

Our reference: CHSFOI24-25.36

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), originally received by Canberra Health Service (the Directorate) on Wednesday 28 May 2025, and then a revised scope was agreed on **Tuesday 17 June 2025**.

This application requested access to:

'All WorkSafe ACT or the WorkSafe ACT Commissioner issued provisional improvement notices, improvement notices, prohibition notices, non-disturbance notices, infringement notices or search warrants to Canberra Health Services from 1 January 2021 until 28 May 2025.'

Any ministerial briefs or correspondence to the Minister for Health and/or Minister for Mental Health regarding any action or correspondence from WorkSafe ACT to or regarding any building, worker, facility or workplace within Canberra Health Services from 1 January 2021 until 28 May 2025.'

I am an Information Officer appointed by the Chief Executive Officer of the Directorate under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. On 29 July 2025, I wrote to you regarding access to 90 documents identified as in scope of your application.

Following this decision, ten additional documents were identified as within scope of your application. In accordance with section 36 of the Act, the Directorate may make a further decision under section 35 of the Act in relation to this additional government information. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter

Decisions

I have decided to grant full access to the ten documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as [Attachment B](#) to this letter.

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

- The FOI Act;
- The contents of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to the documents at references 1-10.

Redactions have been made to information not relating to the scope of this application and is redacted as out of scope within the documents at references 1-3 and 5-10.

Charges

Processing charges are not applicable to this request.

Disclosure Log

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

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

Ombudsman review

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

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

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

ACT Civil and Administrative Tribunal (ACAT) review

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

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

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

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Andrew White', with a stylized, flowing script.

Andrew White
Executive Branch Manager
People & Culture
Canberra Health Services

08 August 2025

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
	1. "All WorkSafe ACT or the WorkSafe ACT Commissioner issued provisional improvement notices, improvement notices, prohibition notices, non-disturbance notices, infringement notices or search warrants to Canberra Health Services from 1 January 2021 until 28 May 2025. 2. Any ministerial briefs or correspondence to the Minister for Health and/or Minister for Mental Health regarding any action or correspondence from WorkSafe ACT to or regarding any building, worker, facility or workplace within Canberra Health Services from 1 January 2021 until 28 May 2025."	CHSFOI24-25.36

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	01 - 05	GBCHS22/146 - Question Time Brief - Dhulwa Mental Health Unit	23 May 2022		Out of Scope	YES
2.	06 - 09	MCHS22/386 - Minister's Weekly Brief – 6 - 10 June 2022	10 June 2022		Out of Scope	YES
3.	10 - 13	MCHS22/419 - Minister's Weekly Brief – 13 - 17 June 2022	17 June 2022		Out of Scope	YES

4.	14 - 16	MCHS22/446 - Caveat Brief - Worksafe Notices placed on Callam Offices	17 June 2022			YES
5.	17 - 22	MCHS22/468 - Minister's Weekly Brief – 27 June - 1 July 2022	01 July 2022		Out of Scope	YES
6.	23 - 26	GBCHS22/189 - Question Time Brief - Dhulwa Mental Health Unit	14 July 2022		Out of Scope	YES
7.	27 - 30	MCHS22/547 - Minister's Weekly Brief – 25 - 29 July 2022	29 July 2022		Out of Scope	YES
8.	31 - 33	MCHS22/852 - Minister's Weekly Brief – 14 to 18 November 2022	18 November 2022		Out of Scope	YES
9.	34 - 37	MCHS22/874 - Minister's Weekly Brief – 21 to 25 November 2022	25 November 2022		Out of Scope	YES
10.	38 - 39	MCHS22/897 - Minister's Weekly Brief – 28 November to 2 December 2022	02 December 2022		Out of Scope	YES
10						

GBCHS22/146

Portfolio: Mental Health**Dhulwa Mental Health Unit****Talking points:**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Cleared as complete and accurate: 23/05/2022
Cleared for public release by: Chief Executive Officer Ext:
Contact Officer name: Katie McKenzie Ext:41577
Lead Directorate: Canberra Health Services
TRIM Ref: GBCHS22/146



Cleared as complete and accurate: 23/05/2022
Cleared for public release by: Chief Executive Officer Ext:
Contact Officer name: Katie McKenzie Ext:41577
Lead Directorate: Canberra Health Services
TRIM Ref: GBCHS22/146

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Review updates

There are a number of initiatives underway:

- [REDACTED]
- Worksafe ACT - Nil advice has been received from Worksafe ACT regarding expected completion date for investigation into Dhulwa.
- [REDACTED]

Background Information On 14 April 2022, Worksafe ACT issued a Prohibition Notice on Dhulwa Mental Health Unit.

The notice Dhulwa Mental Health facility workers are prohibited from undertaking any planned high-risk interactions/activity with consumers without ensuring all potential occupational violence hazards have been identified and risks has been assessed with control

Cleared as complete and accurate:	23/05/2022	
Cleared for public release by:	Chief Executive Officer	Ext:
Contact Officer name:	Katie McKenzie	Ext:41577
Lead Directorate:	Canberra Health Services	
TRIM Ref:	GBCHS22/146	

measures with control measures implemented as per Chapter 3 of the Work Health and Safety Regulations 2011.

