Health Partnerships Team.
    - In partnership with ACT Health, BDI is preparing to conduct a needs assessment for the provision of a culturally appropriate Aboriginal and Torres Strait Islander suicide prevention, aftercare and postvention service for the ACT. This model has been recommended by the Aboriginal and Torres Strait Islander Working Group as an appropriate suicide prevention strategy for the ACT.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/239	

- In 2019, the ACT Government was advised that the Commonwealth Government will provide approximately $6 million in the outgoing years for the Youth Mental Health and Suicide Prevention Project which includes:
    - an Online Youth Navigation Portal to provide personalised online and phone based mental health services for young people, their friends and family and other health professionals; and
    - the Youth Aware of Mental Health (YAM) Program to be delivered in schools across the ACT in 2020 and 2021 to educate and engage young people in discussions about mental health and promote peer support. YAM is a key Lifespan strategy.
- The YAM program commenced in ACT high schools in February 2020. This program involves a series of five sessions delivered to Year 9 students in schools where they learn problem solving skills; gain knowledge about mental health; build resilience; promote early intervention; and help seeking behaviours.
- A Suicide Prevention Officer role, funded by ACT Health Directorate and located in ACTED, has commenced to support YAM.
- Due to the impact of COVID-19, the roll out of YAM has been paused as the program model requires face-to-face implementation with students. YAM is currently scheduled to recommence in Term 3, 2020.

<u>Way Back Support Service</u>

- The Way Back Support Service (Way Back), developed by Beyond Blue, is a non-clinical suicide prevention service developed to provide follow-up support to people for up to three months, after they have attempted suicide.
- Way Back began as a pilot program in the ACT in October 2016 and has been delivered by the Woden Community Service since then.
- The ACTHD has a bilateral agreement with the Commonwealth Government to fund the Way Back in the ACT committing the Commonwealth and ACT Governments to each providing $300,000 per annum. The contract will be managed by the CHN.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/239	

- In the context of COVID-19, the Way Back Support Service has moved to working via an online platform, phone and SMS systems.

Key Information:

- According to the latest ABS data, there were 3,046 deaths by suicide across Australia in 2018.
- In 2018, 47 suicide deaths were recorded in the ACT, compared to 58 deaths recorded in 2017
- The five-year, age-standardised rate of suicide deaths per 100,000 people in the ACT has moved from 10.5 suicide deaths per 100,000 in the 2013-17 period to 10.7 in the 2014-18 period. Similar increases were also seen across all States and Territories and in the national average.

Cleared as complete and accurate:	14/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: ACT REGIONAL MENTAL HEALTH AND SUICIDE PREVENTION PLAN

Talking points:

- The ACT Regional Mental Health and Suicide Prevention Plan (the ACT Plan) is currently being developed.
- The first section of the ACT Plan, Part A – the Framework, has been finalised and copies of the ACT Mental Health and Suicide Plan at a Glance were distributed from the second half of October 2019, as part of Mental Health Month.
- Part B – the Implementation Plan and Part C – the Monitoring and Performance Plan are currently being finalised.
- The full, three part ACT Plan has been on track for completion by June 2020, which is the date set by the Commonwealth Government in the Fifth National Mental Health and Suicide prevention Plan. However, due to the additional demands on primary health networks and other stakeholder organisations created by the COVID-19 emergency the Commonwealth has extended the due date to 31 December 2020.
- The priorities for the ACT Plan were informed by, and align with, the Office for Mental Health and Wellbeing's vision and priorities, that were identified in codesign workshops with the ACT community in February 2019.
- These priorities focus on better outcomes through service integration, early intervention, whole of person care and suicide prevention.

Key Information:

- Further public consultations were carried out across November 2019 to inform the development of the remaining sections of the ACT Plan: Part B - the Implementation Plan and Part C - the Monitoring and Performance Plan.

Cleared as complete and accurate:	13/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/239		

- The Fifth National Mental Health and Suicide Prevention Plan prioritises effective regional planning and integration of mental health services. Development of the ACT Plan is a key commitment under this priority.
- From August to October 2018, a consultation forum and online consultation survey for the ACT Plan brought together diverse stakeholder input to identify priorities and strategies that form the basis of the ACT Plan.

Cleared as complete and accurate:	13/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/239		

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The Culture Review Oversight Group received a briefing from the survey provider, Best Practice Australia, on 25 February 2020. This briefing outlined the survey design, purpose and metholodology.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

Key Information:

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.
- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information:

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	15/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: MENTAL HEALTH BUDGET INITIATIVES

Talking points:

- There are nine new mental health and justice health initiatives contained in the 2019-20 ACT Budget. They are:
    - AMHU additional beds (over four years - $6,976,000);
    - Expand Mental Health Consultation Liaison Service (over four years – $4,594,000);
    - Electroconvulsive Therapy (over four years - $2,565,000);
    - Expansion of the Justice Health Services at AMC (over four years - $1,074,000);
    - Police, Ambulance and Clinician Early Response Tri-Service Model (over four years - $147,000);
    - Diverting people with mental illness (over four years - $3,035,000);
    - Expansion of ACT Eating Disorder Service (over four years - $2,217,000);
    - Capacity Building for Mental Health Carers (over four years - $457,000); and
    - A Safer Canberra - Canberra Health Services resources for fixated threat management capability trial (over four years - $644,000).
- The new electroconvulsive therapy initiative also includes capital funding of $1.764 million in 2019-20 and $0.756 million in 2020-21.
- The initiatives will employ an additional 26.9 FTE in 2019-20, growing to 33.8 FTE by 2021-22.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/239	

Initiative Descriptions (with Budget Paper Descriptions):

- Expanding Public Inpatient Mental Health Care: The Government will boost administration, allied health, and nursing staff levels in the Adult Mental Health Unit. This will allow a more comprehensive psychosocial approach to support inpatients, as well as support workforce development and improved clinical care standards CHS E15 – 7 Day-a-week Mental Health Consultation Liaison service.
- 7 Day-a-week Mental Health Consultation Liaison service: The Government will expand the Mental Health Consultation Liaison service to operate at Canberra Hospital seven days a week, increasing the level of support available for people with mental illness.
- More Mental Health Services at Canberra Hospital: The Government will establish an Electroconvulsive Therapy service to operate within the Adult Mental Health Unit at the Canberra Hospital. This will provide access for mental health patients who previously have been unable to receive this treatment.
- Delivering better mental health care for people in crisis: The Government will undertake planning and design work for a Police, Ambulance and Clinician Early Response model to better manage acute mental health related incidents in the community.
- Alternative justice pathways for people with mental illness: The Government will expand Mental Health, Justice Health and Alcohol and Drug Services to address the over-representation of people with mental health concerns who are in contact with the criminal justice system.
- Expanding public healthcare services for eating disorders: The Government will establish an Eating Disorders Specialist Clinical Hub and a non-government operated, community-based intervention support service to expand the capacity and range of eating disorder services available in the ACT.
- Strengthening capacity for mental health carers: The Government will recruit two Carer Engagement Clinicians to pilot a range of support and psychosocial education activities to build capacity for the families and carers of people with mental health conditions.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/239	

- A Safer Canberra/Strengthening Public Safety and Security: The Government will provide several high priority requirements to strengthen the safety of the ACT as part of a National effort to address the risks associated with people who have a fixated threat, and to better protected crowded places from terrorism. The initiative is a two year trial.

Background Information

- Financial breakdown of the nine mental health and justice health new initiatives contained in the 2019-20 ACT Budget is provided in the table below:

Name	Recurrent				
	2019-20	2020-21	2021-22	2022-23	Total
	$000's	$000's	$000's	$000's	$000's
AMHU additional beds	1,680	1,722	1,765	1,809	**6,976**
Expand Mental Health Consultation Liaison service	800	1,234	1,268	1,292	**4,594**
Electroconvulsive Therapy (ECT)	0	488	999	1,078	**2,565**
Expansion of Justice Health Services at the AMC	258	266	273	277	**1,074**
Police, Ambulance and Clinician Early Response (PACER) Tri-service Model	147	0	0	0	**147**
Diverting people with a mental illness	731	749	768	787	**3,035**
Expansion of ACT Eating Disorder Services	179	442	683	913	**2,217**
Capacity Building for Mental Health Carers	226	231	0	0	**457**
A Safer Canberra - CHS resources for fixated threat mgt capability trial	82	277	285	0	**644**
	4,103	**5,409**	**6,041**	**6,156**	**21,709**

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/239

Portfolio: Mental Health

ISSUE: 2019/2020 Half Yearly Performance Report ACTHD/LHN Mental Health Specific

Talking points:

There were no major variances within the Statements of Performance which will be tabled in the Assembly on 13 February which related to Mental Health:

ACT Health Directorate

Output 1.3: Mentally Healthy Communities:

1.3.a - Percentage of mental health clients with outcome measures completed – was 6 percent higher than target due a sustained effort to complete outcome measures for eligible consumers.

1.3.b - Annual progress report on the implementation of the Office for Mental Health and Wellbeing Workplan 2019-2021 published – is on target to be met.

ACT Local Hospital Network

Output 1.1: ACT Local Hospital Network:

1.1.d – Acute Admitted Mental Health Services – was 3 percent below target.

Background Information:

- Directors-General (DG) and Chief Executive Officers (CEO) are responsible for delivering outcomes for the provision of services. Each DG / CEO is responsible to their Minister for the delivery of outcomes and for the provision of outputs as specified in each agency's budget papers. Performance indicators provide a succinct and transparent means by which ACT Government entities can present their performance and in so doing be held accountable.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/239	

- Section 30(E) of the Financial Management Act 1996 requires Ministers to prepare a half-yearly performance report for each directorate for which the Minister is responsible and report to the Legislative Assembly within 45 days of the end of the December period, this report must include:
    a. A progress report on delivery of outputs; and
    b. An explanation of any significant variations from performance criteria.

Cleared as complete and accurate:	12/05/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/239	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: FACTS AND FIGURES

Talking points:

- As of 9.00am on 29 May 2020:
  - There are no active cases in the ACT.
  - There have been 17,267 negative tests in the ACT to date.
  - A total of 104 cases have recovered from COVID-19 and have been released from self-isolation.
  - Three (3) deaths have been recorded.
- There remains no evidence of community transmission in the ACT.
- Of the ACT's cases:
  - 83 were overseas acquired cases with a total of 29 related to cruise ships;
  - 6 were interstate acquired cases; and
  - 17 were close contacts of known cases; and
  - 1 was locally acquired with an unknown epi-link.
- ACT Health is continuing to take appropriate public health action to contact trace all new cases in line with national guidelines.

National

- As at 9:00pm on 28 May 2020, there have been 7,150 confirmed cases of COVID-19 in Australia. There have been 11 new cases in the last 24 hours.
- Of the 7,150 confirmed cases in Australia, 103 have died from COVID-19. More than 1,367,000 tests have been conducted across Australia.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

Location	Confirmed cases*
New South Wales	3,090
Northern Territory	29
Queensland	1,058
South Australia	440
Tasmania	228
Victoria	1,628
Western Australia	570

- * Note that under National Notifiable Diseases Surveillance System reporting requirements, cases are reported based on their Australian jurisdiction of residence rather than where they were detected. For example, a case reported previously in the NT in a NSW resident is counted in the national figures as a NSW case.
- ** Includes Diamond Princess repatriation cases: Qld (3), SA (1), Vic (4), WA (2, including 1 death)

International

- As a 0300hrs 29 May 2020, across the world there have been 5,596,550 confirmed cases of COVID-19 and more than 353,000 deaths.

Background information

- COVID-19 causes a spectrum of illness, from mild to very severe, including fever and/or respiratory symptoms. The key symptoms are fever; cough; shortness of breath; and sore throat.
- Current estimates of the time it takes for symptoms to develop after being exposed to the virus that causes COVID-19 range from 2-14 days.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: COVID-19: PUBLIC HEALTH EMERGENCY AND DIRECTIONS

Talking points:

- The Chief Health Officer advised me on 19 May 2020 that the ACT's public health emergency declaration must remain in force as there remains significant risk of COVID-19 infection and outbreak in the community.
- This decision will be reviewed regularly as the situation evolves, however this position is consistent with that of the Australian Government and other jurisdictions.
- While the emergency declaration remains in force, the Chief Health Officer will provide me with a report every 30 days on the status of the COVID-19 pandemic as it impacts the Territory and whether the emergency declaration is still necessary.
- Since the emergency declaration has been in force, the Chief Health Officer has taken the necessary actions to contain the spread of the disease, including issuing specific Public Health Emergency Directions.
- These Directions are consistent with the measures agreed by National Cabinet to slow and reverse the growth of COVID-19 cases and to ensure that our health care system has the ability to cope with new cases, and surge when and if required.
- The Directions have included restrictions around the operation of non-essential businesses, undertakings and restrictions on gatherings, returned travellers and entrance requirements to aged care facilities.

<u>Public Health Emergency Directions</u>

Public Health (Emergency) Declaration 2020 (No 1)

- The public health emergency declaration remains in force until 7 July 2020 subject to ongoing review.

Cleared as complete and accurate:	29/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

Public Health (Restricted activities – Gatherings, Business or Undertakings) Emergency Direction 2020 (No. 1)

- Restrictions prevent more than 20 persons from gathering in a residential premise or outdoor space, unless for a purpose specified within the Direction, such as for the purposes of emergency services, funerals (50), weddings (20), and restrictions on some non-essential businesses as per the Roadmap.

Public Health (Non-Essential Business or Undertaking) Emergency Direction 2020 (No. 7)

- Restrictions prohibit the operation of a number of business types deemed non-essential for the purpose for the Direction.
- Non-essential businesses are permitted to continue operating on an online or virtual, delivery, takeaway, or pickup basis.

Public Health (Residential Aged Care Facilities) Emergency Direction 2020 (No. 2)

- Restrictions prevent visitors entering RACFs if they have been overseas within the last 14 days, been in contact with a confirmed case of COVID-19, or have a temperature >37.5C.
- An influenza vaccination is required for people entering a RACF except in some cases, including if a person is entering for the purposes of care and support, end of life support or a prospective resident visit, or if the vaccination is not available to the person.

Public Health (Returned Travellers) Emergency Direction 2020 (No. 5)

- Restrictions on persons entering the ACT following a flight from outside Autralia commence from the point at which the person arrives in the ACT. Returned travellers must travel directly from that place to a designated premises to reside in until clearance from quarantine is given by an authorised medical officer.

Public Health (Self-Isolation) Emergency Direction 2020

- A person diagnosed with COVID-19 in the ACT must self-isolate until clearance is given by an authorised medical officer, or travel directly to a hospital for medical treatment.

Cleared as complete and accurate:	29/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

Background

- A public health emergency was declared in the ACT at 1.11pm on 16 March 2020, in response to the global pandemic of COVID-19.
- I (Minister for Health) signed the instrument declaring the public health emergency under section 119 of the *Public Health Act 1997*.
- The declaration followed the first National Cabinet meeting, where all jurisdictions agreed to activate their public health emergency legislation to support the response to novel coronavirus.
- This is the first time a public health emergency has been declared in the ACT. It is a decision that is consistent with the response of other jurisdictions to manage and contain COVID-19 in Australia.
- The *Public Health (Emergencies) Amendment Act 2020* includes an amendment which extended the allowable time of an extension of a public health emergency declaration relating to COVID 19 from two days to 90 days.

Cleared as complete and accurate:	29/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: ACT TESTING

Talking points:

- As at 9.00am on 29 May 2020, the ACT has 107 confirmed cases.
- There are currently 0 active cases in the ACT.
- There have been 17,267 negative test results in the ACT as at 29 May 2020, and a total of 17,374 tests (positive and negative).
- More than 1,367,000 tests have been conducted across Australia.
- The ACT expanded its testing criteria from 24 April 2020 for the foreseeable future so anybody with flu-like symptoms can get tested for COVID-19.
- The expanded testing criteria supports the monitoring of the impact of the easing of restrictions.
- ACT residents are encouraged to get tested if they have any symptoms at all, such as fever, shortness of breath, sore throat or a cough. In addition to testing returned travellers we have routinely been looking for COVID-19 cases through testing in:
    - Healthcare and aged-care workers;
    - Hospital patients; and
    - People who live and work in high-risk settings such as boarding houses or corrections facilities.

<u>Testing locations</u>

- Multiple testing locations are available across the ACT including:
    - Weston Creek Walk-in Centre;
    - Canberra Hospital (Building 3);
    - Exhibition Park in Canberra (EPIC);
    - Winnunga Nimmityjah;
    - Calvary Public Hospital Bruce; and

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

- Testing is also available from GP Clinics in Gungahlin and Tuggeranong by appointment.

Background

- In the ACT there is no evidence of community transmission of COVID-19.
- Through National Cabinet it has been agreed that the national strategy will continue to be one of 'suppression', noting that because of current measures, Australia is moving towards zero cases in some areas, but this will require ongoing close monitoring.
- The Australian population is largely non-immune, and as such, must remain vigilant to prevent, or respond, to the possibility of a 'second wave' of infection.
- Critical to entering the next phase of responding to the epidemic in Australia is ensuring sufficient testing capacity to rapidly detect as many cases as possible and limit transmission through comprehensive contact tracing.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: COVID-19: Health NGO service delivery/stimulus

Talking points:

- On 6 May 2020, Minister Rattenbury and I announced health funding of approximately $6 million dollars to support NGO service delivery and mental health care.
- This announcement included approximately $1.7 million to support our health NGOs to continue to deliver the vital services they provide to the community.
- More than 40 NGOs will share $1.4 million in support to ensure they can continue to deliver their services and adjust their models of delivery, including:
    - $50,000 for Palliative Care ACT;
    - $100,000 for Sexual Health and Family Planning ACT;
    - $40,000 for Anglicare's youth program The Junction youth health centre; and
    - $35,000 for Companion House.
- The package also includes an additional $200,000 allocation to respond to increase in demand in the alcohol and drug sector as a result of the COVID-19 public health emergency.
- The funding is part of the first economic survival package announced by the Chief Minister in March 2020 identifying funding to support the community sector and vulnerable Canberrans.
- The allocation of this funding for health NGOs involved engagement with organisations about where support was required to assist organisations who have experienced increased demand, additional costs to deliver services, the need to change models of service delivery, or who are experiencing other impacts of the COVID-19 situation and response.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/276	

- As at 26 May 2020, of the 46 organisations to receive stimulus funding, 38 organisations had been offered a Deed for review with 17 of these having been executed.

Key information

- During April 2020, feedback was sought from non-government organisations (NGOs) about the impacts of COVID-19 on their services, centred broadly around three identified areas:
    - Support for organisations to continue service delivery through different modes (e.g. online);
    - Support to meet increasing demand, or usual demand with decreased resources (e.g. increase in demand or lack of revenue threatening sustainability); and
    - Support for impacts of staff working from home/other workforce adaptation to public health advice.

Background

- The Non-Government Organisation Leadership Group is meeting more regularly to consider matters related to supporting NGOs to provide services during the COVID-19 pandemic.
- The Minister for Health, the Minister for Mental Health and ACT Health Directorate (ACTHD) have reassured NGOs of their commitment to supporting them through the challenges of COVID-19. All contracted payments will be made by ACTHD, regardless of service delivery level, to maintain funding stability.
- On 20 March 2020, the ACT Government announced a $7 million Community Support Stimulus Package (Stimulus Package) to meet increased service demand for emergency relief. An additional $2 million has also been allocated to support the not-for-profit sector to deliver further mental health and community support. This brings the Community Support Package to a total of $9 million.
- $2 million has been identified to support the specific needs of Health NGOs.
- ACTHD, Justice and Community Services and Community Services Directorates have worked together to develop policy and processes for the procurement, warehousing and distribution of PPE to NGOs. This work has been endorsed by Coordinator-General's Group on 27 May 2020 for consideration by Ministers.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/276	

- The health sector stimulus package announced on 6 May 2020 included $1.4 million funding for a total of 46 NGOs, ranging from alcohol and drug services to palliative care. The organisations to share in the project or program funding include:
    - Canberra Alliance for Harm Minimisation and Advocacy receiving $25,000 to support staff to provide services remotely and respond to client isolation and changing patterns of drug use.
    - Palliative Care ACT receiving $50,000 to support training of volunteers in virtual technology to support clients in connecting with family, friends and healthcare support services.
    - Sexual Health and Family Planning ACT receiving $100,000 to support its activities in a time of reduced income from chargeable services and to incorporate telehealth.
- In addition, from the $2 million allocated from the stimulus package for Health projects:
    - $200,000 has been identified to provide flexible funding to support alcohol and other drug services to respond to demand pressures or to innovate in the way their essential services are delivered;
    - $200,000 has also been allocated to Carers ACT to work with the Health Care Consumers' Association, ACTHD, Canberra Health Services and relevant NGOs to support individuals and families to access telehealth services;
    - $100,000 will be contributed to the Health and Hygiene coordination project being led by Community Services Directorate; and
    - $100,000 will be allocated for additional grief and loss counselling support.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: INFLUENZA SEASON

Talking points:

- The Government encourages the ACT community to talk to their healthcare provider about influenza immunisation.
- Vaccination is recommended for all members of the public aged six months or over.
- This year there has been an increase in demand for flu vaccines which is believed to be due to the concurrent COVID-19 pandemic.

National Immunisation Program

- The Australian Government's National Immunisation Program (NIP) provides free vaccine for vulnerable populations, including:
    - children aged 6 months to under 5 years;
    - people aged 65 and over;
    - all Aboriginal and Torres Strait Islander people;
    - pregnant women; and
    - people 5 years to 64 years with certain medical conditions which puts them at increased risk from influenza.
- The Immunisation Section at the Health Protection Service has distributed 123,966 doses of influenza vaccine to immunisation providers to 24 May 2020.
    - 104,845 of these doses have been distributed to General Practices (GP).
    - At the same point in 2019, 93,110 vaccines had been distributed with 78,504 to GPs.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/276	

- There has been considerable interest in the number of vaccines for the over 65-year-old group, 64,011 vaccines have been distributed for the ACT population to 1 May 2020 which is estimated at 53,000 people (Australian Bureau of Statistics 2019).
    - Fluad Quad is the recommended flu vaccine for people over 65 years of age, this equates to enough doses for 120 per cent of this population in the ACT.
- The Immunisation Section at the Public Health Protection and Regulation distribute to over 200 immunisation providers across the Territory and have increased their staffing to provide this service.

Annual Flu campaign

- I launched the flu campaign with the Chief Health Officer on Thursday 16 April 2020.
- Promotion of the flu vaccine commenced with print, radio and social media to correspond with the launch and will continue throughout the flu season.
- Distribution of NIP vaccine for influenza commenced on 31 March 2020 to GPs, some pharmacies and other immunisation providers.

Key Informaiton

- While the NIP vaccine is free for those eligible, providers such as GPs and pharmacies may charge a consultation or administration fee at their own discretion.
- In addition to government funded NIP stock, GPs and pharmacies also have access to private stock ordered directly through pharmaceutical companies. While ACT Health Directorate does not have oversight of the number of vaccines provided in the ACT, both the peak bodies for pharmacies and the Capital Health Network (CHN) have reported high demand for this stock resulting in some supply issues in the private market.

Background

- Influenza can occur at any time of the year, however the peak time for influenza is during June to October in the ACT. Numbers of notifications in summer and early autumn have remained stable for 2019 and 2020.
- With the COVID-19 whole of government response currently, the annual winter planning will be incorporated into the pandemic response to ensure all facilities are planning for increased demand on services. This includes all acute health facilities, emergency services and non-government health sector partners such as aged care facilities.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/276	

- The total numbers of notified influenza cases may be affected by COVID-19, with potentially a decrease due to the social distancing and self-quarantine restrictions which are in place for COVID-19 or increased notifications due to increased respiratory testing of the population.
- Influenza is highly contagious, so individuals that are unwell should try to avoid spreading the infection to others. If you are unwell you can do this by seeking medical care and taking necessary precautions such as hand and cough hygiene and absenting yourself from public places such as school or work.
- Influenza is generally self-limiting and symptoms will resolve on their own with rest. If concerned, individuals can seek medical advice from their GP, ACT Health Walk-in-Centres or healthdirect Australia on 1800 022 222.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: MINISTER'S FACT SHEET

	Q2 YTD 2018-19	Q2 YTD 2019-20	change	Q1 2019-20	Q2 2019-20
Walk-in Centres					
Number of presentations to Walk-in Centres	28,637	35,188	22.9%	17,481	17,707
Emergency department					
Number of presentations by hospital					
Canberra Hospital	44,749	47,316	5.7%	23,954	23,362
Calvary Public Hospital Bruce	29,160	28,429	-2.5%	14,230	14,199
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Number of presentations by triage category					
1—Resuscitation	379	524	38.3%	267	257
2—Emergency	7,708	9,158	18.8%	4,509	4,649
3—Urgent	32,116	34,458	7.3%	17,481	16,977
4—Semi-urgent	28,076	27,003	-3.8%	13,670	13,333
5—Non-urgent	5,630	4,602	-18.3%	2,257	2,345
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Percentage of patients seen on time by triage category[1]					
1—Resuscitation	100.0%	99.8%	-0.2	99.6%	100%
2—Emergency	76.3%	73.2%	-3.1	72.8%	73.6%
3—Urgent	34.6%	26.2%	-8.4	25.8%	26.7%
4—Semi-urgent	49.0%	40.6%	-8.4	40.6%	40.6%
5—Non-urgent	84.9%	78.7%	-6.2	78.9%	78.6%
Total	**48.60%**	**40.8%**	**-7.8**	**40.4%**	**41.3%**
Proportion of presentations with a length of stay of 4 hours or less[2]					
Canberra Hospital	56.6%	51.5%	-5.1	51.8%	51.1%
Calvary Public Hospital Bruce	68.9%	61.3%	-7.6	61.0%	61.5%
Total	**61.5%**	**55.1%**	**-6.4**	**55.2%**	**55.0%**

1. The benchmarks for seen on time are as follows:
   - Triage category 1—100%
   - Triage category 2—80%
   - Triage category 3—75%
   - Triage categories 4, 5 and overall—70%
2. The performance benchmark for emergency department presentations with a length of stay of 4 hours or less is 90%.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

	YTD 2018-19	YTD 2019-20	% change	Q1 2019-20	Q2 2019-20
Elective surgery waiting lists					
Number of patients waiting longer than clinically recommended at end of period					
Total by Urgency category 1 – 3	507	783	54.4%	594	783
Proportion of removals for surgery that were within clinically recommended timeframes					
Urgency 1 (see within 30 days)	95.5%	97.2%	1.7	96.6%	97.9%
Urgency 2 (see within 90 days)	82.1%	71.8%	-10.3	70.8%	70.6%
Urgency 3 (see within 365 days)	79.2%	75.7%	-3.5	75.8%	75.6%
Separations from public hospitals					
Number of inpatient separations					
Same day	29,061	30,595	5.3%	15,311	15,282
Overnight	28,342	29,663	4.7%	15,115	14,548
Total	**57,403**	**60,258**	**5.0%**	**30,427**	**29,830**

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: QUARTERLY PERFORMANCE REPORTING AND ACT HEALTH PUBLICATION OF DATA FOR CONSUMERS

Emergency presentations

- Overall presentations and performance across the ACT's two emergency departments (EDs) have remained relatively stable in Quarter 2, 2019-20 when compared to the previous Quarter.
- Obviously, Emergency Department performance was not where we would like it to be in the second half of last year, and we know Canberrans expect better.
- That's why we invested in a 50 per cent expansion in Calvary's Emergency Department treatment spaces – delivering 20 per cent more emergency department capacity across the Territory. I'm pleased to say that project is nearing completion and the treatment spaces and new waiting areas are now open.
- At Canberra Hospital, the increase in complexity of ED presentations over recent years has had a significant impact on performance.
- A range of measures commenced in late February to improve ED performance, including:
    - a new multidisciplinary approach to the initial assessment of patients, enabling care to commence as quickly as possible through both early clinician engagement and expanded nurse protocols;
    - streamlining admission processes into wards across the hospital and sharpen the focus across all divisions on admitting patients from the ED; and
    - improving the timeliness of diagnostics and support services.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- While the hospital has been required to focus on its response to COVID-19 over the last few months, many of these measures are still being pursued, and we continue to keep a close eye on ED performance.

Elective surgeries

- The number of elective surgeries performed decreased in this quarter when compared with the previous quarter.
- The percentage of surgeries performed within clinically recommended timeframes has increased for Urgency Category 1 when compared to Quarter 1, 2019-20. Timeliness performance declined slightly for Urgency Categories 2 and 3 when compared with the previous quarter.
- At the end of December 7,317 elective surgeries had been performed and we were on track to reach the 2019-20 target of 14,250 elective surgeries, having a performed a record 14,015 in 2018-19.

Walk-in-Centres

- Walk-in Centre (WIC) presentations have continued to increase in Quarter 2, 2019-20, with a 1.3 percent, or 226, increase in the number of presentations compared to the last quarter.
- Efficiency is improving with the median wait time across all WICs reducing by 15 per cent, or 3 minutes, compared to last quarter.
- It's great to see our Walk-in Centres treat even more patients in the last quarter of 2019 and still reduced average waiting times. Canberrans have embraced this model of care, and having a network of local centres staffed by highly skilled nurses and nurse practitioners has proved invaluable in our response to COVID-19.
- As at the end of December 2019, there have been 885 presentations to the new Weston Creek WIC which opened in mid-December.
- Walk-in centres continued to fully treat most patients presenting (more than 83 per cent) with less than 6 per cent redirected to an ED.
- The Government will open a fifth Walk-in-Centre for the Inner North in late 2020.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

Background Information:

- The most recent report for the October to December 2019 quarter was published on 24 April 2020. The report includes key metrics reported at the hospital level throughout the report.
- As part of the Government's ongoing commitment to improve data reporting, the ACT Health Directorate publishes regular Quarterly Performance Reports.
- This Quarterly Report continues to show sustained high demand for services in the ACT, and that our public health services continue to receive very positive feedback on the care they provide.
- Publication of the Quarterly Reports recommenced in November 2018 with the release of the report for the first quarter of 2018-19. It was developed in consultation with the Health Care Consumers' Association.
- The Quarterly Reports provide patients, consumers and the ACT community with a summary of activity and performance across a range of services including:
    - emergency departments;
    - elective surgery;
    - admitted patient care;
    - Walk-in Centres;
    - Patient experience in hospitals; and
    - hospital quality and safety information.
- The Quarterly Reports will be regularly reviewed to ensure we continue to improve access to information about our health system and help Canberrans be more in control of their own health care.

<u>ACT Publication of Data for Consumers</u>

- One of the priorities for the ACT Health Directorate is to identify and report relevant health information to improve access to data online and help Canberrans be more informed about their own health care.
- As identified through the System-Wide Data Review, ACT Health Directorate provides data for over 130 performance indicators that are publicly reported. This includes information in the Report on Government Services and in various reports from the Australian Institute of Health and Welfare.
- The ACT Health Directorate has provided access to all of these publicly reported metrics through its website, where users can access the most up-to-date information at any time.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- To ensure that we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate continues to refresh the publication of data for consumers.
- The ACT Health Directorate is continuing to engage with a range of consumer groups, including the Health Care Consumers' Association, to better understand consumer requirements for information about the ACT's health services.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/276
Portfolio: Health

ISSUE: BUDGET SUMMARY 2019-20 (MID YEAR) REVIEW

Talking points:

- Health expenses will grow to $1.968 billion in 2019-20 (excluding Territorial capital grants). This includes adjustments made through the second Appropriation Act.
- This represents an increase of $206 million (12 per cent) from the 2018-19 actual outcome.

<u>COVID-19 – Health funding</u>

- The ACT Government committed an additional $126 million, funded 50:50 between the ACT and Commonwealth governments, to respond to the COVID-19 pandemic.
- The funding will provide for: a COVID-19 surge centre; extra emergency department capacity; additional beds for ICU; fever clinics; and respiratory clinics; personal protective equipment; enhanced operational capacity for public health services including contact tracing and testing.

<u>Mid-year review (Canberra Health Services Demand)</u>

- As part of the mid-year budget update, the ACT Government provided Canberra Health Services (CHS) with a $60 million supplementary budget appropriation to help meet acute service demand this financial year.
- This investment in CHS will help maintain Emergency Department (ED) capacity, allow for the continuation of additional intensive care and general inpatient beds and maintain capacity for elective and emergency surgeries.
- This is part of our ongoing commitment to invest in public health services in the ACT to ensure Canberrans continue to access exceptional health care when and where they need it.
- Our emergency department presentations continue to grow and are becoming more complex.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/276	

  - Between 2017-18 and 2018-19, we saw an 8 per cent increase in category one patients, 10 per cent increase in category 2 and 4 per cent increase in category 3 – at the same time as we saw a 3 per cent fall in category 4 and 10 per cent fall in category 5.
  - On top of that, we're seeing more patients with co-morbidity – complex underlying health conditions that mean people take longer to treat. As well as more patients with a mental health presentation.
  - And last year we had the longest and busiest flu season since 2001 (in 2019 there were 6,259 presentations at the Canberra Hospital ED for influenza-like illness, up from 4,779 in 2018).
- All of this means more pressure on the emergency department and more demand for emergency surgery – an additional 2,569 presentations and 547 more emergency surgeries in the first half of this financial year compared to the same period in 2018-19.
- We had 16 additional beds open during a long winter and overall these demand pressures have equated to Canberra Hospital needing 136 more front-line staff, including doctors, nurses and allied health workers.
- We're not going to allow the increased demand for emergency treatment and emergency surgery compromise our commitment to improving elective surgery performance.
- In 2018-19, we delivered a record of more than 14,000 elective surgeries in the ACT.
- CHS CEO, Bernadette McDonald, and her team have been working diligently and methodically over several months to identify the cost pressures and to develop timely care strategies to keep patients flowing through the hospital and ensure it operates more efficiently.
- In 2019, Canberra Health Services commenced implementing changes to address patient flow and hospital capacity requirements. This work includes:
  - Multidisciplinary approach to initial assessment and treatment commencing, ensuring more patients commence care as soon as possible. It includes earlier physician engagement in the care provided, as well as expanded nurse protocols (approved pathways).

  - Working to streamline admission processes so that medical staff can work in parallel to admit to wards across the hospital in a timely manner.
  - A sharper focus across all divisions on admission from the emergency department, and discharge, as well diagnostics and support services is being taken to support more timely patient flow.
  - Exploring an expansion of rapid assessment models of care, including the Emergency Medical Unit.
  - This work was put on hold during March and April due to the COVID-19 pandemic and it has now recommenced.

- We are committed to improving the performance of the public health system across the board – and that includes improving financial performance as well as wait times.
- To do that effectively, we need everyone pulling together and everyone feeling confident that if they have a good idea for how to do things better, that will be listened to.

<u>2019-20 Budget</u>

- The 2019-20 Budget allocates $27.8 million to health service delivery (including Health Protection Services and Calvary Public Hospital) and $9.2 million to health policy, research, administration and support services inclusive of $2.9 million for ACT Health Core IT Systems.
- New health service delivery over the forward estimates (four years) will be $194.7 million.
- New health policy, research, administration and support services over the forward estimates (four years) will be $44.1 million, which includes $19.9 million for ACT Health Core IT Systems.
- There are no significant new savings targets contained in this Budget, however, Canberra Health Services will be required to internally fund $1.213 million towards the Emergency Department Doctor increase initiative per annum.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/276	

Background info

- New initiatives contained in the 2019-20 Budget are listed at Attachment A.
- The 2019-20 Budget Papers (Health Statements) outlines the split between the new ACT Health Directorate and Canberra Health Services from the former Health Directorate.
- For the purposes of the 2018-19 estimated outcome, the former Health Directorate's original budget is indicated against Canberra Health Services. This reflects that technically the former Health Directorate's name was changed to Canberra Health Services and a new entity was created for the ACT Health Directorate.
- Controlled Recurrent Payments (Appropriation) is only received by the ACT Health Directorate and the Local Hospital Network going forward. The Local Hospital Network will purchase services from the ACT's public hospitals including Canberra Health Services.
- Canberra Health Services will receive Capital Injection directly from ACT Treasury to undertake capital works.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/276	

ACT Government

QUESTION TIME BRIEF

Attachment A

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
CHS E01	Expanding intensive care services at Canberra Hospital		7,149	7,041	7,235	7,341	**28,766**					**0**
CHS E02	Expanding public inpatient mental health care	MH	1,680	1,722	1,765	1,809	**6,976**					**0**
CHS E03	More beds at The Canberra Hospital		3,086	3,448	3,559	3,617	**13,710**					**0**
CHS E05	Expanding public Fracture Clinic services		556	1,139	1,167	1,197	**4,059**					**0**
CHS E06	Improving access to maternity services across Canberra		513	515	529	537	**2,094**					**0**
CHS E08	More specialised women's health care		114	214	220	223	**771**					**0**
CHS E12	Expanding public dermatology services		175	180	185	188	**728**					**0**
CHS E13	Strengthening care for chronic disease		240	462	474	481	**1,657**					**0**
CHS E15	7-day-a-week Mental Health Consultation Liaison service	MH	800	1,234	1,268	1,292	**4,594**					**0**
CHS E16	More mental health services at The Canberra Hospital	MH	0	488	999	1,078	**2,565**	1,764	756			**2,520**
CHS E25	Strengthening care for older Canberrans		470	482	494	506	**1,952**					**0**
CHS E26	More support for families travelling for healthcare		250	512	525	538	**1,825**					**0**
CHS E27	Expanding pharmacy services at Canberra Hospital		302	545	749	813	**2,409**	2,212	3,318			**5,530**
CHS E29	Expanding public ophthalmology services		250	0	0	0	**250**					**0**
CHS E30	Strengthening care for childhood and gestational diabetes		567	765	784	796	**2,912**					**0**
CHS E31	Expanding health services at the Alexander Maconochie Centre	MH	258	266	273	277	**1,074**					**0**
CHS E32	More opioid treatment services on Canberra's northside		0	750	770	790	**2,310**	611				**611**
CHS CW04	More public medical imaging services for Canberra Hospital		100	677	1,217	1,458	**3,452**		2,800	6,100	2,300	**11,200**
HEA E02	Delivering the Weston Creek Walk in Centre		1,946	2,705	2,887	2,933	**10,471**					**0**
HEA E26	Delivering better mental health care for people in crisis	MH	147	0	0	0	**147**					**0**
HEA E29	Alternative justice pathways for people with mental illness	MH	731	749	768	787	**3,035**					**0**
HEA E30	Expanding early intervention and diversion programs for people experiencing alcohol and drug dependence		949	644	660	677	**2,930**					**0**
CHS E33	More doctors in the Canberra Hospital Emergency Department to respond to increased demand		0	0	0	0	**0**					
Health System, Policy and Research												
HEA E06	Expanding palliative care for older Canberrans		408	363	373	519	**1,663**					**0**
HEA E07	Investing in medical and health research		1,000	1,000	1,000	0	**3,000**					**0**
HEA E08	Supporting better healthcare for lesbian, gay, bisexual, transgender, intersex and queer Canberrans		87	0	0	0	**87**					**0**
HEA E09	Implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse		321	377	285	289	**1,272**					**0**
HEA E11	Expanding public healthcare services for eating disorders	MH	179	442	683	913	**2,217**					**0**
HEA E13	Delivering better care for Canberrans with complex needs through general practice		500	1,000	1,000	0	**2,500**					**0**
HEA E14	Strengthening capacity for mental health carers	MH	226	231	0	0	**457**					**0**
HEA E15	Delivering the ACT Strategic Priorities for Aboriginal and Torres Strait Islander Health 2019-2028		180	310	310	315	**1,115**					**0**
HEA E16a	Delivering the ACT Drug Strategy Action Plan		200	0	0	0	**200**					**0**
HEA E16b	Delivering the ACT Drug Strategy Action Plan		300	308	315	323	**1,246**					**0**

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/276	

ACT Government

QUESTION TIME BRIEF

Attachment A (continued)

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
HEA E18	Protecting teens with meningococcal ACWY vaccinations		320	328	337	342	**1,327**					**0**
HEA E23	Implementing the Nurses and Midwives: Towards a Safer Culture – The First Step strategy		560	588	144	0	**1,292**					**0**
HEA E25	Co-design and Planning: Aboriginal and Torres Strait Islander Alcohol and Drug Residential Rehabilitation Facility		300	0	0	0	**300**					**0**
HEA CW08	Implementing real time prescription monitoring		0	-30	-30	-30	**-90**	788	1,326			**2,114**
HEA E31	Implementing the Independent Review into the Workplace Culture within ACT Public Health Services		2,500	4,000	4,000	0	**10,500**					**0**
Corporate												
HEA CW01	Expanding the Centenary Hospital for Women and Children		0	3,990	14,990	20,510	**39,490**	3,000	30,000	10,550	0	**43,550**
HEA CW02	Delivering the SPIRE Centre at Canberra Hospital		0	200	400	500	**1,100**	53,700	42,300	126,900	159,000	**381,900**
HEA CW04	Expanding the Clare Holland House to strength palliative care		0	0	60	120	**180**	2,000	2,000	2,000	0	**6,000**
HEA CW05	Delivering the Inner North Walk in Centre		0	2,648	2,687	2,744	**8,079**	1,100	614	0	0	**1,714**
HEA CW09	ACT Health Core IT Systems to align with the Digital Health Strategy		2,860	4,625	7,975	4,487	**19,947**	3,920	24,574	25,504	16,380	**70,378**
Calvary												
HEA E01	More urology services at Calvary Public Hospital		432	962	991	1,021	**3,406**	2,500				**2,500**
HEA E03	More surgical theatres at Calvary Public Hospital		1,539	3,302	3,461	3,625	**11,927**	640	14			**654**
HEA E04	Expanding the emergency department at Calvary Public Hospital		3,021	6,143	6,352	6,475	**21,991**					**0**
Cross-agency												
CSD 03c	NDIS Full Scheme		1,179	1,208	1,239	1,270	**4,896**					**0**
CSD E15	Domestic & Family Violence Frontline training		216	296	296	301	**1,109**					**0**
JACS E39	Improving the safety of older drivers		300	0	0	0	**300**					**0**
JACS E01	A Safer Canberra - CHS resources for fixated threat mgt capability trial	MH	82	277	285	0	**644**					**0**

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: CULTURE REVIEW

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed, and the focus is now on understanding and embedding values in all aspects of their work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The Employee Advocate role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- There has been investment in the development of a partnership with the Australian National University's Research School of Management (ANU-RSM) to provide expertise, founded in an evidence-based approach, to support people working in complex organisations. The ANU-RSM has developed a Workplace Change Framework that will be applied across the ACT public health system.
- The Clinical Leadership Forum's inaugural meeting was held on 24 July 2019. It is a monthly, high-level forum that I chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure there is an opportunity for feedback to be provided to the Culture Review Oversight Group.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system, with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at the February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Inaugural Annual Review.
- The review commenced in March 2020 and included one-on-one interviews with a cross-section of key stakeholders from the Culture Review Oversight Group. The review has also included consideration of the progress made against each of the 20 recommendations.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

  - it will strengthen the governance arrangements between ACT Health and NSW Health.

- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Key Information:

- The Government's Response to the *Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services* was tabled on 16 May 2019.
- The Government reaffirmed a steadfast commitment to the implementation of all 20 recommendations made by the Independent Review (the Review).
- The mental health and wellbeing of our workforce are central to the changes that we will implement, ensuring staff feel valued, safe and supported in the important work they do for our community.
- Staff involvement, insights and experiences continue to contribute in a positive way to the real and enduring change required.
- The effect of this will be a better public health system for staff and the Canberra community.
- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

<u>Establishment of the Employee Advocate role</u>

- The purpose of this role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

<u>ACT Workplace Change Framework</u>

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum provides independent advice to contribute to the continuous improvement of the ACT's public health system.
- The Forum includes representatives from a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture, and training and education.

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged. There is a focus on engagement that is frequent and guides the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in Culture Review implementation, I agreed to establish a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this, the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

Cultural Review Oversight Group

- Meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.
- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

Implementation Steering Group, established to ensure effective and efficient implementation.

- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister for Health and Wellbeing, Ms Meegan Fitzharris and the Minister for Mental Health signed a public commitment document with the leaders of the ACT Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. This commitment was signed on Wednesday 4 September 2019.
- These public commitments, together with the government response reaffirms the commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.
- In accordance with Recommendation 75 from the Select Committee on Estimates, I have provided the Assembly with a report on the outcome when we last met on 2 April 2020.

Key Information

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/276	

- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: ELECTIVE SURGERY WAITING TIMES

Talking points:

- In keeping with the decisions of National Cabinet early in the life of the pandemic, the ACT suspended all *non-essential* elective surgery from 25 March 2020 in the interests of preserving necessary supplies of Personal Protective Equipment (PPE).
- This suspension applied to both public and private hospitals.
- To ensure that patient safety came first, clinicians were asked to review all patients on their waitlists in all urgency categories to assess essential cases.
- The most urgent Category 1 surgeries and emergency surgeries continued in public and private facilities. Category 1 surgeries are recommended to be conducted within 30 days. A number of Category 2 cases, which are usually recommended to take place within 90 days, were also assessed as *essential* and received their surgery during this period.
- As social distancing measures began to take effect to flatten the curve and PPE supply chains improved, National Cabinet moved to ease the restrictions on elective surgery in late April 2020. In keeping with this, the ACT issued a guidance note to public and private hospitals that elective surgery could be resumed from 27 April 2020 up to 25 per cent of the hospital's normal caseload as long as a minimum stock of PPE was kept on hand.
- On 15 May 2020, National Cabinet again took a decision over elective surgery resumption, leaving it to individual jurisdictions to stage the return of elective surgery activity while maintaining COVID-19 preparedness.
- In the ACT, capacity is being brought back online in a staged and measured way.
- This is good news for the people of Canberra and our surrounding region.
- Nevertheless, the temporary suspension of many surgeries has resulted in impacts on our public elective surgery key performace indicators (KPIs).

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/276	

- The public system usually achieves around 1,200 surgeries per month. However, with the restrictions, in April 2020 only 460 cases were able to be done. This will mean that it is unlikely that the original target of 14,250 surgeries will be able to be achieved this financial year.
- The treatment timeliness target for Category 1 surgeries has not been affected and remains at close to 100 per cent. However, the proportions of people who received their surgery within clinically recommended timeframes for Categories 2 and 3 have started to show a deterioration.
- There has consequently been an unavoidable increase in the number of public patients waiting longer than clinically recommended for their surgery.
- This situation is regrettable but will be a common experience around Australia as a result of this pandemic.
- I would strongly urge any person who is waiting for elective surgery to contact their medical professional to seek advice about how to best manage their condition, particularly if they feel that their condition is deteriorating.
- We have put in place an elective surgery hotline for patients wanting to know their status on the waitlist. The hotline number is (02) 5124 9889.
- It is important for everyone to be reassured that the ACT's health system will continue to ensure that any patient in need of urgent attention will receive treatment.
- The government has a service continuity plan for surgery at all phases of the pandemic response.
- The government will also be leveraging the capacity of private hospitals in the ACT to extend our ability to continue with essential surgery over this period.

  Any question of extra funding to catch up on elective surgery would have to be considered in the context of Budget considerations.

Background Information:

- The Government has invested in improving elective surgery access and timeliness, including:
  - the commissioning of two new theatres at Calvary Public Hospital Bruce – one was opened in July 2019 and the second will commence in 2020-21;

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/276	

- expanded urology services and staffing, to meet the growing demand for urology surgery in the ACT; and
- The Surgical Procedures, Interventional Radiology and Emergency (SPIRE) project, which will provide state-of-the-art operating theatres and critical care facilities to meet the acute health care needs of our region into the future.
- Additional figures below if required:

Indicator	**2019-20 Target**	**2018-19 Result**	**2019-20 Q2 Result**
Number of elective surgery procedures performed	14,250	14,015	NA
Category 1 elective surgery patients admitted for surgery within clinically recommended timeframes	100%	96%	98%
Category 2 elective surgery patients admitted for surgery within clinically recommended timeframes	80%	75%	71%
Category 3 elective surgery patients admitted for surgery within clinically recommended timeframes	93%	78%	76%

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/77

Portfolio: Health

ISSUE: ACT AIR QUALITY

Talking points:

Community impact

- During poor air quality events the ACT Health Directorate (ACTHD) proactively issued public health information via Government websites, mainstream and social media.
- Our public health services observed a small number of presentations related to smoke**,** noting that these are not clinical indicators, rather patient reported. These presentationsdid not have a significant impact on overall Emeregncy Department presentations.
- Current available research, to estimate the health risks associated with short-term exposure to bushfire smoke over a period of days to weeks, has measured exposure based on 24-hour average levels of PM2.5.
- While exposure to high levels of PM2.5 for less than 24 hours may have health effects for some people, there is currently limited research available to estimate the health risks for longer exposures. The Commonwealth has announced funding for research into the medium term.

Community access to P2/N95 Respirator Masks

- The Commonwealth Government provided approximately 400,000 P2/N95 masks to the ACT in two instalments from the National Medical Stockpile between 5 and 7 January 2020.
- The ACT Government partnered with the Pharmacy Guild of Australia and the Pharmaceutical Society of Australia to distribute the masks to all ACT community pharmacies. These masks were then made available free of charge from pharmacies to sensitive groups who are most at risk of the health impacts of exposure to the smoke.

Cleared as complete and accurate:	12/03/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/77	

- Masks were also provided to Winnunga Nimmityjah Aboriginal Health and Community Service and to Cystic Fibrosis ACT. The Community Services Directorate provided masks to community members that were vulnerable to prolonged outdoor exposure, such as rough sleepers and the homeless through a separate cache of masks.
- People who didn't have existing chronic conditions and are in otherwise good health but would still prefer to wear a P2/N95 mask, could also purchase masks at pharmacies, most hardware stores and workwear stores.
- The overwhelming majority of P2/N95 respirator mask manufacturers do not make masks intended for use on children or infants, and using a mask is not an alternative for avoiding exposure to smoke outdoors.

Canberra Health Services – service impact

- In response to the smoke event Canberra Health Services (CHS) stood up their Health Emergency Operations Centre (HEOC) on several occasions during early January to manage the impact of the smoke on CHS buildings and staff and ensure preparations for the extreme bushfire conditions were in place.
- All outpatient and community services continued as planned. Patients who called with queries were provided with support to make a decision on whether to attend their clinic or reschedule.
- MRI machines were impacted by smoke and heat however mitigation strategies were put in place to manage demand during these times. This included working with private providers across the Territory.

Canberra Health Services – staff management

- Divisional representatives undertook rounds in each area of the hospital and other locations to speak with staff about what can be done to help minimise the impact of smoke for staff and patients.
- In response to the visits to each ward and clinical area (including community teams), the following actions were undertaken:
    - Packs containing eye drops, saline, lozenges, and masks were distributed to each ward and clinical area for staff to use to manage minor symptoms of smoke.

Cleared as complete and accurate:	12/03/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/77	

  - All doors (including fire doors) and windows were kept closed where possible and access is restricted where safe to do so.
  - Large fans were placed at main entrances to disperse some of the smoke.
  - Air Filters within air conditioning systems were assessed and replaced as necessary.
  - All courtyards were closed.
- CHS conducted staff briefings twice per day from 2 – 11 January 2020 to provide key messages about hazardous smoke across the Territory, the upcoming weather forecast and the risk mitigation strategies were put in place. These briefings were also emailed to staff who were unable to attend and live streamed to other CHS locations.
- CHS encouraged staff to take more regular breaks with the support of their supervisor and if they are feeling unwell from the smoke, to take personal leave.

Key Information

- Earlier this year the ACT experienced an unprecedented and prolonged smoke event as a consequence of smoke from bushfires burning across South Eastern Australia, with the pollutant PM2.5 (or fine particulate matter) driving increases in the Air Quality Index (AQI) in Canberra.

<u>Air quality figures</u>

- ACT Health commenced reporting hourly PM2.5 figures on the public website on 8 January in response to public feedback and requests for information.
- The highest level of PM2.5 recorded by ACT Health was on 5 January 2020, which reached an hourly reading of 2,496µg/m3 (microgram per cubic metre) at the Florey monitoring station.
- Between 28 November 2019 and 28 January 2020 there were 47 days where at least one station recorded an Air Quality Index (AQI) above the national standard (100-Poor). On the days that exceeded the standard, 35 days also exceeded the Hazardous (200) threshold.

<u>P2/N95 Respirator Masks</u>

- 82 ACT community pharmacies were provided with masks and a distribution fact sheet titled ‘P2 / N95 masks - distribution of Commonwealth stock by community pharmacies’ to ensure consistency of issuing across the territory.

Cleared as complete and accurate:	12/03/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/77	

- As of 20 January 2020, approximately 180,000 Commonwealth supplied masks have been distributed for community access, with approximately 220,000 held in reserve. ACT Health Directorate continues to monitor air quality and demand for masks form the vulnerable community.
- Sensitive groups included: pregnant women; people with chronic lung and heart conditions such as asthma, chronic obstructive pulmonary disease (chronic bronchitis or emphysema); cystic fibrosis; ischaemic heart disease; and chronic heart failure. People aged over 65 years (as they are more likely to have chronic lung and heart conditions).

Background information:

- ACTHD monitors air quality via three monitoring stations located at Civic, Florey and Monash:
    - An Air Quality Index (AQI) is a scale used to monitor air quality for a range of pollutants across the ACT, not just smoke, and is calculated in reference to national standards;
    - At other times, the AQI might be impacted by dust (PM10) or rarely, ozone.
    - Hourly information and 24-hour rolling averages are published on the public ACTHD website;
    - Health advice categories are also published on the website (based on the 24-hour rolling PM2.5 average).
- In collaboration with the Community Services Directorate, CHS sought accommodation options for admitted hospital patients from the south who could not return home due to the bushfires.
- CHS is also worked with Southern NSW to provide additional medical and nursing staffing support where possible.

Cleared as complete and accurate:	12/03/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/77	

QUESTION TIME BRIEF

GBC20/276

Portfolio: Health

ISSUE: COVID-19: ACT ROADMAP – EASING OF RESTRICTIONS

Talking points:

- The ACT released *Canberra's Recovery Plan: COVID-19 Easing of Restrictions Roadmap* on 26 May 2020.
- Canberra is in the strong position we are because we acted early, we listened to expert advice and we put in place evidenced based public health measures. It is for these reasons that we have effectively suppressed the spread of the virus
- The ACT's Recovery Plan is based on sound public health advice, and is aligned with the COVIDSafe Plan prepared for the National Cabinet and endorsed by all State and Territory Leaders.
- The public health and safety of Canberrans remains the ACT Government's highest priority. This is why restrictions are being eased carefully as we need to ensure any changes are sustainable in the long term, and with our most vulnerable community members in mind.
- The Roadmap outlines the ACT's stepwise approach to easing social restrictions starts with connecting friends and family, moving towards larger gatherings, allowing more businesses to open, and ultimately aims for a balance between a COVIDSafe life and minimal limitations on community and business.
- The checkpoints in between each step of the Roadmap will help to identify and respond to any change in circumstance that may have a negative impact on the ACT's COVIDSafe recovery.
- Canberrans are being asked to remember that restrictions may have eased but our responsibilities have not.
- As a community we need to keep up the collective effort to stop the spread. The best way we can continue to do this is by staying home if feeling unwell, keeping our physical distance and making sure we maintain good hand and cough hygiene.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

Changes to public health directions

- From 11.59pm on Friday 29 May 2020, COVID-19 restrictions in the ACT were eased further following step 2.1 of the Roadmap. Key changes that take effect include:
    - gyms, health clubs, fitness and wellness centres (including yoga, barre, pilates and spin facilities) can reopen with up to 20 people per indoor space at one time if they can follow physical distancing;
    - lifting of restrictions on indoor social sport to allow up to 20 people per indoor space and ensuring there is low contact and limited sharing of equipment;
    - reopening of galleries, museums and national institutions with physical distancing of one person per 4 square metres and where a group for any particular activity does not exceed more than 20 people;
    - reopening of outdoor attractions such as the National Zoo and Aquarium and Cockington Green with physical distancing of 1.5 metres and where a group for any particular activity does not exceed more than 20 people (including children);
    - reopening of beauty salons and other personal services such as waxing, nail, tattoo and massage services, with a maximum of 20 people in the salons, or physical distancing of one person per 4 square metres, whichever is smaller;
    - further easing restrictions on cafés, restaurants and other hospitality venues to allow up to 20 patrons per enclosed space or outdoor area if they can abide by physical distancing of one person per 4 square metres and put specific measures in place to manage personal contact.
- The maximum limit has also been extended to other previously announced measures, including:
    - all indoor and outdoor gatherings can now have a maximum of 20 people (including children);

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

  - this includes gatherings at a person's home, which can be a maximum of 20 people (with exceptions where two households coming together results in a gathering of more than 20 people);
  - weddings can now have up to 20 people attend, excluding those conducting the ceremony;
  - funerals, regardless of indoor or outdoor can have up to 50 people attend, excluding those conducting the service;
  - religious ceremonies and places of worship can have up to 20 people attend, excluding those conducting the service;
  - real estate open houses and auctions can proceed with a maximum of 20 people.

- Should these measures not result in any significant increase in cases or any other signs of concern across the Territory, we will move into the next phase of our recovery plan on 11:59pm on 19 June 2020.
- Subject to the current situation, step 2.2 will see maximum occupancy limits in some sectors, including hospitality, increase to 50 people per indoor space. Cinemas, indoor amusement centres will also be able to reopen and there will be further easing of restrictions for gyms, health centres and community sport. Only very high-risk activities and businesses remain closed during this stage.
- We will be monitoring the cumulative effect of reopening multiple businesses, facilities and recommencing activities as we progress through these stages and undertaking public health risk assessments.

Background

- Following the National Cabinet meeting of 1 May 2020, the Chief Minister announced that some measures in the ACT would begin easing in a gradual way, allowing our public health experts time to assess the impact of each decision.
- On 8 May 2020, National Cabinet endorsed the *3 Step Framework for a COVIDSafe Australia* (the Framework) to guide the easing of restrictions based on the Australian Health Protection Principal Committee's (AHPPC) public health advice.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

- The Framework is underpinned by four key actions:
    - Maintain 1.5m distancing and good hygiene;
    - Stay home if unwell;
    - Frequently clean and disinfect communal areas;
    - COVIDSafe plan for workplaces and premises.
- On 29 May 2020, National Cabinet was provided with the first report of the easing of restrictions *Review of COVID-19 Restrictions*. This included:
    - an update provided by the Department of Prime Minister and Cabinet outlining jurisdictions implementation progress of the 3-step Framework; and
    - the first Pandemic Health Intelligence Plan – Report summary, 11 to 24 May 2020.
- All jurisdictions are moving through the Framework at different times in line with their current public health situation and local conditions and informed by risk assessments and changing epidemiology.
- The ACT's easing of restrictions remains largely consistent with New South Wales and Victoria.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/276	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist

Talking points:

- As the pandemic has progressed, the immediate and longer-term effects on mental health across our community are becoming clearer. Addressing these impacts requires a broad ranging response.
- The impact of COVID-19 has led to an increase in the number of people seeking help from non-government organisations. ACT Government is committed to getting help to people to manage their mental health as early as possible
- In March 2020, the ACT Government provided funding to Lifeline to address the increased demand for telephone counselling. In May 2020 an expansion of support with a funding package of nearly $4.5 million was announced.
- This support package will strengthen our mental health sector to adapt and expand its services to provide more support for the mental health and wellbeing of the ACT community, immediately during the COVID-19 crisis and in the longer term.
- Some of the initiatives in the package include:
    - $1.44 million to respond to people experiencing acute mental health crisis in the community;
    - $500,000 for additional sub-acute accommodation for people exiting mental health inpatient units;
    - $341,843 for two new Canberra Safe Haven Cafes, which will a community based safe alternative to the emergency department and other treatment services;
    - $200,000 for Way Back Support Service to expand non-clinical support for people who have made a suicide attempt;

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/2277	

  - $250,000 for an Aboriginal & Torres Strait Islander specific Mental Health program for suicide prevention; and
  - $100,000 for OzHelp to continue to support workplaces and to expand their service to people who have lost employment.

- In addition to the specific allocations in the package, $450,000 is provided for innovative initiatives in the NGO sector. Potential providers will be able to apply for grants to fund innovative new programs to support the mental health and wellbeing of Canberrans.
- This significant ACT Government response builds on the Australian Government's mental health initiatives and we are working to ensure that people in the ACT are also aware of, and taking up, the opportunities for telehealth and telepsychiatry as well as increased online supports for mental health.
- The Office for Mental Health and Wellbeing and the Chief Psychiatrist are continuing to work closely across the ACT Government and the community sector to ensure a coordinated and connected whole of community plan.
- The Aspen COVID-19 Surge Ward on Garran oval has been approved under the Mental Health Act. All wards in Canberra Hospital are approved under the Act. Approving the Surge Centre ensures equivalence of care. In the event that someone with COVID-19 who also experiences serious mental ill health and required treatment under the Act was admitted, the approval of the facility would ensure they continued to receive appropriate care.
- The Office meets regularly with peak mental health non-government organisations to identify the emerging and ongoing issues impacting consumers, carers and community service providers.
- An ACT Mental Health and Wellbeing Oversight Group has been established to ensure there is a coordinated whole of government communications plan for mental health and wellbeing. The Oversight Group is developing mental health and wellbeing messages for vulnerable groups and the broader community.
- At the beginning of this year the Youth Aware of Mental Health (YAM) program commenced in four schools as part of the LifeSpan Framework.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/2277	

Planning is underway for YAM to recommence following the commencement of classes in schools.

- Lifespan's Question Persuade Refer, or QPR, is a free online training program that teaches people to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. QPR will continue to be promoted through social media and other channels during the COVID-19 pandemic.
- The 'QPR for Business' initiative, funded by the ACT Government, encourages workplaces to enable staff to complete QPR Training.,
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, has been modified by EveryMind, and will be conducted for local media and communication stakeholders in coming months.

Key Information:

- The ACT Health Directorate has worked with the Chief Psychiatrist on contingency planning for the functions and operations of the Mental Health Act in the COVID-19 environment, including developing a hierarchy of the Chief Psychiatrist delegations to ensure immediate continuity in the event that the Chief Psychiatrist is unable to fulfill her functions.
- You attended a State and Territory Mental Health Ministers' Meeting on 24 April 2020, to discuss the ACT's response to the COVID-19 crisis. The meeting focused on the impact on service delivery and cross-border issues; State and Commonwealth policy responses to COVID-19; and communication strategies.
- National Mental Health Commission has led the development of a National Mental Health Pandemic Response Plan for National Cabinet consideration. The ACT Health Directorate has provided feedback on the development of this Plan.
- The ACT COVID-19 scenario planning for the whole of the mental health system is progressing with consideration of the impact of the suppression and elimination scenarios.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/2277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: Culture Review

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed and the focus is now on understanding and embedding values in all aspects of the work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The role of Employee Advocate has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- There has been an investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise founded in an evidenced-based approach to supporting people working in complex organisations. The partnership has resulted in the development of the ACT Workplace Change Framework which will be applied across the ACT public health system.
- The Clinical Leadership Forum's inaugural meeting was held in July 2019. It is a monthly, high-level forum that reports to the Minister for Health as Chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure opportunity for information provision on matters to the Culture Review Oversight Group.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

- ACT Health Directorate currently funds non-government organisations (NGOs) to deliver a range of health, advocacy and sector development services. The annual investment in these services is in the order of $67 million in 2019-20. We recognise that NGOs play an essential role in our health system. It is integral that we engage effectively with them in policy development and health service planning through co-design and consultation.
- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Further talking points:

- Together with the Minister for Health, I have been extremely clear around my expectation for a positive culture in the delivery of public health care in the ACT.
- The Government has zero tolerance for bullying and harassment.
- Since March 2018, there has been significant work undertaken within our public health system to improve culture and governance, and to build an environment of genuine engagement.
- I have seen significant improvements in workplace culture since this time.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are looked after.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing positive workplace cultures. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

- The Final Report also highlighted the fact that the issue of culture within public health services is not unique to the ACT – it is a concern at a national and international level.

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at its February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, has been engaged to undertake the 2020 Inaugural Annual Review.
- The review commenced in March 2020 and included one-on-one interviews with a cross-section of key stakeholders from the Culture Review Oversight Group. The review has also included consideration of the progress made against each of the 20 recommendations.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
    - it will strengthen the governance arrangements between ACT Health and NSW Health.
- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

Key Information:

- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

Establishment of the Employee Advocate role

- The role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- The purpose of the role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

ACT Workplace Change Framework

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum's inaugural meeting was held on 24 July 2019.
- This is a high-level forum, held monthly, that reports to the Minister for Health as Chair.
- The Forum provides independent advice to contribute to the continuous improvement of the ACT's health system.
- The Forum includes a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture and training and education.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged, focussing on engagement that is frequent, and guiding the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in culture review implementation, the Minister for Health established a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.

- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister and I also signed a public commitment document with the leaders of the Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. The commitment was signed on 4 September 2019.
- These public commitments, together with the government response reaffirms our commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: FUTURE PLANNING FOR HEALTH SERVICES ACROSS THE ACT

Talking points:

- ACT Health Directorate is developing a Territory-wide Health Service Plan. The Territory-wide Health Service Plan will identify priorities for health service development and redesign across the ACT. It will be based on a comprehensive assessment of health service needs across the care continuum on a geographic basis and for priority population groups. It will consider the range of public health services provided by Canberra Health Services, Calvary Public Hospital Bruce and other organisations in the community.

  Key considerations of the planning process will be:

  - Aligning services with need;
  - A focus on prevention;
  - Improving integration of services; and
  - Embracing technology.

- Between November 2019 and March 2020, approximately 80 consultation sessions were undertaken with stakeholders from Canberra Health Services, Calvary Public Hospital Bruce, Non-Government Organisations funded by the ACT Health Directorate and aged care providers in the ACT. While further consultation and engagement with consumers and carers, the community and health services is currently on hold in the context of COVID-19 response activities, discussions are being held, for example with Health Care Consumers' Association, about how and when these engagement activities will be progressed.

- The Territory-wide Health Service Plan was due to be completed by mid-2020. A revised work program is now being established for the Plan in consultation with the Health Care Consumers' Association that would see further engagement activities planned for June through to early August to support finalisation of the Plan in the second half of the year.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/277	

- A Mental Health Clinical Services Plan is also currently under development and will establish the medium to long term directions for public mental health services in the ACT. Emerging priorities that have been identified in the early stages of development of this Plan are being used to inform decision making in response to current service demand issues.
- The Mental Health Clinical Services Plan will identify how priorities for mental health service development in the Territory-wide Health Service Plan and the Regional Mental Health and Suicide Prevention Plan, currently being finalised with the Capital Health Network, will be implemented.
- The Mental Health Clinical Services Plan was expected to be completed by mid-2020 but is also expected to be delayed in context of the COVID-19 response.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: OFFICE FOR MENTAL HEALTH AND WELLBEING

Talking points:

- The Office for Mental and Health and Wellbeing Work Plan sets out the ongoing commitment to enhance the mental health and wellbeing of our region, by partnering with government, non-government and the community to support the people in the ACT and surrounds experiencing mental health concerns.
- The Work Plan introduces the territory-wide vision for mental health and wellbeing:
    - A kind, connected and informed community working together to promote and protect the mental health and wellbeing of all.
- The Work Plan contributes to this vision through actions under three key themes for change:
    - Mentally healthy communities and workplaces;
    - Individuals, families and carers; and
    - System capacity and workforce.
- Activities being delivered under the plan this year include a Community Engagement Commitment, an Evaluation Framework for the Office, an Outcomes Framework for the mental health system, implementation of the Lifespan suicide prevention strategy, the Youth Aware of Mental Health program (YAM) and a review of Children and Young People's Mental Health and Wellbeing (the Review).
- The report on the Review was released on 20 March 2020 and is available on the Office for Mental Health and Wellbeing web page on the ACT Health Directorate website. The report makes recommendations and identifies projects currently being planned to address the concerns raised through the consultations.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

- The initial phases of the development of an online youth navigation portal for the ACT are being progressed. Planning has also commenced on addressing the needs of children with moderate to severe mental health concerns.
- The Youth Aware of Mental Health (YAM) program commenced in two schools and has been well received. While the program is currently on hold as it requires a face to face format, it is planned to recommence in Term 3. YAM is part of the Black Dog Institute's LifeSpan Framework being rolled out in the ACT and targets 14 to 16-year-olds.
- In addition to the work plan activities, the Office has taken a leadership role in identifying and addressing the significant impact of both the natural disasters and the current pandemic on the mental health of our community.

Key Information:

- The Coordinator-General reports directly to the Minister for Mental Health and the Office has a mandate to work across all Government agencies. The Office retains a level of independence from the day-to-day running of ACT Health and has authority to conduct reviews and produce reports as the Coordinator-General deems necessary or at the request of the Minister for Mental Health.
- Within the 100 days from the commencement of the Coordinator-General, the Office for Mental Health and Wellbeing has undertaken a process of co-design in conjunction with the peak non-government organisations to create a territory-wide vision for mental health and wellbeing and to inform the development of the Office Work Plan.
- The Workplan was launched on 30 April 2019 and is available on the Office website.
- The Mental Health and Wellbeing Inter-Directorate Committee (previously called the Agency Stewardship Group) has held regular meetings to oversee the development of the Work Plan and will continue to meet on a regular basis to provide a whole of government response to enhance mental health and wellbeing in the ACT.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: IMPACT OF THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) IN THE ACT MENTAL HEALTH COMMUNITY

Talking points:

National Disability Insurance Scheme

- The ACT was a trial site for transition to the NDIS, implementing the full scheme between 2014 and 2016. There are currently 894 participants who access the scheme based on psychosocial disability.
- The Office for Disability, in collaboration with the ACT Health Directorate, has been leading the national work to improve the NDIS response to people with lived experience of mental illness and psychosocial disability.
- Work is progressing on projects endorsed by the Disability Reform Council in December 2019 although there may be some delays as a result of the COVID-19 crisis. These projects address the issues identified for people with psychosocial disability including:
    - Access and Eligibility;
    - Linkages and Referral;
    - Assertive Outreach;
    - Responding to the Episodic Nature of Psychosocial Disability;
    - Psychosocial Disability Recovery Approach;
    - Information Sharing and Data Reporting; and
    - National Approach to Concurrent Supports.
- The National Disability Insurance Agency is also working with the ACT Government and local services on the rollout of their Psychosocial Disability Stream and Complex Support Needs Pathway. In considering this work, priority has been given to improving:
    - hospital discharges;
    - support coordination; and

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/277	

  - planning.

- The Office for Disability has established a Community of Practice for mental health support coordinators in partnership with the mental health community agency peak the Mental Health Community Coalition ACT.
- COVID-19 is having a significant impact on the delivery of disability support across the country. Key issues include access to health care, lack of usual supports, accessible information, access to adequate food and nutrition, employment and income security.
- The NDIA is responding through plan adjustments, exploring ways of reducing face to face contact with support providers, business continuity planning and providing regular NDIS COVID-19 communications.
- Measures are also being implemented locally, through the ACT's Office for Disability.

National Psychosocial Support Measure (NPSM) and Continuity of Support (CoS)

- The ACT Government has a bilateral agreement with the Commonwealth for the National Psychosocial Support Measure (NPSM). Under this agreement, $2 million of ACT Government funding and $1.3 million of Commonwealth funding is allocated to provide psychosocial support services to assist people with mental illness who are not eligible for a funded support package through the NDIS in the ACT. The funding is spread over four years to the end of the 2020 - 2021 financial year.
- Continuity of Support (CoS) funding is also available from the Commonwealth as part of the 2018-19 Federal Budget to provide supports for people who previously received support under Commonwealth funded programs such as Partners in Recovery and who have not been found eligible for supports under the NDIS.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/277	

- Funds for both measures are being administered through the Capital Health Network, in partnership with the ACTHD, Canberra Health Services and other community stakeholders. The NPSM provided funds for two programs, offered by Flourish Australia and Woden Community Service. Funding for Continuity of Support was awarded to Woden Community Service (WCS).
- NGOs have been proactive in adjusting their modes of service delivery to meet social distancing requirements due to the COVID-19 crisis.
- The Commonwealth has commissioned the NOUS Group to do an evaluation of the NPSM and CoS implementation. Consultations with jurisdictions have commenced and an interim report is due at the end of July 2020.

Key information

NDIS

- Timeframes have been agreed with the DRC in relation to project outcomes from the Mental Health Working Group (MHWG) for the NDIS and mental health interface. Some of these timeframes may be affected by the reprioritisation required.
- Representatives from the ACT Government (Office for Disability and/or ACTHD) sit on all Project Teams.
- Concerns have been raised that the NDIA response to COVID-19 has been too slow and does not go far enough with a lack of concrete actions and messaging. Also, that the response is uncoordinated with state and territory measures.

NPSM and Continuity of Support

- Programs funded under the NPSM include the New Path program, operated by WCS, and the Bloom Healthy Living, operated by Flourish.
- New Path is an early intervention mental health recovery program that supports people whose ability to manage daily activities and live independently in the community has been affected by mental health issues.
- WCS will receive $989,786 for the New Path program for the contracted period of February 2019 to June 2021.
- Flourish will receive $1,069,965 for the Bloom Healthy Living program for the contracted period of March 2019 to June 2021.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/277	

- Both providers of the NPSM have been actively supporting people since April 2019. As at November 2019 there were approximately 30 participants in each program, with a steady flow of referrals.
- Referrals have come from a variety of sources including GP's, ACT Disability Aged Carer Advocacy Service (ADACAS), clinical mental health services (both inpatient and community) as well as from Housing services and self-referrals. Work continues to promote NPSM services across the ACT community.
- WCS have led the establishment of a Stakeholder Reference Group, incorporating both NPSM services in the ACT. This Reference Group will help to promote NPSM services and most importantly will work towards integrating the NPSM within the broader mental health sector. The Stakeholder Reference Group has been put on hold during the current COVID-19 crisis.
- WCS has established the Continuity of Support Program with $188,000 of Commonwealth Government funding. Continuity of Support is only available to people who were accessing services as at 30 June 2019 under Partners in Recovery (PIR), Day to Day Living program (D2DL) or Personal Helpers and Mentors (PHaMs) and who are found to be ineligible for the NDIS.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Yasmin Barrington-Knight	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277
Portfolio: Mental Health

ISSUE: MENTAL HEALTH SERVICES FOR DEAF AND DEAF/BLIND CANBERRANS

Talking points:

- The ACT Health Directorate (ACTHD) is consulting with Deaf Canberrans and organisational stakeholders, including the Deaf Society, to consider the availability and experience of mental health services for Deaf and deafblind Canberrans.
- The ACTHD met with members of the ACT Deaf community on Thursday, 19 December 2019 as an opportunity for Deaf Canberrans to share their experience and knowledge of mental health services and mental illness.
- Communication was facilitated through two interpreters. This meeting was positive, and all parties expressed commitment to working together to co-design options for improved access to mental health services for the Deaf community.
- ACTHD is working with Deaf Canberrans, the Deaf Society and other stakeholders to identify service strengths and gaps in mental health services for the Deaf community.
- ACTHD is engaging with other States and Territories to inform development of policy and service responses.
- This work has been impacted by the COVID-19 pandemic. Consultation options are restricted and there are impacts on the availability of and capacity of ACT based Interpreters. CHS, which is a vital stakeholder in this process, is also experiencing increased demand and reduced capacity due to COVID-19 related activities.
-

Key Information

- ACTHD recognises that Deaf and deafblind Canberrans require culturally sensitive and competent mental health services. The ACT Government is committed to working with stakeholders and the Deaf community in the ACT to ensure mental health services are accessible for Deaf and deafblind Canberrans.

Cleared as complete and accurate:	27/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/277		

- Discussions with organisations and the Deaf community are ongoing. Engagement has been significantly delayed by COVID-19 and its impacts on consultative activities.
- ACTHD is developing a paper regarding potential service improvements and initiatives that will meet the needs communicated to ACTHD by members of the Deaf community.
- Due to large scale community impacts of bushfires and COVID-19, further consultation with the Deaf community on this work has been delayed.
- This paper, when completed, will be co-designed with the Deaf community and will incorporate information from all consultations to date and provide options on various enhancements to mental health services for Deaf and deafblind Canberrans.
- ACTHD is investigating options to provide additional supports to Deaf Canberrans during the COVID-19 pandemic in recognition of both the delay in this work and the increased impacts of mental ill-health for people who are Deaf or deafblind.

Cleared as complete and accurate:	27/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Jon Ord		Ext: 49737
TRIM Ref:	GBC20/277		

QUESTION TIME BRIEF

GBC 20/277

Portfolio: Mental Health

ISSUE: Mental health assessments - Section 309 of the *Crimes Act 1900*

Talking points:

- The challenges and demands currently being experienced in the acute mental health system are well known. In response, strategic planning is underway to address these issues through a variety of projects and pathways.
- One such strategy involves an investigation into what alternative approaches to section 309 assessments may be possible.
- Section 309 of the *Crimes Act 1900* provides a legislative mechanism for the Magistrates Court to order the transfer and mental health assessment of people involved in the criminal justice system.
- The Canberra Hospital is declared as an approved Mental Health Facility under the *Mental Health Act 2015* and is the only facility that receives patients for section 309 assessments. All section 309 assessments are carried out at the emergency department of the Canberra Hospital.
- ACT Health Directorate, as the health system steward, will work in collaboration with Canberra Health Services, the Chief Psychiatrist and the Department of Justice and Community Safety to investigate alternative approaches to facilitate necessary assessments to section 309 that may reduce demand on the emergency department and acute mental health services at the Canberra Hospital.
- This work is significant and requires cross directorate, legal and wider community consultation.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/277	

Key Information

- The *Administrative Arrangements 2019 (No 3)* allocate the *Crimes Act 1900* to Justice and Community Safety under the Attorney General.
- An alternative approach under consideration is allowing for section 309 (s309) assessments to be carried out in a designated area by a mental health clinician within the court building rather than requiring the person to be transported to the emergency department. This would mean less disruption to the person and allow for a more streamlined service for the court.
- The onsite examination amendment may reduce demand by ensuring only people with mental or physical health that require acute hospital services for care or treatment are transported to the Emergency Department.
- During 2018-19, 137 people were referred to the Canberra Hospital Emergency Department under a s309 order for removal to an approved facility. Of these, 83 people were admitted.
- Legislative and policy changes required for any amendments are significant and will require:
    - cooperation from JACS (including Corrections, the courts and the Criminal Law Section);
    - consultation with other directorates (such as ACT Policing); and
    - costing of the financial implications of the proposed changes.
- Other options to consider are:
    - Offering people the opportunity to have an assessment as a voluntary patient. This is in keeping with the principles and objects of the *Mental Health Act 2015* for the least restrictive approach to mental health care.
    - Areas other than the Emergency Department could carry out s309 assessments where they are required, for example another health facility.
- ACT Health Directorate will continue to lead the work on this and other initiatives in consultation with Canberra Health Services, the Justice and Community Safety Directorate and the Chief Psychiatrist.
- ACT Health Directorate is working with Canberra Health Services to gather data to understand of the operation of section 309. The data collected for analysis includes the length of stay in the Emergency Department for a person on a s309 order. The availability of this data has been delayed due to the impact the COVID-19 response is having at Canberra Health Services.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/277	

- Analysis of the this data will provide an opportunity to identify periods of high demand for mental health services in the Emergency Department as well as providing a clear indication of general wait times for assessment under section 309.

Background Information

- Diversion from the justice system of those people who have a mental illness or disorder is an important aspect of contemporary justice systems.
- If a person appears before the courts and there is a concern that they may have a mental illness or mental disorder then the person can be assessed and the courts advised accordingly.
- In the ACT, the Forensic Mental Health Team has a Court Liaison service. Clinicians in the Court Liaison service provide mental health assessments and advise the courts about mental health issues. This may include requesting that an assessment under s309 of the *Crimes Act* is carried out.
- Alternatively, the magistrate can request a s309 assessment.
- Where the Court Liaison service is involved, approximately 80% of those referred for an assessment require admission. This number falls significantly if they are not involved.
- Following the assessment, if they do not require admission the Australian Federal Police are required to transport them to custody. This can at times involve long waits which has an impact on the client themselves as well as on the clinical service areas.

Cleared as complete and accurate:	27/05/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Jon Ord	Ext: 49737
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jennifer Newman	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: SUICIDE PREVENTION PROGRAMS

Talking points:

Lifespan Suicide Prevention Framework

- The ACT Government committed $1.545 million in the 2018-19 Budget to establish a pilot version of the Black Dog Institute's LifeSpan Integrated Suicide Prevention Framework in the ACT over three years to 2021.
- LifeSpan is an evidence based approach to integrated suicide prevention. LifeSpan combines nine strategies that have strong evidence for suicide prevention into one community led approach incorporating health, education, frontline services, business and the community.
- An ACT Lifespan Action Plan has been developed by the ACT Health Directorate (ACTHD), Capital Health Network (CHN) and the Black Dog Institute (BDI) to guide implementation.
- A LifeSpan Steering Committee, composed of key local agencies and stakeholders, guides this work.
- Five ACT LifeSpan Working Groups, focusing on Health Services, Schools, Aboriginal and Torres Strait Islander suicide prevention, Improving Public Safety and Community Awareness are also underway with membership from key stakeholders.
- The ACT Government is working closely with Black Dog Institute to discuss the impact of COVID-19 on Lifespan initiatives.
- Several key Lifespan initiatives have been modified in light of the current situation.
- An ongoing initiative under Lifespan is the Question Persuade Refer or QPR, online gatekeeper training program which has been widely promoted by ACTHD and CHN through social media and other channels. QPR is a suicide prevention intervention that teaches lay and professional gatekeepers to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. As QPR is a free online training

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/277	

program which supports suicide prevention in the ACT, it will continue to be promoted during the COVID-19 pandemic.

- A 'QPR for Business' initiative, encouraging workplaces to enable staff to complete QPR Training, is also now underway in partnership with Healthier Work and BDI. Funding is being provided by the ACT Government for this training through BDI. This will continue to be promoted during the COVID-19 pandemic.
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, provided by Everymind, is a feasible approach to continue online in modified format in light of COVID-19, and will be conducted for local media and communication stakeholders in coming months.
- Aboriginal and Torres Strait Islander Suicide Prevention is a key priority for ACT Lifespan. An identified Project Officer is employed to support this work, and a number of key activities planned for 2020 have been modified or postponed due to COVID-19.
    - Training by Wesley LifeForce, which was originally intended for 10 Aboriginal and Torres Strait Islander health workers to participate in a culturally appropriate Indigenous Suicide Prevention Training Program in March 2020, has been postponed.
    - An Aboriginal and Torres Strait Islander Mental Health and Suicide Prevention Forum has also been postponed. This Forum was to include Winnunga Nimmitjyah Aboriginal Health and Community Service, Gugan Gulwan Youth Aboriginal Corporation and the ACT HD Aboriginal and Torres Strait Islander Health Partnerships Team.
    - In partnership with ACT Health, BDI is now conducting a needs assessment for the provision of a culturally appropriate Aboriginal and Torres Strait Islander suicide prevention, aftercare and postvention service for the ACT. This model has been recommended by the Aboriginal and Torres Strait Islander Working Group as an appropriate suicide prevention strategy for the ACT.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/277	

- In 2019, the ACT Government was advised that the Commonwealth Government will provide approximately $6 million in the outgoing years for the Youth Mental Health and Suicide Prevention Project which includes:
    - an Online Youth Navigation Portal to provide personalised online and phone based mental health services for young people, their friends and family and other health professionals; and
    - the Youth Aware of Mental Health (YAM) Program to be delivered in schools across the ACT in 2020 and 2021 to educate and engage young people in discussions about mental health and promote peer support. YAM is a key Lifespan strategy.
- The YAM program commenced in ACT high schools in February 2020. This program involves a series of five sessions delivered to Year 9 students in schools where they learn problem solving skills; gain knowledge about mental health; build resilience; promote early intervention; and help seeking behaviours.
- A Suicide Prevention Officer role, funded by ACT Health Directorate and located in ACTED, supports YAM.
- Due to the impact of COVID-19, the roll out of YAM has been paused as the program model requires face-to-face implementation with students. YAM is currently scheduled to recommence in mid-Term 2, 2020.

<u>Way Back Support Service</u>

- The Way Back Support Service (Way Back), developed by Beyond Blue, is a non-clinical suicide prevention service developed to provide follow-up support to people for up to three months, after they have attempted suicide.
- Way Back began as a pilot program in the ACT in October 2016 and has been delivered by the Woden Community Service since then.
- The ACTHD has a bilateral agreement with the Commonwealth Government to fund the Way Back in the ACT committing the Commonwealth and ACT Governments to each providing $300,000 per annum. The contract will be managed by the CHN.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/277	

- In the context of COVID-19, the Way Back Support Service has moved to working via an online platform, phone and SMS systems.

Key Information:

- According to the latest ABS data, there were 3,046 deaths by suicide across Australia in 2018.
- In 2018, 47 suicide deaths were recorded in the ACT, compared to 58 deaths recorded in 2017
- The five-year, age-standardised rate of suicide deaths per 100,000 people in the ACT has moved from 10.5 suicide deaths per 100,000 in the 2013-17 period to 10.7 in the 2014-18 period. Similar increases were also seen across all States and Territories and in the national average.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: ACT REGIONAL MENTAL HEALTH AND SUICIDE PREVENTION PLAN

Talking points:

- The ACT Regional Mental Health and Suicide Prevention Plan (the ACT Plan) is currently being developed.
- The first section of the ACT Plan, Part A – the Framework, has been finalised and copies of the ACT Mental Health and Suicide Plan at a Glance were distributed from the second half of October 2019, as part of Mental Health Month.
- Part B – the Implementation Plan and Part C – the Monitoring and Performance Plan are currently being finalised.
- The full, three part ACT Plan has been on track for completion by June 2020, which is the date set by the Commonwealth Government in the Fifth National Mental Health and Suicide prevention Plan. However, due to the additional demands on primary health networks and other stakeholder organisations created by the COVID-19 emergency the Commonwealth has extended the due date to 31 December 2020.
- The priorities for the ACT Plan were informed by, and align with, the Office for Mental Health and Wellbeing's vision and priorities, that were identified in codesign workshops with the ACT community in February 2019.
- These priorities focus on better outcomes through service integration, early intervention, whole of person care and suicide prevention.

Key Information:

- Further public consultations were carried out across November 2019 to inform the development of the remaining sections of the ACT Plan: Part B - the Implementation Plan and Part C - the Monitoring and Performance Plan.

Cleared as complete and accurate:	27/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/277		

QUESTION TIME BRIEF

- The Fifth National Mental Health and Suicide Prevention Plan prioritises effective regional planning and integration of mental health services. Development of the ACT Plan is a key commitment under this priority.
- From August to October 2018, a consultation forum and online consultation survey for the ACT Plan brought together diverse stakeholder input to identify priorities and strategies that form the basis of the ACT Plan.

Cleared as complete and accurate:	27/5/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Jon Ord		Ext: 49737
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Yasmin Barrinton-Knight		
TRIM Ref:	GBC20/277		

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The Culture Review Oversight Group received a briefing from the survey provider, Best Practice Australia, on 25 February 2020. This briefing outlined the survey design, purpose and metholodology.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

Key Information:

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.
- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information:

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: MENTAL HEALTH BUDGET INITIATIVES

Talking points:

- There are nine new mental health and justice health initiatives contained in the 2019-20 ACT Budget. They are:
    - AMHU additional beds (over four years - $6,976,000);
    - Expand Mental Health Consultation Liaison Service (over four years – $4,594,000);
    - Electroconvulsive Therapy (over four years - $2,565,000);
    - Expansion of the Justice Health Services at AMC (over four years - $1,074,000);
    - Police, Ambulance and Clinician Early Response Tri-Service Model (over four years - $147,000);
    - Diverting people with mental illness (over four years - $3,035,000);
    - Expansion of ACT Eating Disorder Service (over four years - $2,217,000);
    - Capacity Building for Mental Health Carers (over four years - $457,000); and
    - A Safer Canberra - Canberra Health Services resources for fixated threat management capability trial (over four years - $644,000).
- The new electroconvulsive therapy initiative also includes capital funding of $1.764 million in 2019-20 and $0.756 million in 2020-21.
- The initiatives will employ an additional 26.9 FTE in 2019-20, growing to 33.8 FTE by 2021-22.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/277	

Initiative Descriptions (with Budget Paper Descriptions):

- Expanding Public Inpatient Mental Health Care: The Government will boost administration, allied health, and nursing staff levels in the Adult Mental Health Unit. This will allow a more comprehensive psychosocial approach to support inpatients, as well as support workforce development and improved clinical care standards CHS E15 – 7 Day-a-week Mental Health Consultation Liaison service.
- 7 Day-a-week Mental Health Consultation Liaison service: The Government will expand the Mental Health Consultation Liaison service to operate at Canberra Hospital seven days a week, increasing the level of support available for people with mental illness.
- More Mental Health Services at Canberra Hospital: The Government will establish an Electroconvulsive Therapy service to operate within the Adult Mental Health Unit at the Canberra Hospital. This will provide access for mental health patients who previously have been unable to receive this treatment.
- Delivering better mental health care for people in crisis: The Government will undertake planning and design work for a Police, Ambulance and Clinician Early Response model to better manage acute mental health related incidents in the community.
- Alternative justice pathways for people with mental illness: The Government will expand Mental Health, Justice Health and Alcohol and Drug Services to address the over-representation of people with mental health concerns who are in contact with the criminal justice system.
- Expanding public healthcare services for eating disorders: The Government will establish an Eating Disorders Specialist Clinical Hub and a non-government operated, community-based intervention support service to expand the capacity and range of eating disorder services available in the ACT.
- Strengthening capacity for mental health carers: The Government will recruit two Carer Engagement Clinicians to pilot a range of support and psychosocial education activities to build capacity for the families and carers of people with mental health conditions.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/277	

- A Safer Canberra/Strengthening Public Safety and Security: The Government will provide several high priority requirements to strengthen the safety of the ACT as part of a National effort to address the risks associated with people who have a fixated threat, and to better protected crowded places from terrorism. The initiative is a two year trial.

Background Information

- Financial breakdown of the nine mental health and justice health new initiatives contained in the 2019-20 ACT Budget is provided in the table below:

Name	Recurrent				
	2019-20	2020-21	2021-22	2022-23	Total
	$000's	$000's	$000's	$000's	$000's
AMHU additional beds	1,680	1,722	1,765	1,809	**6,976**
Expand Mental Health Consultation Liaison service	800	1,234	1,268	1,292	**4,594**
Electroconvulsive Therapy (ECT)	0	488	999	1,078	**2,565**
Expansion of Justice Health Services at the AMC	258	266	273	277	**1,074**
Police, Ambulance and Clinician Early Response (PACER) Tri-service Model	147	0	0	0	**147**
Diverting people with a mental illness	731	749	768	787	**3,035**
Expansion of ACT Eating Disorder Services	179	442	683	913	**2,217**
Capacity Building for Mental Health Carers	226	231	0	0	**457**
A Safer Canberra - CHS resources for fixated threat mgt capability trial	82	277	285	0	**644**
	4,103	**5,409**	**6,041**	**6,156**	**21,709**

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: 2019/2020 Half Yearly Performance Report ACTHD/LHN Mental Health Specific

Talking points:

There were no major variances within the Statements of Performance which will be tabled in the Assembly on 13 February which related to Mental Health:

ACT Health Directorate

Output 1.3: Mentally Healthy Communities:

1.3.a - Percentage of mental health clients with outcome measures completed – was 6 percent higher than target due a sustained effort to complete outcome measures for eligible consumers.

1.3.b - Annual progress report on the implementation of the Office for Mental Health and Wellbeing Workplan 2019-2021 published – is on target to be met.

ACT Local Hospital Network

Output 1.1: ACT Local Hospital Network:

1.1.d – Acute Admitted Mental Health Services – was 3 percent below target.

Background Information:

- Directors-General (DG) and Chief Executive Officers (CEO) are responsible for delivering outcomes for the provision of services. Each DG / CEO is responsible to their Minister for the delivery of outcomes and for the provision of outputs as specified in each agency's budget papers. Performance indicators provide a succinct and transparent means by which ACT Government entities can present their performance and in so doing be held accountable.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/2277	

- Section 30(E) of the Financial Management Act 1996 requires Ministers to prepare a half-yearly performance report for each directorate for which the Minister is responsible and report to the Legislative Assembly within 45 days of the end of the December period, this report must include:
    a. A progress report on delivery of outputs; and
    b. An explanation of any significant variations from performance criteria.

Cleared as complete and accurate:	26/05/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/2277	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: FACTS AND FIGURES

Talking points:

- As of 9.00am on 18 June 2020:
    - There are no active cases in the ACT.
    - There have been 24,863 negative tests in the ACT to date.
    - A total of 105 cases have recovered from COVID-19 and have been released from self-isolation.
    - Three (3) deaths have been recorded.
- There remains no evidence of community transmission in the ACT.
- Of the ACT's cases:
    - 84 were overseas acquired cases with a total of 29 related to cruise ships;
    - 6 were interstate acquired cases; and
    - 17 were close contacts of known cases; and
    - 1 was locally acquired with an unknown epi-link.
- ACT Health is continuing to take appropriate public health action to contact trace all new cases in line with national guidelines.

National

- As at 9:00pm on 17 June 2020, there have been 7,370 confirmed cases of COVID-19 in Australia. There have been 23 new cases in the last 24 hours.
- Of the 7,370 confirmed cases in Australia, 102 have died from COVID-19. More than 1,876,000 tests have been conducted across Australia.

Cleared as complete and accurate:	18/06/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

Location	Confirmed cases*
New South Wales	3,135
Northern Territory	29
Queensland	1,066
South Australia	440
Tasmania	228
Victoria	1,762
Western Australia	602

- * Note that under National Notifiable Diseases Surveillance System reporting requirements, cases are reported based on their Australian jurisdiction of residence rather than where they were detected. For example, a case reported previously in the NT in a NSW resident is counted in the national figures as a NSW case.
- ** Includes Diamond Princess repatriation cases: Qld (3), SA (1), Vic (4), WA (2, including 1 death)

International

- As at 2300hrs 17 June 2020, across the world there have been 8,061,550 confirmed cases of COVID-19 and more than 440,000 deaths.

Background information

- COVID-19 causes a spectrum of illness, from mild to very severe, including fever and/or respiratory symptoms. The key symptoms are fever; cough; shortness of breath; and sore throat.
- Current estimates of the time it takes for symptoms to develop after being exposed to the virus that causes COVID-19 range from 2-14 days.

Cleared as complete and accurate:	18/06/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: COVID-19: PUBLIC HEALTH EMERGENCY AND DIRECTIONS

Talking points:

- The Chief Health Officer advised me on 15 June 2020 that the ACT's public health emergency declaration due to COVID-19 must remain in force as there remains significant risk of COVID-19 infection and outbreak in the community.
- This decision is being reviewed regularly as the situation evolves, however this position is consistent with that of the Australian Government and other jurisdictions.
- While the emergency declaration remains in force, the Chief Health Officer will provide me with a report every 30 days on the status of the COVID-19 pandemic as it impacts the Territory and whether the emergency declaration is still necessary.
- Since the emergency declaration has been in force, the Chief Health Officer has taken the necessary actions to contain the spread of the disease, including issuing specific Public Health Emergency Directions.
- These Directions are consistent with the measures agreed by National Cabinet to slow and reverse the growth of COVID-19 cases and to ensure that our health care system has the ability to cope with new cases, and surge when and if required.
- The Directions have included restrictions around the operation of non-essential businesses, undertakings and restrictions on gatherings, returned travellers and entrance requirements to aged care facilities.
- These restrictions are gradually easing in line with *Canberra's Recovery Plan: COVID-19 Easing of Restrictions Roadmap (2.0)* which will see further easing take place from 12 noon tomorrow (19 June).

Cleared as complete and accurate:	17/06/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

Public Health Emergency Directions (currently in force)

Public Health (Emergency) Declaration Further Extension 2020 (No. 9)

- The public health emergency declaration remains in force until 7 July 2020 subject to ongoing review.

Public Health (Restricted activities – Gatherings, Business or Undertakings) Emergency Direction 2020 (No. 2)

- Restrictions prevent more than 20 persons from gathering in a residential premise or outdoor space, unless for a purpose specified within the Direction, such as for the purposes of emergency services, funerals (50), weddings (20), and restrictions on some non-essential businesses as per the Roadmap.

Public Health (Non-Essential Business or Undertaking) Emergency Direction 2020 (No. 7)

- Restrictions prohibit the operation of a number of business types deemed non-essential for the purpose for the Direction.
- Non-essential businesses are permitted to continue operating on an online or virtual, delivery, takeaway, or pickup basis.

Public Health (Residential Aged Care Facilities) Emergency Direction 2020 (No. 2)

- Restrictions prevent visitors entering RACFs if they have been overseas within the last 14 days, been in contact with a confirmed case of COVID-19, or have a temperature >37.5C.
- An influenza vaccination is required for people entering a RACF except in some cases, including if a person is entering for the purposes of care and support, end of life support or a prospective resident visit, or if the vaccination is not available to the person.

Public Health (Returned Travellers) Emergency Direction 2020 (No. 5)

- Restrictions on persons entering the ACT following a flight from outside Autralia commence from the point at which the person arrives in the ACT. Returned travellers must travel directly from that place to a designated premises to reside in until clearance from quarantine is given by an authorised medical officer.

Cleared as complete and accurate:	17/06/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

Public Health (Self-Isolation) Emergency Direction 2020

- A person diagnosed with COVID-19 in the ACT must self-isolate until clearance is given by an authorised medical officer, or travel directly to a hospital for medical treatment.

Public Health Emergency Direction (from 19 June 2020)

Public Health (Restricted activities – Gatherings, Business or Undertakings) Emergency Direction 2020 (No. 3)

- The restrictions imposed by the direction include:
    - gatherings in an outdoor space of more than 100 persons,
    - gatherings at non-residential premises of more than 100 persons unless that place is excluded from the operation of the gathering restrictions (such as medical facilities, shopping centres, public transport facilities, and workplaces not listed as non-essential businesses)
    - as per the Roadmap several categories of non-essential business or undertaking are to remain closed (casinos, food courts, brothels, nightclubs).
    - most non-essential businesses and undertakings will be required to have a COVID-19 Safety Plan and must ask for a first name and contact number and record those details if provided.
    - gatherings at many non-essential businesses and undertakings are restricted to 1 person per 4 square metres of floor space or no more than 100 persons (whichever is the smaller), but for hospitality venues (public, clubs, restaurants and cafes) the restriction is 1 customer per 4 square metres of floor space to which customers have access, or no more than 100 customers (again, whichever is the smaller).
    - galleries, museums, national institution, libraries and outdoor amusement parks will only be required to observe social distancing of 1 person per 4 square metres, except for tours which are to be limited to 20 persons (excluding staff). Organised functions or events at such locations are also restricted to 1

person per 4 square metres of floor space or no more than 100 persons (whichever is the smaller).

Background

- A public health emergency was declared in the ACT at 1.11pm on 16 March 2020, in response to the global pandemic of COVID-19.
- I (Minister for Health) signed the instrument declaring the public health emergency under section 119 of the *Public Health Act 1997*.
- The declaration followed the first National Cabinet meeting, where all jurisdictions agreed to activate their public health emergency legislation to support the response to novel coronavirus.
- This is the first time a public health emergency has been declared in the ACT. It is a decision that is consistent with the response of other jurisdictions to manage and contain COVID-19 in Australia.
- The *Public Health (Emergencies) Amendment Act 2020* includes an amendment which extended the allowable time of an extension of a public health emergency declaration relating to COVID 19 from two days to 90 days.

Cleared as complete and accurate:	17/06/2020	
Cleared by:	Chief Health Offier	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/238

Portfolio: Health

ISSUE: COVID-19: ACT TESTING

Talking points:

- As at 9.00am on 18 June 2020, the ACT has 108 confirmed cases.
- There are currently 0 active cases in the ACT.
- There have been 24,863 negative test results in the ACT as at 18 June 2020, and a total of 24,971 tests (positive and negative).
- More than 1,876,000 tests have been conducted across Australia.
- The ACT is continuing a program of enhanced testing for COVID 19. The testing criteria includes any person with symptoms that could be related to COVID 19.
- ACT residents are encouraged to get tested if they have any symptoms at all, such as fever, shortness of breath, sore throat or a cough. In addition to testing returned travellers we have routinely been looking for COVID-19 cases through testing in:
    - Healthcare and aged-care workers;
    - Hospital patients; and
    - People who live and work in high-risk settings such as boarding houses or corrections facilities.
- We remain confident that the risk of undetected COVID 19 cases in the ACT is very low; however, we are maintaining rigorous surveillance and monitoring of the situation and closely watching for any changes as restrictions are eased.

<u>Testing locations</u>

- Free and easily accessibly testing is available at multiple testing locations across the ACT, including:
    - Weston Creek Walk-in Centre;
    - Exhibition Park in Canberra (EPIC);
    - Canberra Hospital (Building 3);

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

    - Calvary Public Hospital Bruce; and
    - Free testing is also available by appointment at:
        - ‘our GP, 1/5 Baratta Street, Crace;
        - Lakeview Medical Practice, 1/216 Cowlishaw Street, Greenway; and
        - Winnunga Nimmityjah, 63 Boolimba Crescent, Narrabundah, which provides free and culturally appropriate assessment and testing for Aboriginal and Torres Strait Islander people and existing clients.

- There has been a recent increase in demand for COVID-19 testing resulting in delays at the EPIC and Weston testing sites.
- The ACT Government is promoting the range of testing sites available to manage the increased demand.

Background

- In the ACT there is no evidence of community transmission of COVID-19.
- The Australian population is largely non-immune to the disease, and as such, we must remain vigilant to prevent a resurgence in cases.
- Critical to entering the next phase of responding to the epidemic in Australia is ensuring sufficient testing capacity to rapidly detect as many cases as possible and limit transmission through comprehensive contact tracing.

Cleared as complete and accurate:	18/05/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: COVID-19: Health NGO service delivery/stimulus

Talking points:

- On 6 May 2020, Minister Rattenbury and I announced health funding of approximately $6 million dollars to support NGO service delivery and mental health care.
- This announcement included approximately $1.7 million to support our health NGOs to continue to deliver the vital services they provide to the community.
- More than 40 NGOs will share $1.4 million in support to ensure they can continue to deliver their services and adjust their models of delivery, including:
    - $50,000 for Palliative Care ACT;
    - $100,000 for Sexual Health and Family Planning ACT;
    - $40,000 for Anglicare's youth program The Junction youth health centre; and
    - $35,000 for Companion House.
- As at 16 June 2020, of the 46 organisations to receive stimulus funding, all 46 organisations have been offered a Deed for review, with 34 of these having been executed for a total of $974,000.
- In addition to the 46 organisations to receive Community Support Stimulus Funding a Deed of Grant for Carers ACT ($200,000) to support individuals and families to access telehealth services has been executed.
- The package also includes an additional $200,000 allocation to respond to increase in demand in the alcohol and drug sector as a result of the COVID-19 public health emergency.
- The funding is part of the first economic survival package announced by the Chief Minister in March 2020 identifying funding to support the community sector and vulnerable Canberrans.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/284	

- The allocation of this funding for health NGOs involved engagement with organisations about where support was required to assist organisations who have experienced increased demand, additional costs to deliver services, the need to change models of service delivery, or who are experiencing other impacts of the COVID-19 situation and response.

Key information

- During April 2020, feedback was sought from non-government organisations (NGOs) about the impacts of COVID-19 on their services, centred broadly around three identified areas:
    - Support for organisations to continue service delivery through different modes (e.g. online);
    - Support to meet increasing demand, or usual demand with decreased resources (e.g. increase in demand or lack of revenue threatening sustainability); and
    - Support for impacts of staff working from home/other workforce adaptation to public health advice.

Background

- The Health Non-Government Organisation Leadership Group is meeting more regularly to consider matters related to supporting NGOs to provide services during the COVID-19 pandemic.
- The Minister for Health, the Minister for Mental Health and ACT Health Directorate (ACTHD) have reassured NGOs of their commitment to supporting them through the challenges of COVID-19. All contracted payments will be made by ACTHD, regardless of service delivery level, to maintain funding stability.
- On 20 March 2020, the ACT Government announced a $7 million Community Support Stimulus Package (Stimulus Package) to meet increased service demand for emergency relief. An additional $2 million has also been allocated to support the not-for-profit sector to deliver further mental health and community support. This brings the Community Support Package to a total of $9 million.
- $2 million has been identified to support the specific needs of Health NGOs.
- ACTHD, Justice and Community Services and Community Services Directorates have worked together to develop policy and processes for the procurement, warehousing and distribution of PPE to NGOs. This work was endorsed by Coordinator-General's Group on 27 May 2020 and will be loaded onto the ACT COVID-19 website.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/284	

- The health sector stimulus package announced on 6 May 2020 included $1.4 million funding for a total of 46 NGOs, ranging from alcohol and drug services to palliative care. The organisations to share in the project or program funding include:
    - Canberra Alliance for Harm Minimisation and Advocacy receiving $25,000 to support staff to provide services remotely and respond to client isolation and changing patterns of drug use.
    - Palliative Care ACT receiving $50,000 to support training of volunteers in virtual technology to support clients in connecting with family, friends and healthcare support services.
    - Sexual Health and Family Planning ACT receiving $100,000 to support its activities in a time of reduced income from chargeable services and to incorporate telehealth.
- In addition, from the $2 million allocated from the stimulus package for Health projects:
    - $200,000 has been identified to provide flexible funding to support alcohol and other drug services to respond to demand pressures or to innovate in the way their essential services are delivered;
    - $200,000 has also been allocated to Carers ACT to work with the Health Care Consumers' Association, ACTHD, Canberra Health Services and relevant NGOs to support individuals and families to access telehealth services;
    - $100,000 will be contributed to the Health and Hygiene coordination project being led by Community Services Directorate; and
    - $100,000 will be allocated for additional grief and loss counselling support.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Jacinta George	Ext: 49756
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Rebecca Dawson	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: COVID-19: ACT ROADMAP – EASING OF RESTRICTIONS

Talking points:

- *Canberra's Recovery Plan: COVID-19 Easing of Restrictions Roadmap (2.0)* outlines the ACT's stepwise approach to easing public health restrictions.
- Checkpoints in between each step of the Roadmap help to identify and respond to any change in circumstance that may have a negative impact on the ACT's COVIDSafe recovery.
- Stage 2.2 of the Roadmap will come into effect from noon on Friday, 19 June 2020. This will allow for larger gatherings of up to 100 people (subject to specific conditions for the hospitality sector), and reopening of a wider range of businesses and facilities.
- We are also planning for Stage 3 and beyond, which includes the highest risk activities and events.
- As a community we need to keep up the good work to stop the spread. The best way we can continue to do this is by staying home if feeling unwell, getting tested if experiencing any COVID-19 symptoms, keeping our physical distance and making sure we maintain good hand and cough hygiene.

Changes to public health directions

  - From 12 noon on Friday 19 June 2020, COVID-19 restrictions in the ACT will be eased further in stage 2.2 of the Roadmap, inclincludingude:

- Gathering limits increased to 100 people, provided one person per 4 square metres is maintained.
- Cafés, restaurants, bars and other licenced venues can seat up to 100 customers per enclosed space (indoor or outdoor), or one customer per

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

4 sqm, whichever is lesser. Licenced venues will be able to serve alcohol without a meal to seated patrons only.

- Gyms, health clubs and fitness centres may also have up to 100 people per indoor or outdoor space (including staff). Free weights and shared equipment can be used provided suitable controls to ensure cleaning of shared equipment after each use must be in place.
- Contact sports can start full training from tomorrow, 19 June to start their transition back to competitions from 10 July.
- gyms, health clubs, fitness and wellness centres (including yoga, barre, pilates and spin facilities) can reopen with up to 20 people per indoor space at one time if they can follow physical distancing;
- Local theatres, cinemas and concert venues will also be able to reopen with 100 people per indoor or outdoor space (including staff).
- The maximum occupancy at places of worship will also increase to 100 people for those facilities that can manage the one person per 4 square metre rule.
- We will be monitoring the cumulative risk in circumstances where people gather, and multiple social networks interact.
- Should these measures not result in any significant increase in cases or any other signs of concern across the Territory, we will move into Stage 3 of our recovery plan in July.
- COVID Safety Plans, other return to business plans, and further control measures such as visitor logs for patrons, will continue to be critical to easing measures with the confidence we can rapidly respond in the event of a case or cluster of new cases.

Background

- Following the National Cabinet meeting of 1 May 2020, the Chief Minister announced that some measures in the ACT would begin easing in a gradual way, allowing our public health experts time to assess the impact of each decision.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

- On 8 May 2020, National Cabinet endorsed the *3 Step Framework for a COVIDSafe Australia* (the Framework) to guide the easing of restrictions based on the Australian Health Protection Principal Committee's (AHPPC) public health advice.
- The Framework is underpinned by four key actions:
    - Maintain 1.5m distancing and good hygiene;
    - Stay home if unwell;
    - Frequently clean and disinfect communal areas;
    - COVIDSafe plan for workplaces and premises.
- On 12 June 2020, National Cabinet was provided with the second update of the impact of easing restrictions.
- All jurisdictions are moving through the Framework at different times in line with their current public health situation and local conditions and informed by risk assessments and changing epidemiology.
- The ACT's easing of restrictions remains broadly consistent with New South Wales, Victoria and Queensland.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext: 49442
Contact Officer name:	Vanessa Dal Molin	Ext: 49442
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Vanessa Dal Molin	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: INFLUENZA SEASON

Talking points:

- The Government encourages the community to talk to their healthcare provider about influenza immunisation.
- Vaccination is recommended for all members of the public aged six months or over.
- This year there has been an increase in demand for flu vaccines which is believed to be due to the concurrent COVID-19 pandemic.

<u>National Immunisation Program</u>

- The Australian Government's National Immunisation Program (NIP) provides free vaccine for vulnerable populations, including:
    - children aged 6 months to under 5 years;
    - people aged 65 and over;
    - all Aboriginal and Torres Strait Islander people;
    - pregnant women; and
    - people 5 years to 64 years with certain medical conditions which puts them at increased risk from influenza.
- The Immunisation Section at the Health Protection Service has distributed 127,113 doses of influenza vaccine to immunisation providers to 7 June2020.
    - 107,420of these doses have been distributed to General Practices (GP).
    - At the same point in 2019, 102,552 vaccines had been distributed with 90,276to GPs.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

- 64,648 vaccines Fluad Quad vaccines have been distributed for the ACT over 65 year old population to 7 June 2020, which is estimated at 53,000 people (Australian Bureau of Statistics 2019).
    - Fluad Quad is the recommended flu vaccine for people over 65 years of age, this equates to enough doses for 122per cent of this population in the ACT.
- The Immunisation Section at the Public Health Protection and Regulation distribute to over 200 immunisation providers across the Territory and have increased their staffing to provide this service.

Annual Flu campaign

- I launched the flu campaign with the Chief Health Officer on Thursday 16 April 2020.
- Promotion of the flu vaccine commenced with print, radio and social media to correspond with the launch and will continue throughout the flu season.
- Distribution of NIP vaccine for influenza commenced on 31 March 2020 to GPs, some pharmacies and other immunisation providers.

Key Informaiton

- While the NIP vaccine is free for those eligible, providers such as GPs and pharmacies may charge a consultation or administration fee at their own discretion.
- In addition to government funded NIP stock, GPs and pharmacies also have access to private stock ordered directly through pharmaceutical companies. While ACT Health Directorate does not have oversight of the number of vaccines provided in the ACT, both the peak bodies for pharmacies and the Capital Health Network (CHN) have reported high demand for this stock resulting in some supply issues in the private market.

Background

- Influenza can occur at any time of the year, however the peak time for influenza is during June to October in the ACT. Numbers of notifications in summer and early autumn have remained stable for 2019 and 2020.
- With the COVID-19 whole of government response currently, the annual winter planning will be incorporated into the pandemic response to ensure all facilities are planning for increased demand on services. This includes all acute health facilities, emergency services and non-government health sector partners such as aged care facilities.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

- The total numbers of notified influenza cases may be affected by COVID-19, with potentially a decrease due to the social distancing and self-quarantine restrictions which are in place for COVID-19 or increased notifications due to increased respiratory testing of the population.
- Influenza is highly contagious, so individuals that are unwell should try to avoid spreading the infection to others. If you are unwell you can do this by seeking medical care and taking necessary precautions such as hand and cough hygiene and absenting yourself from public places such as school or work.
- Influenza is generally self-limiting and symptoms will resolve on their own with rest. If concerned, individuals can seek medical advice from their GP, ACT Health Walk-in-Centres or healthdirect Australia on 1800 022 222.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Conrad Barr	Ext: 49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: MINISTER'S FACT SHEET

	Q2 YTD 2018-19	Q2 YTD 2019-20	change	Q1 2019-20	Q2 2019-20
Walk-in Centres					
Number of presentations to Walk-in Centres	28,637	35,188	22.9%	17,481	17,707
Emergency department					
Number of presentations by hospital					
Canberra Hospital	44,749	47,316	5.7%	23,954	23,362
Calvary Public Hospital Bruce	29,160	28,429	-2.5%	14,230	14,199
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Number of presentations by triage category					
1—Resuscitation	379	524	38.3%	267	257
2—Emergency	7,708	9,158	18.8%	4,509	4,649
3—Urgent	32,116	34,458	7.3%	17,481	16,977
4—Semi-urgent	28,076	27,003	-3.8%	13,670	13,333
5—Non-urgent	5,630	4,602	-18.3%	2,257	2,345
Total	**73,909**	**75,745**	**2.5%**	**38,184**	**37,561**
Percentage of patients seen on time by triage category[1]					
1—Resuscitation	100.0%	99.8%	-0.2	99.6%	100%
2—Emergency	76.3%	73.2%	-3.1	72.8%	73.6%
3—Urgent	34.6%	26.2%	-8.4	25.8%	26.7%
4—Semi-urgent	49.0%	40.6%	-8.4	40.6%	40.6%
5—Non-urgent	84.9%	78.7%	-6.2	78.9%	78.6%
Total	**48.60%**	**40.8%**	**-7.8**	**40.4%**	**41.3%**
Proportion of presentations with a length of stay of 4 hours or less[2]					
Canberra Hospital	56.6%	51.5%	-5.1	51.8%	51.1%
Calvary Public Hospital Bruce	68.9%	61.3%	-7.6	61.0%	61.5%
Total	**61.5%**	**55.1%**	**-6.4**	**55.2%**	**55.0%**

1. The benchmarks for seen on time are as follows:
   - Triage category 1—100%
   - Triage category 2—80%
   - Triage category 3—75%
   - Triage categories 4, 5 and overall—70%
2. The performance benchmark for emergency department presentations with a length of stay of 4 hours or less is 90%.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

	YTD 2018-19	YTD 2019-20	change	Q1 2019-20	Q2 2019-20
Elective surgery waiting lists					
Number of patients waiting longer than clinically recommended at end of period					
Total by Urgency category 1 – 3	507	783	54.4%	594	783
Proportion of removals for surgery that were within clinically recommended timeframes					
Urgency 1 (see within 30 days)	95.5%	97.2%	1.7	96.6%	97.9%
Urgency 2 (see within 90 days)	82.1%	71.8%	-10.3	70.8%	70.6%
Urgency 3 (see within 365 days)	79.2%	75.7%	-3.5	75.8%	75.6%
Separations from public hospitals					
Number of inpatient separations					
Same day	29,061	30,595	5.3%	15,311	15,282
Overnight	28,342	29,663	4.7%	15,115	14,548
Total	**57,403**	**60,258**	**5.0%**	**30,427**	**29,830**

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: QUARTERLY PERFORMANCE REPORTING AND ACT HEALTH PUBLICATION OF DATA FOR CONSUMERS

Emergency presentations

- Overall presentations and performance across the ACT's two emergency departments (EDs) have remained relatively stable in Quarter 2, 2019-20 when compared to the previous Quarter.
- Obviously, Emergency Department performance was not where we would like it to be in the second half of last year, and we know Canberrans expect better.
- That's why we invested in a 50 per cent expansion in Calvary's Emergency Department treatment spaces – delivering 20 per cent more emergency department capacity across the Territory. I'm pleased to say that project is nearing completion and the treatment spaces and new waiting areas are now open.
- At Canberra Hospital, the increase in complexity of ED presentations over recent years has had a significant impact on performance.
- A range of measures commenced in late February to improve ED performance, including:
    - a new multidisciplinary approach to the initial assessment of patients, enabling care to commence as quickly as possible through both early clinician engagement and expanded nurse protocols;
    - streamlining admission processes into wards across the hospital and sharpen the focus across all divisions on admitting patients from the ED; and
    - improving the timeliness of diagnostics and support services.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- While the hospital has been required to focus on its response to COVID-19 over the last few months, many of these measures are still being pursued, and we continue to keep a close eye on ED performance.

Elective surgeries

- The number of elective surgeries performed decreased in this quarter when compared with the previous quarter.
- The percentage of surgeries performed within clinically recommended timeframes has increased for Urgency Category 1 when compared to Quarter 1, 2019-20. Timeliness performance declined slightly for Urgency Categories 2 and 3 when compared with the previous quarter.
- At the end of December 7,317 elective surgeries had been performed and we were on track to reach the 2019-20 target of 14,250 elective surgeries, having a performed a record 14,015 in 2018-19.

Walk-in-Centres

- Walk-in Centre (WIC) presentations have continued to increase in Quarter 2, 2019-20, with a 1.3 percent, or 226, increase in the number of presentations compared to the last quarter.
- Efficiency is improving with the median wait time across all WICs reducing by 15 per cent, or 3 minutes, compared to last quarter.
- It's great to see our Walk-in Centres treat even more patients in the last quarter of 2019 and still reduced average waiting times. Canberrans have embraced this model of care, and having a network of local centres staffed by highly skilled nurses and nurse practitioners has proved invaluable in our response to COVID-19.
- As at the end of December 2019, there have been 885 presentations to the new Weston Creek WIC which opened in mid-December.
- Walk-in centres continued to fully treat most patients presenting (more than 83 per cent) with less than 6 per cent redirected to an ED.
- The Government will open a fifth Walk-in-Centre for the Inner North in late 2020.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

Background Information:

- The most recent report for the October to December 2019 quarter was published on 24 April 2020. The report includes key metrics reported at the hospital level throughout the report.
- As part of the Government's ongoing commitment to improve data reporting, the ACT Health Directorate publishes regular Quarterly Performance Reports.
- This Quarterly Report continues to show sustained high demand for services in the ACT, and that our public health services continue to receive very positive feedback on the care they provide.
- Publication of the Quarterly Reports recommenced in November 2018 with the release of the report for the first quarter of 2018-19. It was developed in consultation with the Health Care Consumers' Association.
- The Quarterly Reports provide patients, consumers and the ACT community with a summary of activity and performance across a range of services including:
    - emergency departments;
    - elective surgery;
    - admitted patient care;
    - Walk-in Centres;
    - Patient experience in hospitals; and
    - hospital quality and safety information.
- The Quarterly Reports will be regularly reviewed to ensure we continue to improve access to information about our health system and help Canberrans be more in control of their own health care.

<u>ACT Publication of Data for Consumers</u>

- One of the priorities for the ACT Health Directorate is to identify and report relevant health information to improve access to data online and help Canberrans be more informed about their own health care.
- As identified through the System-Wide Data Review, ACT Health Directorate provides data for over 130 performance indicators that are publicly reported. This includes information in the Report on Government Services and in various reports from the Australian Institute of Health and Welfare.
- The ACT Health Directorate has provided access to all of these publicly reported metrics through its website, where users can access the most up-to-date information at any time.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

- To ensure that we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate continues to refresh the publication of data for consumers.
- The ACT Health Directorate is continuing to engage with a range of consumer groups, including the Health Care Consumers' Association, to better understand consumer requirements for information about the ACT's health services.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	
Contact Officer name:	Peter O'Halloran	Ext: 49000
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Justine Spina	Ext: 49040
TRIM Ref:	GBC20/238	

QUESTION TIME BRIEF

GBC20/284
Portfolio: Health

ISSUE: BUDGET SUMMARY 2019-20 (MID YEAR) REVIEW

Talking points:

- Health expenses will grow to $1.968 billion in 2019-20 (excluding Territorial capital grants). This includes adjustments made through the second Appropriation Act.
- This represents an increase of $206 million (12 per cent) from the 2018-19 actual outcome.

<u>COVID-19 – Health funding</u>

- The ACT Government committed an additional $126 million, funded 50:50 between the ACT and Commonwealth governments, to respond to the COVID-19 pandemic.
- The funding will provide for: a COVID-19 surge centre; extra emergency department capacity; additional beds for ICU; fever clinics; and respiratory clinics; personal protective equipment; enhanced operational capacity for public health services including contact tracing and testing.

<u>Mid-year review (Canberra Health Services Demand)</u>

- As part of the mid-year budget update, the ACT Government provided Canberra Health Services (CHS) with a $60 million supplementary budget appropriation to help meet acute service demand this financial year.
- This investment in CHS will help maintain Emergency Department (ED) capacity, allow for the continuation of additional intensive care and general inpatient beds and maintain capacity for elective and emergency surgeries.
- This is part of our ongoing commitment to invest in public health services in the ACT to ensure Canberrans continue to access exceptional health care when and where they need it.
- Our emergency department presentations continue to grow and are becoming more complex.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/284	

  - Between 2017-18 and 2018-19, we saw an 8 per cent increase in category one patients, 10 per cent increase in category 2 and 4 per cent increase in category 3 – at the same time as we saw a 3 per cent fall in category 4 and 10 per cent fall in category 5.
  - On top of that, we're seeing more patients with co-morbidity – complex underlying health conditions that mean people take longer to treat. As well as more patients with a mental health presentation.
  - And last year we had the longest and busiest flu season since 2001 (in 2019 there were 6,259 presentations at the Canberra Hospital ED for influenza-like illness, up from 4,779 in 2018).
- All of this means more pressure on the emergency department and more demand for emergency surgery – an additional 2,569 presentations and 547 more emergency surgeries in the first half of this financial year compared to the same period in 2018-19.
- We had 16 additional beds open during a long winter and overall these demand pressures have equated to Canberra Hospital needing 136 more front-line staff, including doctors, nurses and allied health workers.
- We're not going to allow the increased demand for emergency treatment and emergency surgery compromise our commitment to improving elective surgery performance.
- In 2018-19, we delivered a record of more than 14,000 elective surgeries in the ACT and in the first half of 2019-20 we had delivered 7,317 elective surgeries.
- CHS CEO, Bernadette McDonald, and her team have been working diligently and methodically over several months to identify the cost pressures and to develop timely care strategies to keep patients flowing through the hospital and ensure it operates more efficiently.
- In 2019, Canberra Health Services commenced implementing changes to address patient flow and hospital capacity requirements. This work includes:
  - Multidisciplinary approach to initial assessment and treatment commencing, ensuring more patients commence care as soon as

possible. It includes earlier physician engagement in the care provided, as well as expanded nurse protocols (approved pathways).

- Working to streamline admission processes so that medical staff can work in parallel to admit to wards across the hospital in a timely manner.
- A sharper focus across all divisions on admission from the emergency department, and discharge, as well diagnostics and support services is being taken to support more timely patient flow.
- Exploring an expansion of rapid assessment models of care, including the Emergency Medical Unit.
- This work was put on hold during March and April due to the COVID-19 pandemic and it has now recommenced.

- We are committed to improving the performance of the public health system across the board – and that includes improving financial performance as well as wait times.
- To do that effectively, we need everyone pulling together and everyone feeling confident that if they have a good idea for how to do things better, that will be listened to.

<u>2019-20 Budget</u>

- The 2019-20 Budget allocates $27.8 million to health service delivery (including Health Protection Services and Calvary Public Hospital) and $9.2 million to health policy, research, administration and support services inclusive of $2.9 million for ACT Health Core IT Systems.
- New health service delivery over the forward estimates (four years) will be $194.7 million.
- New health policy, research, administration and support services over the forward estimates (four years) will be $44.1 million, which includes $19.9 million for ACT Health Core IT Systems.
- There are no significant new savings targets contained in this Budget, however, Canberra Health Services will be required to internally fund $1.213 million towards the Emergency Department Doctor increase initiative per annum.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/284	

Background info

- New initiatives contained in the 2019-20 Budget are listed at Attachment A.
- The 2019-20 Budget Papers (Health Statements) outlines the split between the new ACT Health Directorate and Canberra Health Services from the former Health Directorate.
- For the purposes of the 2018-19 estimated outcome, the former Health Directorate's original budget is indicated against Canberra Health Services. This reflects that technically the former Health Directorate's name was changed to Canberra Health Services and a new entity was created for the ACT Health Directorate.
- Controlled Recurrent Payments (Appropriation) is only received by the ACT Health Directorate and the Local Hospital Network going forward. The Local Hospital Network will purchase services from the ACT's public hospitals including Canberra Health Services.
- Canberra Health Services will receive Capital Injection directly from ACT Treasury to undertake capital works.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/284	

ACT Government

QUESTION TIME BRIEF

Attachment A

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
CHS E01	Expanding intensive care services at Canberra Hospital		7,149	7,041	7,235	7,341	**28,766**					**0**
CHS E02	Expanding public inpatient mental health care	MH	1,680	1,722	1,765	1,809	**6,976**					**0**
CHS E03	More beds at The Canberra Hospital		3,086	3,448	3,559	3,617	**13,710**					**0**
CHS E05	Expanding public Fracture Clinic services		556	1,139	1,167	1,197	**4,059**					**0**
CHS E06	Improving access to maternity services across Canberra		513	515	529	537	**2,094**					**0**
CHS E08	More specialised women's health care		114	214	220	223	**771**					**0**
CHS E12	Expanding public dermatology services		175	180	185	188	**728**					**0**
CHS E13	Strengthening care for chronic disease		240	462	474	481	**1,657**					**0**
CHS E15	7-day-a-week Mental Health Consultation Liaison service	MH	800	1,234	1,268	1,292	**4,594**					**0**
CHS E16	More mental health services at The Canberra Hospital	MH	0	488	999	1,078	**2,565**	1,764	756			**2,520**
CHS E25	Strengthening care for older Canberrans		470	482	494	506	**1,952**					**0**
CHS E26	More support for families travelling for healthcare		250	512	525	538	**1,825**					**0**
CHS E27	Expanding pharmacy services at Canberra Hospital		302	545	749	813	**2,409**	2,212	3,318			**5,530**
CHS E29	Expanding public ophthalmology services		250	0	0	0	**250**					**0**
CHS E30	Strengthening care for childhood and gestational diabetes		567	765	784	796	**2,912**					**0**
CHS E31	Expanding health services at the Alexander Maconochie Centre	MH	258	266	273	277	**1,074**					**0**
CHS E32	More opioid treatment services on Canberra's northside		0	750	770	790	**2,310**	611				**611**
CHS CW04	More public medical imaging services for Canberra Hospital		100	677	1,217	1,458	**3,452**		2,800	6,100	2,300	**11,200**
HEA E02	Delivering the Weston Creek Walk in Centre		1,946	2,705	2,887	2,933	**10,471**					**0**
HEA E26	Delivering better mental health care for people in crisis	MH	147	0	0	0	**147**					**0**
HEA E29	Alternative justice pathways for people with mental illness	MH	731	749	768	787	**3,035**					**0**
HEA E30	Expanding early intervention and diversion programs for people experiencing alcohol and drug dependence		949	644	660	677	**2,930**					**0**
CHS E33	More doctors in the Canberra Hospital Emergency Department to respond to increased demand		0	0	0	0	**0**					
Health System, Policy and Research												
HEA E06	Expanding palliative care for older Canberrans		408	363	373	519	**1,663**					**0**
HEA E07	Investing in medical and health research		1,000	1,000	1,000	0	**3,000**					**0**
HEA E08	Supporting better healthcare for lesbian, gay, bisexual, transgender, intersex and queer Canberrans		87	0	0	0	**87**					**0**
HEA E09	Implementing the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse		321	377	285	289	**1,272**					**0**
HEA E11	Expanding public healthcare services for eating disorders	MH	179	442	683	913	**2,217**					**0**
HEA E13	Delivering better care for Canberrans with complex needs through general practice		500	1,000	1,000	0	**2,500**					**0**
HEA E14	Strengthening capacity for mental health carers	MH	226	231	0	0	**457**					**0**
HEA E15	Delivering the ACT Strategic Priorities for Aboriginal and Torres Strait Islander Health 2019-2028		180	310	310	315	**1,115**					**0**
HEA E16a	Delivering the ACT Drug Strategy Action Plan		200	0	0	0	**200**					**0**
HEA E16b	Delivering the ACT Drug Strategy Action Plan		300	308	315	323	**1,246**					**0**

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/284	

ACT Government

QUESTION TIME BRIEF

Attachment A (continued)

Treasury Ref		Mental Health	Recurrent					Capital				
			2019-20	2020-21	2021-22	2022-23	Total	2019-20	2020-21	2021-22	2022-23	Total
			$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's	$000's
Canberra Health Services												
HEA E18	Protecting teens with meningococcal ACWY vaccinations		320	328	337	342	**1,327**					**0**
HEA E23	Implementing the Nurses and Midwives: Towards a Safer Culture – The First Step strategy		560	588	144	0	**1,292**					**0**
HEA E25	Co-design and Planning: Aboriginal and Torres Strait Islander Alcohol and Drug Residential Rehabilitation Facility		300	0	0	0	**300**					**0**
HEA CW08	Implementing real time prescription monitoring		0	-30	-30	-30	**-90**	788	1,326			**2,114**
HEA E31	Implementing the Independent Review into the Workplace Culture within ACT Public Health Services		2,500	4,000	4,000	0	**10,500**					**0**
Corporate												
HEA CW01	Expanding the Centenary Hospital for Women and Children		0	3,990	14,990	20,510	**39,490**	3,000	30,000	10,550	0	**43,550**
HEA CW02	Delivering the SPIRE Centre at Canberra Hospital		0	200	400	500	**1,100**	53,700	42,300	126,900	159,000	**381,900**
HEA CW04	Expanding the Clare Holland House to strength palliative care		0	0	60	120	**180**	2,000	2,000	2,000	0	**6,000**
HEA CW05	Delivering the Inner North Walk in Centre		0	2,648	2,687	2,744	**8,079**	1,100	614	0	0	**1,714**
HEA CW09	ACT Health Core IT Systems to align with the Digital Health Strategy		2,860	4,625	7,975	4,487	**19,947**	3,920	24,574	25,504	16,380	**70,378**
Calvary												
HEA E01	More urology services at Calvary Public Hospital		432	962	991	1,021	**3,406**	2,500				**2,500**
HEA E03	More surgical theatres at Calvary Public Hospital		1,539	3,302	3,461	3,625	**11,927**	640	14			**654**
HEA E04	Expanding the emergency department at Calvary Public Hospital		3,021	6,143	6,352	6,475	**21,991**					**0**
Cross-agency												
CSD 03c	NDIS Full Scheme		1,179	1,208	1,239	1,270	**4,896**					**0**
CSD E15	Domestic & Family Violence Frontline training		216	296	296	301	**1,109**					**0**
JACS E39	Improving the safety of older drivers		300	0	0	0	**300**					**0**
JACS E01	A Safer Canberra - CHS resources for fixated threat mgt capability trial	MH	82	277	285	0	**644**					**0**

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext: 49428
Contact Officer name:	Jean-Paul Donda	Ext: 49641
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: CULTURE REVIEW

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed, and the focus is now on understanding and embedding values in all aspects of their work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The Employee Advocate role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- There has been investment in the development of a partnership with the Australian National University's Research School of Management (ANU-RSM) to provide expertise, founded in an evidence-based approach, to support people working in complex organisations. The ANU-RSM has developed a Workplace Culture Framework that will be applied across the ACT public health system.
- The Clinical Leadership Forum's inaugural meeting was held on 24 July 2019. It is a monthly, high-level forum that I chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure there is an opportunity for feedback to be provided to the Culture Review Oversight Group.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system, with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at the February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, was engaged to undertake the 2020 Inaugural Annual Review.
- The review commenced in March 2020 and included one-on-one interviews with a cross-section of key stakeholders from the Culture Review Oversight Group. The review has also included consideration of the progress made against each of the 20 recommendations.
- The report for the review *ACT Public Health Services Cultural Review Implementation: Inaugural Annual Review* was tabled in the ACT Legislative Assembly on 4 June 2020.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

  - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
  - it will strengthen the governance arrangements between ACT Health and NSW Health.

- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Key Information:

- The Government's Response to the *Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services* was tabled on 16 May 2019.
- The Government reaffirmed a steadfast commitment to the implementation of all 20 recommendations made by the Independent Review (the Review).
- The mental health and wellbeing of our workforce are central to the changes that we will implement, ensuring staff feel valued, safe and supported in the important work they do for our community.
- Staff involvement, insights and experiences continue to contribute in a positive way to the real and enduring change required.
- The effect of this will be a better public health system for staff and the Canberra community.
- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

<u>Establishment of the Employee Advocate role</u>

- The purpose of this role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

<u>ACT Workplace Change Framework</u>

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum provides independent advice to contribute to the continuous improvement of the ACT's public health system.
- The Forum includes representatives from a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture, and training and education.

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged. There is a focus on engagement that is frequent and guides the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in Culture Review implementation, I agreed to establish a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this, the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- Meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.
- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister for Health and Wellbeing, Ms Meegan Fitzharris and the Minister for Mental Health signed a public commitment document with the leaders of the ACT Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. This commitment was signed on Wednesday 4 September 2019.
- These public commitments, together with the government response reaffirms the commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	Ext: 49923
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.
- In accordance with Recommendation 75 from the Select Committee on Estimates, I have provided the Assembly with a report on the outcome when we last met on 2 April 2020.

Key Information

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/284	

- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: ELECTIVE SURGERY WAITING TIMES

Talking points:

- In keeping with the decisions of National Cabinet early in the life of the pandemic, the ACT suspended all *non-essential* elective surgery from 25 March 2020 in the interests of preserving necessary supplies of Personal Protective Equipment (PPE).
- This suspension applied to both public and private hospitals.
- To ensure that patient safety came first, clinicians were asked to review all patients on their waitlists in all urgency categories to assess essential cases.
- The most urgent Category 1 surgeries and emergency surgeries continued in public and private facilities. Category 1 surgeries are recommended to be conducted within 30 days. A number of Category 2 cases, which are usually recommended to take place within 90 days, were also assessed as *essential* and received their surgery during this period.
- As social distancing measures began to take effect to flatten the curve and PPE supply chains improved, National Cabinet moved to ease the restrictions on elective surgery in late April 2020. In keeping with this, the ACT issued a guidance note to public and private hospitals that elective surgery could be resumed from 27 April 2020 up to 25 per cent of the hospital's normal caseload as long as a minimum stock of PPE was kept on hand.
- On 15 May 2020, National Cabinet again took a decision over elective surgery resumption, leaving it to individual jurisdictions to stage the return of elective surgery activity while maintaining COVID-19 preparedness.
- In the ACT, capacity is being brought back online in a staged and measured way.
- Nevertheless, the temporary suspension of many surgeries has resulted in impacts on our public elective surgery key performace indicators (KPIs).

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/284	

- The public system usually achieves around 1,200 surgeries per month. However, with the restrictions, in April 2020 only 460 cases were able to be done. This will mean that it is unlikely that the original target of 14,250 surgeries will be able to be achieved this financial year.
- The treatment timeliness target for Category 1 surgeries has not been affected and remains at close to 100 per cent. However, the proportions of people who received their surgery within clinically recommended timeframes for Categories 2 and 3 have started to show a deterioration.
- There has consequently been an unavoidable increase in the number of public patients waiting longer than clinically recommended for their surgery.
- This situation is regrettable but will be a common experience around Australia as a result of this pandemic.
- I would strongly urge any person who is waiting for elective surgery to contact their medical professional to seek advice about how to best manage their condition, particularly if they feel that their condition is deteriorating.
- We have put in place an elective surgery hotline for patients wanting to know their status on the waitlist. The hotline number is (02) 5124 9889.
- It is important for everyone to be reassured that the ACT's health system will continue to ensure that any patient in need of urgent attention will receive treatment.
- The government has a service continuity plan for surgery at all phases of the pandemic response.
- The government will also be leveraging the capacity of private hospitals in the ACT to extend our ability to continue with essential surgery over this period.
- The government is currently considering the best approach to catching up on elective surgeries as soon as possible with a focus on supporting patients with the highest clinical need as a priority.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/284	

Background Information:

- The Government has invested in improving elective surgery access and timeliness, including:
  - the commissioning of two new theatres at Calvary Public Hospital Bruce – one was opened in July 2019 and the second will commence in 2020-21;
  - expanded urology services and staffing, to meet the growing demand for urology surgery in the ACT; and
  - The Surgical Procedures, Interventional Radiology and Emergency (SPIRE) project, which will provide state-of-the-art operating theatres and critical care facilities to meet the acute health care needs of our region into the future.
  - Additional figures below if required:

Indicator	**2019-20 Target**	**2018-19 Result**	**2019-20 Q1 Result**	**2019-20 Q2 Result**
Number of elective surgery procedures performed	14,250	14,015	3,840	3,477
Category 1 elective surgery patients admitted for surgery within clinically recommended timeframes	100%	96%	96.6%	98%
Category 2 elective surgery patients admitted for surgery within clinically recommended timeframes	80%	75%	70.8%	71%
Category 3 elective surgery patients admitted for surgery within clinically recommended timeframes	93%	78%	75.8%	76%

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Margaret Stewart	Ext: 0466 137 074
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Margaret Stewart	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: ACT AIR QUALITY

Talking points:

Community impact

- During poor air quality events the ACT Health Directorate (ACTHD) proactively issued public health information via Government websites, mainstream and social media.
- Our public health services observed a small number of presentations related to smoke**,** noting that these are not clinical indicators, rather patient reported. These presentationsdid not have a significant impact on overall Emeregncy Department presentations.
- Current available research, to estimate the health risks associated with short-term exposure to bushfire smoke over a period of days to weeks, has measured exposure based on 24-hour average levels of PM2.5.
- While exposure to high levels of PM2.5 for less than 24 hours may have health effects for some people, there is currently limited research available to estimate the health risks for longer exposures. The Commonwealth has announced funding for research into the medium term.

Community access to P2/N95 Respirator Masks

- The Commonwealth Government provided approximately 400,000 P2/N95 masks to the ACT in two instalments from the National Medical Stockpile between 5 and 7 January 2020.
- The ACT Government partnered with the Pharmacy Guild of Australia and the Pharmaceutical Society of Australia to distribute the masks to all ACT community pharmacies. These masks were then made available free of charge from pharmacies to sensitive groups who are most at risk of the health impacts of exposure to the smoke.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

- Masks were also provided to Winnunga Nimmityjah Aboriginal Health and Community Service and to Cystic Fibrosis ACT. The Community Services Directorate provided masks to community members that were vulnerable to prolonged outdoor exposure, such as rough sleepers and the homeless through a separate cache of masks.
- People who didn't have existing chronic conditions and are in otherwise good health but would still prefer to wear a P2/N95 mask, could also purchase masks at pharmacies, most hardware stores and workwear stores.
- The overwhelming majority of P2/N95 respirator mask manufacturers do not make masks intended for use on children or infants, and using a mask is not an alternative for avoiding exposure to smoke outdoors.

Canberra Health Services – service impact

- In response to the smoke event Canberra Health Services (CHS) stood up their Health Emergency Operations Centre (HEOC) on several occasions during early January to manage the impact of the smoke on CHS buildings and staff and ensure preparations for the extreme bushfire conditions were in place.
- All outpatient and community services continued as planned. Patients who called with queries were provided with support to make a decision on whether to attend their clinic or reschedule.
- MRI machines were impacted by smoke and heat however mitigation strategies were put in place to manage demand during these times. This included working with private providers across the Territory.

Canberra Health Services – staff management

- Divisional representatives undertook rounds in each area of the hospital and other locations to speak with staff about what can be done to help minimise the impact of smoke for staff and patients.
- In response to the visits to each ward and clinical area (including community teams), the following actions were undertaken:
    - Packs containing eye drops, saline, lozenges, and masks were distributed to each ward and clinical area for staff to use to manage minor symptoms of smoke.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

  - All doors (including fire doors) and windows were kept closed where possible and access is restricted where safe to do so.
  - Large fans were placed at main entrances to disperse some of the smoke.
  - Air Filters within air conditioning systems were assessed and replaced as necessary.
  - All courtyards were closed.
- CHS conducted staff briefings twice per day from 2 – 11 January 2020 to provide key messages about hazardous smoke across the Territory, the upcoming weather forecast and the risk mitigation strategies were put in place. These briefings were also emailed to staff who were unable to attend and live streamed to other CHS locations.
- CHS encouraged staff to take more regular breaks with the support of their supervisor and if they are feeling unwell from the smoke, to take personal leave.

Key Information

- Earlier this year the ACT experienced an unprecedented and prolonged smoke event as a consequence of smoke from bushfires burning across South Eastern Australia, with the pollutant PM2.5 (or fine particulate matter) driving increases in the Air Quality Index (AQI) in Canberra.

<u>Air quality figures</u>

- ACT Health commenced reporting hourly PM2.5 figures on the public website on 8 January in response to public feedback and requests for information.
- The highest level of PM2.5 recorded by ACT Health was on 5 January 2020, which reached an hourly reading of 2,496µg/m3 (microgram per cubic metre) at the Florey monitoring station.
- Between 28 November 2019 and 28 January 2020 there were 47 days where at least one station recorded an Air Quality Index (AQI) above the national standard (100-Poor). On the days that exceeded the standard, 35 days also exceeded the Hazardous (200) threshold.

<u>P2/N95 Respirator Masks</u>

- 82 ACT community pharmacies were provided with masks and a distribution fact sheet titled ‘P2 / N95 masks - distribution of Commonwealth stock by community pharmacies’ to ensure consistency of issuing across the territory.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

- As of 20 January 2020, approximately 180,000 Commonwealth supplied masks have been distributed for community access, with approximately 220,000 held in reserve. ACT Health Directorate continues to monitor air quality and demand for masks form the vulnerable community.
- Sensitive groups included: pregnant women; people with chronic lung and heart conditions such as asthma, chronic obstructive pulmonary disease (chronic bronchitis or emphysema); cystic fibrosis; ischaemic heart disease; and chronic heart failure. People aged over 65 years (as they are more likely to have chronic lung and heart conditions).

Background information:

- ACTHD monitors air quality via three monitoring stations located at Civic, Florey and Monash:
    - An Air Quality Index (AQI) is a scale used to monitor air quality for a range of pollutants across the ACT, not just smoke, and is calculated in reference to national standards;
    - At other times, the AQI might be impacted by dust (PM10) or rarely, ozone.
    - Hourly information and 24-hour rolling averages are published on the public ACTHD website;
    - Health advice categories are also published on the website (based on the 24-hour rolling PM2.5 average).
- In collaboration with the Community Services Directorate, CHS sought accommodation options for admitted hospital patients from the south who could not return home due to the bushfires.
- CHS is also worked with Southern NSW to provide additional medical and nursing staffing support where possible.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Chief Health Officer	Ext:49442
Contact Officer name:	Conrad Barr	Ext:49262
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Conrad Barr	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/77

Portfolio: Health

ISSUE: NGUNNAWAL BUSH HEALING FARM

Talking points:

- The Ngunnawal Bush Healing Farm (NBHF) continues to provide a place of healing and culturally appropriate trauma informed programs for Aboriginal and Torres Strait Islander peoples to feel safe and supported, while making ongoing and meaningful changes in their lives.
- The programs provide clients with the opportunity to participate in a range of cultural activities such as land management, mindfulness, music, yarning circles and a healing program.
- The sixth program concluded on Thursday, 19 December 2019. A total of 12 clients participated in this program.
- The commencement of the 2020 program schedule was significantly impacted by the Bushfires, with the activation of the Bush Fire Emergency Plan, given the location of the facility within close proximity to the Orroral Valley fire.
- ACT Health Directorate is negotiating with potential providers after recently finalising the procurement process for a Panel of Providers to deliver services as part of the therapeutic programs at the NBHF. Planning for 2020 programs is underway, however dates have not yet been finalised.
- The Aboriginal and Torres Strait Islander Healing Foundation (Healing Foundation) has progressed the Healing Framework, with the facilitation of two knowledge circles with the United Ngunnawal Elders Council (UNEC), to identify the healing vision for the NBHF.
- The proposed Yarning Circles with the Elders to progress the final draft Healing Framework has been impacted by the 2019 Bushfires and the COVID-19 Pandemic.
- The final Healing Framework deliverable is anticipated to be completed by 31 July 2020.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49733
Contact Officer name:	Jon Ord	Ext: N/A
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jon Ord	
TRIM Ref:	GBC20/77	

- The Advisory Board held their fourth and final meeting for 2019, on 19 December. The first meeting for 2020 is yet to be scheduled due to the Bushfires and COVID-19 social distancing restrictions.
- ACTHD is currently looking at options to bring Advisory Board members together for the first meeting.
- With the easing of COVID-19 restrictions, regular face-to-face meetings will resume in the coming weeks, noting this will be at the discretion of individual members to attend in person.
- An Expression of Interest (EOI) process was conducted to expand the membership of the Advisory Board and recruit external expertise to support NBHF operations, build the capacity of the Advisory Board and develop the NBHF business model. The EOI process closed on Friday, 3 April 2020.
- Finalising the EOI process has been impacted by the COVID-19 social distancing restrictions and inability to bring Advisory Board members together.
- ACTHD are currently working through the recruitment process, including assembling a Panel to assess the received applications, prior to forwarding to the Advisory Board for feedback.
- Once the Advisory Board has provided their endorsement and it has been briefed to you, the successful applicants will be advised of the outcome and formally engaged as incoming Members.
- The EOI process is expected to be completed by the end of June 2020, in alignment with the first Advisory Board meeting for this year.

Background Information

- Programs to date since the instigation are as below:
    - Pilot Program: November – December 2017;
    - Second Program: June – September 2018;
    - Third Program: September – December 2018;
    - Fourth Program: April – June 2019;
    - Fifth Program: August – October 2019; and

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49733
Contact Officer name:	Jon Ord	Ext: N/A
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jon Ord	
TRIM Ref:	GBC20/77	

- Sixth Program: November – December 2019.

Issues

NBHF Review

- ACTHD contracted Mr Russell Taylor AM, Director of Burbangana Group to review the service operations at the NBHF.
- Burbangana Group facilitated a NBHF Governance Workshop on Monday, 15 April 2019 as part of the review of the NBHF commissioned by ACTHD. A total of 35 stakeholders attended and engaged in discussions, including UNEC, Aboriginal and Torres Strait Islander Elected Body (ATSIEB), the Healing Foundation, other Aboriginal and Torres Strait Islander community leaders and ACT Government staff.
- The review is now complete, with the report received by ACTHD on 29 July 2019.

  A number of recommendations have been implemented since October 2019.
- The total amount paid was $91,679.14 (GST exclusive), $100,847.05 (GST inclusive), including facilitation of the NBHF governance workshop on 15 April 2019.
- As part of the review, consultation and interviews occurred with ATSIEB, UNEC, Winnunga Nimmityjah Aboriginal Health and Community Service, Gugan Gulwan Youth Aboriginal Corporation, The Healing Foundation, and individual community members.
- Finalising other elements of the NBHF Review is dependent on the work being undertaken by the Healing Foundation to develop the NBHF Healing Framework. All stakeholders who attended the NBHF Governance Workshop held in April 2019 agreed on the importance of finalising the Healing Framework before fully actioning the NBHF Review recommendations.
- ACTHD will work with interested stakeholders including the NBHF Advisory Board to assess and develop a response to the report's recommendations.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49733
Contact Officer name:	Jon Ord	Ext: N/A
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jon Ord	
TRIM Ref:	GBC20/77	

Development of a NBHF Healing Framework

- ACTHD engaged the Healing Foundation to lead the co-design of a Healing Framework to support the work of the NBHF that would:
    - Identify healing priorities of Ngunnawal Elders and the broader ACT Aboriginal and Torres Strait Islander community;
    - Balance therapeutic support with approaches that strengthen cultural identity and connection; and
    - Embed principles to guide the practice of NBHF and partner agencies in supporting healing for NBHF clients in line with the Living Web Framework.

NBHF Recruitment

- A recruitment process for permanent appointment of four staff was recently completed. The positions were advertised as identified Aboriginal and Torres Strait Islander positions.
- NBHF program planning for 2020 is currently being finalised.

Closure of Facility during Total Fire Bans, following March Heavy Rainfall and during COVID-19

- Staff of the NBHF were directed to work from ACTHD offices on days during December 2019 and January 2020, on which there were Total Fire Bans coupled with a Fire Danger of Very High or above.
- The Bushfire Operational Plan for NBHF requires the facility to be closed except for necessary staff, when a Total Fire Ban and Fire Danger of severe or above are in place, and/or if there is a fire within 10km of the perimeter.
- March heavy rainfall affected access roads to the facility from 4 March to 15 March. Staff of the NBHF were directed to work from ACTHD offices during this time until safe access was restored to the site.
- The NBHF facility has been closed since 22 March 2020 and staff of the NBHF instructed to work from home. An NBHF COVID Management Plan is in the final stages of development and will support safe reopening of the facility under Stage 2 of the Canberra Recovery Plan.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49733
Contact Officer name:	Jon Ord	Ext: N/A
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jon Ord	
TRIM Ref:	GBC20/77	

QUESTION TIME BRIEF

GBC20/284

Portfolio: Health

ISSUE: HYDROTHERAPY POOL OPTIONS ANALYSIS AND MARKET SOUNDING

Talking points:

- The ACT Government is exploring options for the development of a new hydrotherapy pool in Canberra's south.
- An external consultant has been engaged to undertake this options analysis work. The options analysis considers both standalone and an expansion of existing facilities.
- The Government also undertook a market sounding process which called for proposals from parties interested in working with the Government to develop a public hydrotherapy pool located in Canberra's south.
- The marketing sounding process closed on 14 February 2020, and the responses are currently being considered.
- The Government will consider the options closely and I look forward to making an announcement for ensuring long-term access to hydrotherapy services for the community.
- The Government recognises the value of hydrotherapy as an ongoing therapeutic activity for many people with chronic illness to maintain their mobility, manage their pain and foster overall wellbeing.

Key Information

- The hydrotherapy pool at the Canberra Hospital closed on 29 February 2020. It did not meet the Australian Standards for Hydrotherapy Pools nor the current Australian Safety standards.
- The University of Canberra hospital, in Canberra's north, hosts a hydrotherapy pool facility which. Community groups such as Arthritis ACT can also access this facility.
- In late 2019, the ACT Government committed to exploring options to deliver a new hydrotherapy pool in Canberra's south to replace the hydrotherapy pool at the Canberra Hospital.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Group Manager	Ext: 49805
Contact Officer name:	Liz Lopa	Ext: 49805
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Liz Lopa	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

Background

- Due to COVID-19 and the redeployment of staff from the strategic infrastructure division to other areas of ACT Health, the options analysis and market sounding project has been delayed slightly.

Cleared as complete and accurate:	16/06/2020	
Cleared by:	Executive Group Manager	Ext: 49805
Contact Officer name:	Liz Lopa	Ext: 49805
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Liz Lopa	
TRIM Ref:	GBC20/284	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: COVID-19 Office for Mental Health Wellbeing - Chief Psychiatrist

Talking points:

- As the pandemic has progressed, the immediate and longer-term effects on mental health across our community are becoming clearer. Addressing these impacts requires a broad ranging response.
- The impact of COVID-19 has led to an increase in the number of people seeking help from non-government organisations. ACT Government is committed to getting help to people to manage their mental health as early as possible
- In March 2020, the ACT Government provided funding to Lifeline to address the increased demand for telephone counselling. In May 2020 an expansion of support with a funding package of nearly $4.5 million was announced.
- This support package will strengthen our mental health sector to adapt and expand its services to provide more support for the mental health and wellbeing of the ACT community, immediately during the COVID-19 crisis and in the longer term.
- Some of the initiatives in the package include:
    - $1.44 million to respond to people experiencing acute mental health crisis in the community;
    - $500,000 for additional sub-acute accommodation for people exiting mental health inpatient units;
    - $341,843 for two new Canberra Safe Haven Cafes, which will a community based safe alternative to the emergency department and other treatment services;
    - $200,000 for Way Back Support Service to expand non-clinical support for people who have made a suicide attempt;

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/285	

  - $250,000 for an Aboriginal & Torres Strait Islander specific Mental Health program for suicide prevention; and
  - $100,000 for OzHelp to continue to support workplaces and to expand their service to people who have lost employment.

- In addition to the specific allocations in the package, $450,000 is provided for innovative initiatives in the NGO sector. Potential providers will be able to apply for grants to fund innovative new programs to support the mental health and wellbeing of Canberrans.
- This significant ACT Government response builds on the Australian Government's mental health initiatives and we are working to ensure that people in the ACT are also aware of, and taking up, the opportunities for telehealth and telepsychiatry as well as increased online supports for mental health.
- The Office for Mental Health and Wellbeing and the Chief Psychiatrist are continuing to work closely across the ACT Government and the community sector to ensure a coordinated and connected whole of community plan.
- The Aspen COVID-19 Surge Ward on Garran oval has been approved under the Mental Health Act. All wards in Canberra Hospital are approved under the Act. Approving the Surge Centre ensures equivalence of care. In the event that someone with COVID-19 who also experiences serious mental ill health and required treatment under the Act was admitted, the approval of the facility would ensure they continued to receive appropriate care.
- The Office meets regularly with peak mental health non-government organisations to identify the emerging and ongoing issues impacting consumers, carers and community service providers.
- An ACT Mental Health and Wellbeing Oversight Group has been established to ensure there is a coordinated whole of government communications plan for mental health and wellbeing. The Oversight Group is developing mental health and wellbeing messages for vulnerable groups and the broader community.
- Due to the impact of COVID-19, the roll out of YAM was paused as the program model requires face-to-face implementation with students. YAM

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/285	

recommenced in Term 2, on Monday 15 June2020.Lifespan's Question Persuade Refer, or QPR, is a free online training program that teaches people to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. QPR will continue to be promoted through social media and other channels during the COVID-19 pandemic.

- The 'QPR for Business' initiative, funded by the ACT Government, encourages workplaces to enable staff to complete QPR Training.,
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, has been modified by EveryMind, and will be conducted for local media and communication stakeholders in coming months.

Key Information:

- The ACT Health Directorate has worked with the Chief Psychiatrist on contingency planning for the functions and operations of the Mental Health Act in the COVID-19 environment, including developing a hierarchy of the Chief Psychiatrist delegations to ensure immediate continuity in the event that the Chief Psychiatrist is unable to fulfill her functions.
- You attended a State and Territory Mental Health Ministers' Meeting on 24 April 2020, to discuss the ACT's response to the COVID-19 crisis. The meeting focused on the impact on service delivery and cross-border issues; State and Commonwealth policy responses to COVID-19; and communication strategies.
- National Mental Health Commission has led the development of a National Mental Health Pandemic Response Plan for National Cabinet consideration. The ACT Health Directorate has provided feedback on the development of this Plan.
- The ACT COVID-19 scenario planning for the whole of the mental health system is progressing with consideration of the impact of the suppression and elimination scenarios.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Lee-Anne Rogers	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore and Denise Riordan	Ext: 49600& x50687
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: Culture Review

Talking points:

- Considerable work has occurred in reviewing and stabilising organisational and governance structures.
- The redefining of strategic visions and values has been completed and the focus is now on understanding and embedding values in all aspects of the work and behaviour in the ACT Health Directorate and Canberra Health Services. Calvary Public Hospital Bruce is engaging with staff to ensure its vision and values are understood and embedded. Learnings from the Review have helped to inform this work.
- The role of Employee Advocate has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- There has been an investment in the development of a partnership with the Australian National University's Research School of Management that will provide expertise founded in an evidenced-based approach to supporting people working in complex organisations. The partnership has resulted in the development of the ACT Workplace Culture Framework which will be applied across the ACT public health system.
- The Clinical Leadership Forum's inaugural meeting was held in July 2019. It is a monthly, high-level forum that reports to the Minister for Health as Chair.
- A communications and engagement strategy has been developed identifying audiences and stakeholders, and how, when and where they will be informed about the implementation of the recommendations and progress from the Review.
- The first meeting of the Professional College Advisory Committee (previously known as the ACT Health Clinical Advisory Committee) was held on Tuesday 5 November 2019, with future meetings being held bi-monthly to ensure opportunity for information provision on matters to the Culture Review Oversight Group.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

- ACT Health Directorate currently funds non-government organisations (NGOs) to deliver a range of health, advocacy and sector development services. The annual investment in these services is in the order of $67 million in 2019-20. We recognise that NGOs play an essential role in our health system. It is integral that we engage effectively with them in policy development and health service planning through co-design and consultation.
- Cultural Review Oversight Group meetings have been held on a quarterly basis, and following the September 2019 meeting, frequency has increased to bi-monthly.
- The Culture Review Implementation Branch has been established and implementation plans developed. The Branch is working in partnership across the ACT public health system with Canberra Health Services, ACT Health Directorate and Calvary Public Hospital (Bruce).

Further talking points:

- Together with the Minister for Health, I have been extremely clear around my expectation for a positive culture in the delivery of public health care in the ACT.
- The Government has zero tolerance for bullying and harassment.
- Since March 2018, there has been significant work undertaken within our public health system to improve culture and governance, and to build an environment of genuine engagement.
- I have seen significant improvements in workplace culture since this time.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are looked after.
- New Executive leadership teams have been established across our three health services with a strong commitment to developing positive workplace cultures. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

- The Final Report also highlighted the fact that the issue of culture within public health services is not unique to the ACT – it is a concern at a national and international level.

Annual Review of Culture Review Implementation

- Recommendation 19 of the Review requires an annual, independent and external review to be undertaken to report on the extent of the implementation of the recommendations from the Review, and consequent impact on cultural changes with the health system.
- The Terms of Reference for the Annual Review were endorsed by the Oversight Group at its February meeting.
- Mick Reid from Michael Reid and Associates, who led the Independent Review in 2018, was engaged to undertake the 2020 Inaugural Annual Review.
- The review commenced in March 2020 and included one-on-one interviews with a cross-section of key stakeholders from the Culture Review Oversight Group. The review has also included consideration of the progress made against each of the 20 recommendations.
- The report for the review *ACT Public Health Services Cultural Review Implementation: Inaugural Annual Review* was tabled in the ACT Legislative Assembly on 4 June 2020.

ACT-NSW Memorandum of Understanding (MoU) for Regional Collaboration

- The ACT Health Directorate has been working with the NSW health system to progress a Memorandum of Understanding for Regional Collaboration, which is expected to be signed by the ACT Chief Minister and the New South Wales Premier in mid-2020, and is expected to include:
    - a new cross-border partnership agreement;
    - options to better integrate the ACT Government and NSW Government across multiple domains that impact health, with a focus on improved patient outcomes and flows; and
    - it will strengthen the governance arrangements between ACT Health and NSW Health.
- On the 16 September 2019, the ACT and NSW Cross-Border Senior Officials Working Group (SOWG) was established to progress actions under the MoU

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

and to advance the strategic partnership between the ACT Health Directorate and the NSW Ministry of Health with regard to cross-border collaboration. This forum is being used by senior ACT Health officials to advance initiatives that respond to the recommendations of the Review.

Key Information:

- The implementation of the recommendations arising from the Review have financial implications for the Territory. In the 2019-20 budget, ACT Health Directorate was allocated $4m per financial year, for three years, offset by a $1.5m roll over from 2018-19, for the implementation of all twenty recommendations.

Establishment of the Employee Advocate role

- The role has been established to support staff within the ACT Health Directorate and Canberra Health Services.
- The purpose of the role is to assist staff who are experiencing workplace conflict, bullying and harassment or interpersonal issues within the workplace.
- The Employee Advocate provides support and advice about options available, assists staff to confidently progress options, arranges facilitated conversations to repair workplace relationships, organises mediation to settle longer-term disputes and refers matters for further assessment and investigation if required.

ACT Workplace Change Framework

- This will enable the deliberate investment in a systematic methodology for facilitating, managing and sustaining cultural change.
- The first phase of work will focus on the development of an ACT Public Health System Workplace Change Framework - an evidenced-based model to inform the shaping of positive workplaces in the ACT healthcare setting.
- The model is being researched, developed and evaluated in the ACT, based on domestic and international research and expertise.

Clinical Leadership Forum

- The Forum's inaugural meeting was held on 24 July 2019.
- This is a high-level forum, held monthly, that reports to the Minister for Health as Chair.
- The Forum provides independent advice to contribute to the continuous improvement of the ACT's health system.
- The Forum includes a range of areas from across Canberra Health Services, Calvary Public Hospital (Bruce) and the broader ACT health services sector.
- The Forum provides an important mechanism for clinical leaders to advise on health services planning and infrastructure, clinical culture and training and education.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

System-wide Communications and Engagement Strategy

- The goal is to for the workforce across the ACT public health system to feel safe, supported, valued and engaged, focussing on engagement that is frequent, and guiding the workforce through meaningful change to improve the culture.

Professional Colleges Advisory Committee (previously known as ACT Health Clinical Advisory Committee)

- In response to feedback from several professional Colleges and Associations that they were keen to play a formal role in culture review implementation, the Minister for Health established a Clinical Advisory Committee.
- The purpose of the Clinical Advisory Committee is to provide members with an opportunity to consider workforce culture and other systemic and institutional issues from the perspective of the Colleges.

Non-Government Organisation engagement

- Recommendation 6 in the Final Report outlines the requirements for NGO re-engagement.
- In response to the recommendation, the ACT Health Directorate has established an NGO Leadership Group with membership including representation from Canberra Health Services, ACT Health Directorate Divisions and NGO peak organisations.
- The inaugural meeting was held on Wednesday 23 October 2019, with meetings being held monthly until March 2020. Following this the Group is meeting bi-monthly to allow enough time for completion of work flowing from the meeting prior to the next one. Members and working groups will be convened out of session as required.
- The establishment of the NGO Leadership Group provides opportunities for improved partnerships between NGOs and other organisations that make up the health system.

Cultural Review Oversight Group

- The purpose of the Oversight Group being to oversee the implementation of the recommendations of the Final Report.
- The former Minister for Health and Wellbeing chaired the inaugural Culture Review Oversight Group meeting on 28 March 2019.
- The Oversight Group provides the highest level of governance over the implementation of the recommendations arising from the Review.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

Background:

Independent Culture Review

- On 10 September 2018, the former Minister for Health and Wellbeing, Ms Meegan Fitzharris announced the Independent Review into the Workplace Culture within ACT Public Health Services in response to significant negative reporting about poor workplace culture across the three arms of the ACT public health service over an extended time period. The Minister appointed an independent panel to undertake the review.
- The panel presented its Final Report to the Minister on 5 March 2019. The Final Report was released to staff and the public on 7 March 2019.
- The Review overwhelmingly highlighted:
    - Inappropriate behaviours and bullying and harassment in the workplace;
    - Inefficient procedures and processes including complaints handling;
    - Inadequate training in dealing with inappropriate workplace practices;
    - Poor leadership and management at many levels throughout the ACT public health system;
    - Inefficient and inappropriate Human Resource practices, including recruitment; and
    - Considerable disengagement by clinicians from the management of ACT public hospitals and health services.

- The Final Report was tabled on 19 March 2019 in the ACT Legislative Assembly. The former Minister for Health and Wellbeing tabled the Government Response to the Report on 16 May 2019. In the response, the Government agreed to all 20 recommendations of the Report. This marked the formal commencement of the implementation process to take place over the next three years.
- The Culture Review Implementation Branch was established in April 2019 within the ACT Health Directorate to take responsibility for leading the planning and implementation of the recommendations arising from the Review. The Branch works closely with the Culture Review Oversight Group and the Culture Review Implementation Steering Group, established to ensure effective and efficient implementation.
- The ACT Government invests significantly in the delivery of public health services to ensure safe, high quality healthcare for the ACT community and our surrounding regions. In addition to taking care of our community, we are also working hard to ensure that our staff are cared for and feel valued.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

- New Executive leadership teams have been established across our three health services with a strong commitment to developing a positive workplace culture. Signs of a shift in positivity are already being demonstrated, and it was pleasing to read in the Final Report that there is cautious optimism by many within the service around the new leadership.
- The former Minister and I also signed a public commitment document with the leaders of the Health Directorate, Canberra Health Services and Calvary Public Hospital (Bruce) on Thursday 16 May 2019.
- To further support this commitment, organisation representatives on the Culture Review Oversight Group signed a stakeholder commitment to support and drive a positive workplace culture across the ACT public health system. The commitment was signed on 4 September 2019.
- These public commitments, together with the government response reaffirms our commitment to cultural change and the implementation of the recommendations of the Review.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49923
Contact Officer name:	Jodie Junk-Gibson	
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jodie Junk-Gibson	
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: FUTURE PLANNING FOR HEALTH SERVICES ACROSS THE ACT

Talking points:

- ACT Health Directorate is developing a Territory-wide Health Service Plan. The Territory-wide Health Service Plan will identify priorities for health service development and redesign across the ACT. It will be based on a comprehensive assessment of health service needs across the care continuum on a geographic basis and for priority population groups. It will consider the range of public health services provided by Canberra Health Services, Calvary Public Hospital Bruce and other organisations in the community.

  Key considerations of the planning process will be:

  - Aligning services with need;
  - A focus on prevention;
  - Improving integration of services; and
  - Embracing technology.

- Between November 2019 and March 2020, approximately 80 consultation sessions were undertaken with stakeholders from Canberra Health Services, Calvary Public Hospital Bruce, Non-Government Organisations funded by the ACT Health Directorate and aged care providers in the ACT. While further consultation and engagement with consumers and carers, the community and health services is currently on hold in the context of COVID-19 response activities, discussions are being held, for example with Health Care Consumers' Association, about how and when these engagement activities will be progressed.

- The Territory-wide Health Service Plan was due to be completed by mid-2020. A revised work program is now being established for the Plan in consultation with the Health Care Consumers' Association that would see further engagement activities planned for June through to early August to support finalisation of the Plan in the second half of the year.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/285	

- A Mental Health Clinical Services Plan is also currently under development and will establish the medium to long term directions for public mental health services in the ACT. Emerging priorities that have been identified in the early stages of development of this Plan are being used to inform decision making in response to current service demand issues.
- The Mental Health Clinical Services Plan will identify how priorities for mental health service development in the Territory-wide Health Service Plan and the Regional Mental Health and Suicide Prevention Plan, currently being finalised with the Capital Health Network, will be implemented.
- The Mental Health Clinical Services Plan was expected to be completed by mid-2020 but is also expected to be delayed in context of the COVID-19 response.

Cleared as complete and accurate:	12/06/2020	
Cleared by:	Executive Group Manager	Ext: 49699
Contact Officer name:	Sarah Galton	Ext: 49877
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jacinta George	
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: OFFICE FOR MENTAL HEALTH AND WELLBEING

Talking points:

- The Office for Mental and Health and Wellbeing Work Plan sets out the ongoing commitment to enhance the mental health and wellbeing of our region, by partnering with government, non-government and the community to support the people in the ACT and surrounds experiencing mental health concerns.
- The Work Plan introduces the territory-wide vision for mental health and wellbeing:
    - A kind, connected and informed community working together to promote and protect the mental health and wellbeing of all.
- The Work Plan contributes to this vision through actions under three key themes for change:
    - Mentally healthy communities and workplaces;
    - Individuals, families and carers; and
    - System capacity and workforce.
- Activities being delivered under the plan this year include a Community Engagement Commitment, an Evaluation Framework for the Office, an Outcomes Framework for the mental health system, implementation of the Lifespan suicide prevention strategy, the Youth Aware of Mental Health program (YAM) and a review of Children and Young People's Mental Health and Wellbeing (the Review).
- The report on the Review was released on 20 March 2020 and is available on the Office for Mental Health and Wellbeing web page on the ACT Health Directorate website. The report makes recommendations and identifies projects currently being planned to address the concerns raised through the consultations.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

- The initial phases of the development of an online youth navigation portal for the ACT are being progressed. Planning has also commenced on addressing the needs of children with moderate to severe mental health concerns.
- The Youth Aware of Mental Health (YAM) program commenced in two schools and has been well received. Due to the impact of COVID-19, the roll out of YAM was paused as the program model requires face-to-face implementation. YAM recommenced in Term 2 on Monday 15 June 2020. YAM is part of the Black Dog Institute's LifeSpan Framework being rolled out in the ACT and targets 14 to 16-year-olds.
- In addition to the work plan activities, the Office has taken a leadership role in identifying and addressing the significant impact of both the natural disasters and the current pandemic on the mental health of our community.

Key Information:

- The Coordinator-General reports directly to the Minister for Mental Health and the Office has a mandate to work across all Government agencies. The Office retains a level of independence from the day-to-day running of ACT Health and has authority to conduct reviews and produce reports as the Coordinator-General deems necessary or at the request of the Minister for Mental Health.
- Within the 100 days from the commencement of the Coordinator-General, the Office for Mental Health and Wellbeing has undertaken a process of co-design in conjunction with the peak non-government organisations to create a territory-wide vision for mental health and wellbeing and to inform the development of the Office Work Plan.
- The Workplan was launched on 30 April 2019 and is available on the Office website.
- The Mental Health and Wellbeing Inter-Directorate Committee (previously called the Agency Stewardship Group) has held regular meetings to oversee the development of the Work Plan and will continue to meet on a regular basis to provide a whole of government response to enhance mental health and wellbeing in the ACT.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Natalie Johnson	Ext: x49860
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	Ext: 49600
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: IMPACT OF THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) IN THE ACT MENTAL HEALTH COMMUNITY

Talking points:

National Disability Insurance Scheme

- The ACT was a trial site for transition to the NDIS, implementing the full scheme between 2014 and 2016. There are currently 894 participants who access the scheme based on psychosocial disability.
- The Office for Disability, in collaboration with the ACT Health Directorate, has been leading the national work to improve the NDIS response to people with lived experience of mental illness and psychosocial disability.
- Work is progressing on projects endorsed by the Disability Reform Council in December 2019 although there may be some delays as a result of the COVID-19 crisis. These projects address the issues identified for people with psychosocial disability including:
    - Access and Eligibility;
    - Linkages and Referral;
    - Assertive Outreach;
    - Responding to the Episodic Nature of Psychosocial Disability;
    - Psychosocial Disability Recovery Approach;
    - Information Sharing and Data Reporting; and
    - National Approach to Concurrent Supports.
- The National Disability Insurance Agency is also working with the ACT Government and local services on the rollout of their Psychosocial Disability Stream and Complex Support Needs Pathway. In considering this work, priority has been given to improving:
    - hospital discharges;
    - support coordination; and

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

  - planning.

- The Office for Disability has established a Community of Practice for mental health support coordinators in partnership with the mental health community agency peak the Mental Health Community Coalition ACT.
- COVID-19 has had a significant impact on the delivery of disability support across the country. The NDIA has responded through facilitating plan adjustments and exploring ways for support providers to manage and communicate regarding changing restrictions.
- Measures are also being implemented locally, through the ACT's Office for Disability.

National Psychosocial Support Measure (NPSM) and Continuity of Support (CoS)

- The ACT Government has a bilateral agreement with the Commonwealth for the National Psychosocial Support Measure (NPSM). Under this agreement, $2 million of ACT Government funding and $1.3 million of Commonwealth funding is allocated to provide psychosocial support services to assist people with mental illness who are not eligible for a funded support package through the NDIS in the ACT. The funding is spread over four years to the end of the 2020 - 2021 financial year.
- Continuity of Support (CoS) funding is also available from the Commonwealth as part of the 2018-19 Federal Budget to provide supports for people who previously received support under Commonwealth funded programs such as Partners in Recovery and who have not been found eligible for supports under the NDIS.
- Funds for both measures are being administered through the Capital Health Network, in partnership with the ACTHD, Canberra Health Services and other community stakeholders. The NPSM provided funds for two programs, offered by Flourish Australia and Woden Community Service. Funding for Continuity of Support was awarded to Woden Community Service (WCS).
- NGOs have been proactive in adjusting their modes of service delivery to meet social distancing requirements due to the COVID-19 crisis.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

- The Commonwealth has commissioned the NOUS Group to do an evaluation of the NPSM and CoS implementation. Representatives from the CHN, Canberra Health Services and ACTHD met with NOUS on 27 May 2020 and an interim report is due at the end of July 2020.

Key information

NDIS

- Timeframes have been agreed with the DRC in relation to project outcomes from the Mental Health Working Group (MHWG) for the NDIS and mental health interface. Some of these timeframes may be affected by the reprioritisation required.
- Representatives from the ACT Government (Office for Disability and/or ACTHD) sit on all Project Teams.
- Concerns have been raised that the NDIA response to COVID-19 has been too slow and does not go far enough with a lack of concrete actions and messaging. Also, that the response is uncoordinated with state and territory measures.
- The NDIA announced the results of their Annual Price review on 4 June 2020. There are 14 recommendations including:
    - the introduction of psychosocial recovery coaches;
    - improving clarity on the price settings for Supported Independent Living (SIL)
    - new features to provide opportunities for participants to access alternative living arrangements as part of Individualised Living Options (ILO);
    - driving innovative opportunities for participants in employment; and
    - introducing Programs of Supports to improve choice and control for participants and to provide more certainty for providers when delivering supports.

NPSM and Continuity of Support

- Programs funded under the NPSM include the New Path program, operated by WCS, and the Bloom Healthy Living, operated by Flourish.
- New Path is an early intervention mental health recovery program that supports people whose ability to manage daily activities and live independently in the community has been affected by mental health issues.
- WCS will receive $989,786 for the New Path program for the contracted period of February 2019 to June 2021.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

- Flourish will receive $1,069,965 for the Bloom Healthy Living program for the contracted period of March 2019 to June 2021.
- Both providers of the NPSM have been actively supporting people since April 2019. As at November 2019 there were approximately 30 participants in each program, with a steady flow of referrals.
- Referrals have come from a variety of sources including GP's, ACT Disability Aged Carer Advocacy Service (ADACAS), clinical mental health services (both inpatient and community) as well as from Housing services and self-referrals. Work continues to promote NPSM services across the ACT community.
- WCS have led the establishment of a Stakeholder Reference Group, incorporating both NPSM services in the ACT. This Reference Group will help to promote NPSM services and most importantly will work towards integrating the NPSM within the broader mental health sector. The Stakeholder Reference Group has been put on hold during the current COVID-19 crisis.
- WCS has established the Continuity of Support Program with $188,000 of Commonwealth Government funding. Continuity of Support is only available to people who were accessing services as at 30 June 2019 under Partners in Recovery (PIR), Day to Day Living program (D2DL) or Personal Helpers and Mentors (PHaMs) and who are found to be ineligible for the NDIS.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49180
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285
Portfolio: Mental Health

ISSUE: MENTAL HEALTH SERVICES FOR DEAF AND DEAF/BLIND CANBERRANS

Talking points:

- The ACT Health Directorate (ACTHD) is consulting with Deaf Canberrans and organisational stakeholders, including the Deaf Society, to consider the availability and experience of mental health services for Deaf and deafblind Canberrans.
- The ACTHD met with members of the ACT Deaf community on Thursday, 19 December 2019 as an opportunity for Deaf Canberrans to share their experience and knowledge of mental health services and mental illness.
- Communication was facilitated through two interpreters. This meeting was positive, and all parties expressed commitment to working together to co-design options for improved access to mental health services for the Deaf community.
- ACTHD is working with Deaf Canberrans, the Deaf Society and other stakeholders to identify service strengths and gaps in mental health services for the Deaf community.
- ACTHD is engaging with other States and Territories to inform development of policy and service responses.
- This work has been impacted by the COVID-19 pandemic. Consultation options are restricted and there are impacts on the availability of and capacity of ACT based Interpreters. CHS, which is a vital stakeholder in this process, is also experiencing increased demand and reduced capacity due to COVID-19 related activities. It is proposed that this work will progress in the near future.

Key Information

- ACTHD recognises that Deaf and deafblind Canberrans require culturally sensitive and competent mental health services. The ACT Government is committed to

Cleared as complete and accurate:	10/6/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Michael Culhane		Ext: 49392
TRIM Ref:	GBC20/285		

working with stakeholders and the Deaf community in the ACT to ensure mental health services are accessible for Deaf and deafblind Canberrans.

- Discussions with organisations and the Deaf community are ongoing. Engagement has been significantly delayed by COVID-19 and its impacts on consultative activities.
- ACTHD is developing a paper regarding potential service improvements and initiatives that will meet the needs communicated to ACTHD by members of the Deaf community.
- Due to large scale community impacts of bushfires and COVID-19, further consultation with the Deaf community on this work has been delayed.
- This paper, when completed, will be co-designed with the Deaf community and will incorporate information from all consultations to date and provide options on various enhancements to mental health services for Deaf and deafblind Canberrans.
- ACTHD is investigating options to provide additional supports to Deaf Canberrans during the COVID-19 pandemic in recognition of both the delay in this work and the increased impacts of mental ill-health for people who are Deaf or deafblind.

Cleared as complete and accurate:	10/6/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Michael Culhane		Ext: 49392
TRIM Ref:	GBC20/285		

QUESTION TIME BRIEF

GBC 20/285

Portfolio: Mental Health

ISSUE: Mental health assessments - Section 309 of the *Crimes Act 1900*

Talking points:

- The challenges and demands currently being experienced in the acute mental health system are well known. In response, strategic planning is underway to address these issues through a variety of projects and pathways.
- One such strategy involves an investigation into what alternative approaches to section 309 assessments may be possible.
- Section 309 of the *Crimes Act 1900* provides a legislative mechanism for the Magistrates Court to order the transfer and mental health assessment of people involved in the criminal justice system.
- The Canberra Hospital is declared as an approved Mental Health Facility under the *Mental Health Act 2015* and is the only facility that receives patients for section 309 assessments. All section 309 assessments are carried out at the emergency department of the Canberra Hospital.
- ACT Health Directorate, as the health system steward, will work in collaboration with Canberra Health Services, the Chief Psychiatrist and the Department of Justice and Community Safety to investigate alternative approaches to facilitate necessary assessments to section 309 that may reduce demand on the emergency department and acute mental health services at the Canberra Hospital.
- This work is significant and requires cross directorate, legal and wider community consultation.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

Key Information

- The *Administrative Arrangements 2019 (No 3)* allocate the *Crimes Act 1900* to Justice and Community Safety under the Attorney General.
- An alternative approach under consideration is allowing for section 309 (s309) assessments to be carried out in a designated area by a mental health clinician within the court building rather than requiring the person to be transported to the emergency department. This would mean less disruption to the person and allow for a more streamlined service for the court.
- The onsite examination amendment may reduce demand by ensuring only people with mental or physical health that require acute hospital services for care or treatment are transported to the Emergency Department.
- During 2018-19, 137 people were referred to the Canberra Hospital Emergency Department under a s309 order for removal to an approved facility. Of these, 83 people were admitted.
- Legislative and policy changes required for any amendments are significant and will require:
    - cooperation from JACS (including Corrections, the courts and the Criminal Law Section);
    - consultation with other directorates (such as ACT Policing); and
    - costing of the financial implications of the proposed changes.
- Other options to consider are:
    - Offering people the opportunity to have an assessment as a voluntary patient. This is in keeping with the principles and objects of the *Mental Health Act 2015* for the least restrictive approach to mental health care.
    - Areas other than the Emergency Department could carry out s309 assessments where they are required, for example another health facility.
- ACT Health Directorate will continue to lead the work on this and other initiatives in consultation with Canberra Health Services, the Justice and Community Safety Directorate and the Chief Psychiatrist.
- ACT Health Directorate is working with Canberra Health Services to gather data to understand of the operation of section 309. The data collected for analysis includes the length of stay in the Emergency Department for a person on a s309 order. The availability of this data has been delayed due to the impact the COVID-19 response is having at Canberra Health Services.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

- Analysis of the this data will provide an opportunity to identify periods of high demand for mental health services in the Emergency Department as well as providing a clear indication of general wait times for assessment under section 309.

Background Information

- Diversion from the justice system of those people who have a mental illness or disorder is an important aspect of contemporary justice systems.
- If a person appears before the courts and there is a concern that they may have a mental illness or mental disorder then the person can be assessed and the courts advised accordingly.
- In the ACT, the Forensic Mental Health Team has a Court Liaison service. Clinicians in the Court Liaison service provide mental health assessments and advise the courts about mental health issues. This may include requesting that an assessment under s309 of the *Crimes Act* is carried out.
- Alternatively, the magistrate can request a s309 assessment.
- Where the Court Liaison service is involved, approximately 80% of those referred for an assessment require admission. This number falls significantly if they are not involved.
- Following the assessment, if they do not require admission the Australian Federal Police are required to transport them to custody. This can at times involve long waits which has an impact on the client themselves as well as on the clinical service areas.

Cleared as complete and accurate:	10/06/2020	
Cleared by:	Deputy Director-General	Ext: 49786
Contact Officer name:	Meg Brighton	Ext: 49180
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Michael Culhane	Ext: 49392
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285**Portfolio:** Mental Health

ISSUE: SUICIDE PREVENTION PROGRAMS

Talking points:

Lifespan Suicide Prevention Framework

- The ACT Government committed $1.545 million in the 2018-19 Budget to establish a pilot version of the Black Dog Institute's LifeSpan Integrated Suicide Prevention Framework in the ACT over three years to 2021.
- LifeSpan is an evidence based approach to integrated suicide prevention. LifeSpan combines nine strategies that have strong evidence for suicide prevention into one community led approach incorporating health, education, frontline services, business and the community.
- An ACT Lifespan Action Plan has been developed by the ACT Health Directorate (ACTHD), Capital Health Network (CHN) and the Black Dog Institute (BDI) to guide implementation.
- A LifeSpan Steering Committee, composed of key local agencies and stakeholders, guides this work.
- Five ACT LifeSpan Working Groups, focusing on Health Services, Schools, Aboriginal and Torres Strait Islander suicide prevention, Improving Public Safety and Community Awareness are also underway with membership from key stakeholders.
- The ACT Government is working closely with Black Dog Institute to discuss the impact of COVID-19 on Lifespan initiatives.
- Several key Lifespan initiatives have been modified in light of the current situation.
- An ongoing initiative under Lifespan is the Question Persuade Refer or QPR, online gatekeeper training program which has been widely promoted by ACTHD and CHN through social media and other channels. QPR is a suicide prevention intervention that teaches lay and professional gatekeepers to recognise and respond positively to someone exhibiting suicide warning signs and behaviours. As QPR is a free online training

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/285	

program which supports suicide prevention in the ACT, it will continue to be promoted during the COVID-19 pandemic.

- A 'QPR for Business' initiative, encouraging workplaces to enable staff to complete QPR Training, is also now underway in partnership with Healthier Work and BDI. Funding is being provided by the ACT Government for this training through BDI. This will continue to be promoted during the COVID-19 pandemic.
- Mindframe Plus training in safe and purposeful media reporting and communication about suicide, provided by Everymind, is a feasible approach to continue online in modified format in light of COVID-19, and will be conducted for local media and communication stakeholders in coming months.
- Aboriginal and Torres Strait Islander Suicide Prevention is a key priority for ACT Lifespan. An identified Project Officer is employed to support this work, and a number of key activities planned for 2020 have been modified or postponed due to COVID-19.
    - Training by Wesley LifeForce, which was originally intended for 10 Aboriginal and Torres Strait Islander health workers to participate in a culturally appropriate Indigenous Suicide Prevention Training Program in March 2020, has been postponed.
    - An Aboriginal and Torres Strait Islander Mental Health and Suicide Prevention Forum has also been postponed. This Forum was to include Winnunga Nimmitjyah Aboriginal Health and Community Service, Gugan Gulwan Youth Aboriginal Corporation and the ACT HD Aboriginal and Torres Strait Islander Health Partnerships Team.
    - In partnership with ACT Health, BDI is now conducting a needs assessment for the provision of a culturally appropriate Aboriginal and Torres Strait Islander suicide prevention, aftercare and postvention service for the ACT. This model has been recommended by the Aboriginal and Torres Strait Islander Working Group as an appropriate suicide prevention strategy for the ACT.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/285	

- In 2019, the ACT Government was advised that the Commonwealth Government will provide approximately $6 million in the outgoing years for the Youth Mental Health and Suicide Prevention Project which includes:
    - an Online Youth Navigation Portal to provide personalised online and phone based mental health services for young people, their friends and family and other health professionals; and
    - the Youth Aware of Mental Health (YAM) Program to be delivered in schools across the ACT in 2020 and 2021 to educate and engage young people in discussions about mental health and promote peer support. YAM is a key Lifespan strategy.
- The YAM program commenced in ACT high schools in February 2020. This program involves a series of five sessions delivered to Year 9 students in schools where they learn problem solving skills; gain knowledge about mental health; build resilience; promote early intervention; and help seeking behaviours.
- A Suicide Prevention Officer role, funded by ACT Health Directorate and located in ACTED, supports YAM.
- Due to the impact of COVID-19, the roll out of YAM was paused as the program model requires face-to-face implementation with students. YAM recommenced in Term 2 on Monday 15th June, 2020.

<u>Way Back Support Service</u>

- The Way Back Support Service (Way Back), developed by Beyond Blue, is a non-clinical suicide prevention service developed to provide follow-up support to people for up to three months, after they have attempted suicide.
- Way Back began as a pilot program in the ACT in October 2016 and has been delivered by the Woden Community Service since then.
- The ACTHD has a bilateral agreement with the Commonwealth Government to fund the Way Back in the ACT committing the Commonwealth and ACT Governments to each providing $300,000 per annum. The contract will be managed by the CHN.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/285	

- In the context of COVID-19, the Way Back Support Service has moved to working via an online platform, phone and SMS systems.

Key Information:

- According to the latest ABS data, there were 3,046 deaths by suicide across Australia in 2018.
- In 2018, 47 suicide deaths were recorded in the ACT, compared to 58 deaths recorded in 2017
- The five-year, age-standardised rate of suicide deaths per 100,000 people in the ACT has moved from 10.5 suicide deaths per 100,000 in the 2013-17 period to 10.7 in the 2014-18 period. Similar increases were also seen across all States and Territories and in the national average.

Cleared as complete and accurate:	15/06/2020	
Cleared by:	Elizabeth Moore	Ext: x49600
Contact Officer name:	Ros Garrity	Ext: x49600
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Elizabeth Moore	
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: ACT REGIONAL MENTAL HEALTH AND SUICIDE PREVENTION PLAN

Talking points:

- The ACT Regional Mental Health and Suicide Prevention Plan (the ACT Plan) is currently being developed.
- The first section of the ACT Plan, Part A – the Framework, has been finalised and copies of the ACT Mental Health and Suicide Plan at a Glance were distributed from the second half of October 2019, as part of Mental Health Month.
- Endorsement of Part B – the Implementation Plan and Part C – the Monitoring and Performance Plan are currently being finalised by partner organisations.
- The full, three part ACT Plan is on track for completion by 30 June 2020, which is the date originally set by the Commonwealth Government in the Fifth National Mental Health and Suicide prevention Plan. However, due to the additional demands on primary health networks and other stakeholder organisations created by the COVID-19 emergency the Commonwealth has extended the due date to 31 December 2020.
- The priorities for the ACT Plan were informed by, and align with, the Office for Mental Health and Wellbeing's vision and priorities, that were identified in codesign workshops with the ACT community in February 2019.
- These priorities focus on better outcomes through service integration, early intervention, whole of person care and suicide prevention.

Key Information:

- Further public consultations were carried out across November 2019 to inform the development of the remaining sections of the ACT Plan: Part B - the Implementation Plan and Part C - the Monitoring and Performance Plan.

Cleared as complete and accurate:	10/06/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Meg Brighton		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Michael Culhane		Ext: 49392
TRIM Ref:	GBC20/285		

- The Fifth National Mental Health and Suicide Prevention Plan prioritises effective regional planning and integration of mental health services. Development of the ACT Plan is a key commitment under this priority.
- From August to October 2018, a consultation forum and online consultation survey for the ACT Plan brought together diverse stakeholder input to identify priorities and strategies that form the basis of the ACT Plan.

Cleared as complete and accurate:	10/06/2020		
Cleared by:	Deputy Director-General		Ext: 49180
Contact Officer name:	Meg Brighton		Ext: 49180
Lead Directorate:	Health		
Cleared for release	Yes		
Information Officer name:	Michael Culhane		Ext: 49392
TRIM Ref:	GBC20/285		

QUESTION TIME BRIEF

GBC20/277

Portfolio: Mental Health

ISSUE: HEALTH DIRECTORATE STAFF CLIMATE SURVEY 2019

Talking points:

- The ACT Health Directorate's Workplace Climate survey was conducted between 8 and 26 November 2019.
- Summary results were presented to the Directorate executive and staff on 12 February 2020.
- The Culture Review Oversight Group received a briefing from the survey provider, Best Practice Australia, on 25 February 2020. This briefing outlined the survey design, purpose and metholodology.
- The high completion rate of 82 per cent indicates the survey results are statistically reliable.
- The results indicate the Directorate has a culture of 'consolidation', which means that 40-50 per cent of employees are engaged, and this is typical of a culture that is in transition.
- The results show strong agreement around several work culture indicators, including that the workplace is free from sexual harassment; that there is good workplace flexibility; and the value of Integrity is demonstrated by colleagues.
- The results also identify a number of aspects of the Directorate's culture which will be targeted as part of the post-debrief Action Planning. These include perceptions of favouritism, of behaviour not espousing the values; and of poor internal processes, systems and procedures.
- The Directorate executive group will continue to explore the results of the survey with staff, and this will be followed by structured Action Planning and quarterly reporting.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

Key Information:

- 82 per cent of Directorate staff completed the survey. The average completion rate for an organisation with staff between 200-2000 staff is 63 per cent.
- Information that has the potential to identify business units or individual staff and/or managers will not be made available.

Background Information:

- Recommendation 2 from the Final Report of the Independent Review into the Workplace Culture within ACT Public Health Services (the Culture Review) contained an action item to conduct a staff survey in 2019.
- Results from the survey will inform the Directorate's response to the recommendations arising from Culture review.
- The last workplace climate survey of (the former) ACT Health was conducted in 2015.

Cleared as complete and accurate:	28/05/2020	
Cleared by:	Executive Group Manager	Ext: x49869
Contact Officer name:	Julie Nolan	Ext: x49835
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Julie Nolan	
TRIM Ref:	GBC20/277	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: MENTAL HEALTH BUDGET INITIATIVES

Talking points:

- There are nine new mental health and justice health initiatives contained in the 2019-20 ACT Budget. They are:
    - AMHU additional beds (over four years - $6,976,000);
    - Expand Mental Health Consultation Liaison Service (over four years – $4,594,000);
    - Electroconvulsive Therapy (over four years - $2,565,000);
    - Expansion of the Justice Health Services at AMC (over four years - $1,074,000);
    - Police, Ambulance and Clinician Early Response Tri-Service Model (over four years - $147,000);
    - Diverting people with mental illness (over four years - $3,035,000);
    - Expansion of ACT Eating Disorder Service (over four years - $2,217,000);
    - Capacity Building for Mental Health Carers (over four years - $457,000); and
    - A Safer Canberra - Canberra Health Services resources for fixated threat management capability trial (over four years - $644,000).
- The new electroconvulsive therapy initiative also includes capital funding of $1.764 million in 2019-20 and $0.756 million in 2020-21.
- The initiatives will employ an additional 26.9 FTE in 2019-20, growing to 33.8 FTE by 2021-22.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/285	

Initiative Descriptions (with Budget Paper Descriptions):

- Expanding Public Inpatient Mental Health Care: The Government will boost administration, allied health, and nursing staff levels in the Adult Mental Health Unit. This will allow a more comprehensive psychosocial approach to support inpatients, as well as support workforce development and improved clinical care standards CHS E15 – 7 Day-a-week Mental Health Consultation Liaison service.
- 7 Day-a-week Mental Health Consultation Liaison service: The Government will expand the Mental Health Consultation Liaison service to operate at Canberra Hospital seven days a week, increasing the level of support available for people with mental illness.
- More Mental Health Services at Canberra Hospital: The Government will establish an Electroconvulsive Therapy service to operate within the Adult Mental Health Unit at the Canberra Hospital. This will provide access for mental health patients who previously have been unable to receive this treatment.
- Delivering better mental health care for people in crisis: The Government will undertake planning and design work for a Police, Ambulance and Clinician Early Response model to better manage acute mental health related incidents in the community.
- Alternative justice pathways for people with mental illness: The Government will expand Mental Health, Justice Health and Alcohol and Drug Services to address the over-representation of people with mental health concerns who are in contact with the criminal justice system.
- Expanding public healthcare services for eating disorders: The Government will establish an Eating Disorders Specialist Clinical Hub and a non-government operated, community-based intervention support service to expand the capacity and range of eating disorder services available in the ACT.
- Strengthening capacity for mental health carers: The Government will recruit two Carer Engagement Clinicians to pilot a range of support and

psychosocial education activities to build capacity for the families and carers of people with mental health conditions.

- A Safer Canberra/Strengthening Public Safety and Security: The Government will provide several high priority requirements to strengthen the safety of the ACT as part of a National effort to address the risks associated with people who have a fixated threat, and to better protected crowded places from terrorism. The initiative is a two year trial.

Background Information

- Financial breakdown of the nine mental health and justice health new initiatives contained in the 2019-20 ACT Budget is provided in the table below:

Name	Recurrent				
	2019-20	2020-21	2021-22	2022-23	Total
	$000's	$000's	$000's	$000's	$000's
AMHU additional beds	1,680	1,722	1,765	1,809	**6,976**
Expand Mental Health Consultation Liaison service	800	1,234	1,268	1,292	**4,594**
Electroconvulsive Therapy (ECT)	0	488	999	1,078	**2,565**
Expansion of Justice Health Services at the AMC	258	266	273	277	**1,074**
Police, Ambulance and Clinician Early Response (PACER) Tri-service Model	147	0	0	0	**147**
Diverting people with a mental illness	731	749	768	787	**3,035**
Expansion of ACT Eating Disorder Services	179	442	683	913	**2,217**
Capacity Building for Mental Health Carers	226	231	0	0	**457**
A Safer Canberra - CHS resources for fixated threat mgt capability trial	82	277	285	0	**644**
	4,103	**5,409**	**6,041**	**6,156**	**21,709**

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Executive Branch Manager	Ext: 49869
Contact Officer name:	Kate Chambers	Ext: 49428
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Jean-Paul Donda	
TRIM Ref:	GBC20/285	

QUESTION TIME BRIEF

GBC20/285

Portfolio: Mental Health

ISSUE: 2019/2020 Half Yearly Performance Report ACTHD/LHN Mental Health Specific

Talking points:

There were no major variances within the Statements of Performance which was tabled in the Assembly on 13 February which related to Mental Health:

ACT Health Directorate

Output 1.3: Mentally Healthy Communities:

1.3.a - Percentage of mental health clients with outcome measures completed – was 6 percent higher than target due a sustained effort to complete outcome measures for eligible consumers.

1.3.b - Annual progress report on the implementation of the Office for Mental Health and Wellbeing Workplan 2019-2021 published – is on target to be met.

ACT Local Hospital Network

Output 1.1: ACT Local Hospital Network:

1.1.d – Acute Admitted Mental Health Services – was 3 percent below target.

Background Information:

- Directors-General (DG) and Chief Executive Officers (CEO) are responsible for delivering outcomes for the provision of services. Each DG / CEO is responsible to their Minister for the delivery of outcomes and for the provision of outputs as specified in each agency's budget papers. Performance indicators provide a succinct and transparent means by which ACT Government entities can present their performance and in so doing be held accountable.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/285	

- Section 30(E) of the Financial Management Act 1996 requires Ministers to prepare a half-yearly performance report for each directorate for which the Minister is responsible and report to the Legislative Assembly within 45 days of the end of the December period, this report must include:
    a. A progress report on delivery of outputs; and
    b. An explanation of any significant variations from performance criteria.

Cleared as complete and accurate:	11/06/2020	
Cleared by:	Chief Finance Officer	Ext:49428
Contact Officer name:	Jean-Paul Donda	Ext:49643
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Kate Chambers	
TRIM Ref:	GBC20/285	