On 14 April WorkSafe ACT also issued an Improvement Notice on Dhulwa Mental Health Unit which requires a full review of all the safe work procedures and occupational violence controls in place at Dhulwa.

Canberra Health Services

To:	Minister for Mental Health	Tracking No.: MCHS22/386
Date:	9 June 2022	
CC:	Dave Pepper, Chief Executive Officer	
From:	Colm Mooney, Acting Deputy Chief Executive Office	
Subject:	Minister's Weekly Brief – 6 – 10 June 2022	
Critical Date:	10/06/2022	
Critical Reason:	To ensure you are briefed on current issues and events	

DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief - 6 – 10 June 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

KEY TOPICS/EMERGING ISSUES

Dhulwa OV Incidents and Worksafe Improvement Notices

The Dhulwa draft action plan was sent out for consultation with feedback invited from staff and unions.

The consultation period closed on Friday 3 June 2022 and feedback is currently being reviewed.

The action plan will be finalised and provided to Worksafe ACT to measure progress against the Improvement Notice and the Prohibition Notice.

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Callum Offices expected WorkSafe Improvement Notice or Notices

WorkSafe visited Child and Adolescent Mental Health Services (CAMHS) at Callum Offices in response to anonymous concerns raised by staff regarding risks to staff and consumers by this building.

Issues identified by the WorkSafe Inspector include consumers accessing several locations of significant height and risks of self-harm or misadventure causing serious injury or worse. Other issues were also discussed including confidentiality of discussions and access to disability toilet.

One or more Improvement Notices are expected to be issued to CHS regarding the above.

Emergency Department expected WorkSafe Improvement Notice or Notices

WorkSafe has visited the Emergency Department to speak to staff regarding anonymous concerns raised by staff regarding ongoing short staffing issues and work pressure.

One or more Improvement Notices are expected to be issued to CHS regarding the above.

-
- | Device Type | Percentage of Respondents |
|-------------------|---------------------------|
| Smartphone | 100% |
| Tablet | 95% |
| Feature phone | 85% |
| Smartwatch | 75% |
| Wearable device | 65% |
| Smart TV | 55% |
| Smart speaker | 45% |
| Smart car | 35% |
| Smart home device | 25% |
| Smart appliance | 15% |

-
- | Response | Percentage |
|-----------------------------|------------|
| U.S. should take action | 95% |
| U.S. should not take action | 5% |

OFFICIAL

- [REDACTED]
- [REDACTED]
- [REDACTED]

(b) (7)(C), (b) (7)(D)

[REDACTED]

[REDACTED]

■ [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Signatory Name:	Colm Mooney	Phone:	5124 4680
	Acting Deputy Chief Executive Officer		
Action Officer:	Josephine Smith	Phone:	5124 9564
	Executive Branch Manger		
	Strategy and Governance		

Canberra Health Services

To:	Minister for Mental Health	Tracking No.: MCHS22/419
Date:	15 June 2022	
CC:	Dave Pepper, Chief Executive Officer	
From:	Colm Mooney, Acting Deputy Chief Executive Office	
Subject:	Minister's Weekly Brief – 13 - 17 June 2022	
Critical Date:	17/06/2022	
Critical Reason:	To ensure you are briefed on current issues and events	

DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 13 - 17 June 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

KEY TOPICS/EMERGING ISSUES

Dhulwa OV Incidents and Worksafe Improvement Notices

On Thursday 9 June 2022, CHS submitted a response to Worksafe ACT regarding Improvement Notice N-0000003791.

On Thursday 9 June 2022, CHS also sought an extension for a period of time to be determined by Worksafe ACT, to allow time for Worksafe ACT to consider the CHS response.

The response included an update on the following initiatives and CHS are confident the actions taken and planned will remedy both the Improvement Notice N-0000003791, and the Prohibition Notice N-0000003789:

- Finalised Action Plan for safer work environment
- Planned establishment of the Dhulwa Working Group which is an internal mechanism separate from the Inquiry planned with an Independent Chair and Expert Panel
- Development of the Interim Procedure for the Dynamic Risk Assessment
- Development of the Interim Procedure for the Safety Huddles
- Completed survey of team member feedback on Dynamic Risk Assessment and Safety Huddle procedures
- Review and update of consumer Behaviour Support Plans
- Cross-jurisdictional support and advice
- Appointment of Executive Branch Manager supporting Dhulwa Mental Health Unit
- Dhulwa all-staff forum scheduled for Thursday 16 June 2022.

CHS are awaiting further advice from Worksafe ACT on the outcomes.

Action plan to address requirements of Improvement Notice has been provided to WorkSafe and extension requested and to be discussed further with WorkSafe. WorkSafe has requested further information through a Section 155 Notice.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Callum Offices expected WorkSafe Improvement Notice or Notices
Improvement Notice No-0000004385

WorkSafe visited Child and Adolescent Mental Health Services (CAMHS) at Callum Offices in response to anonymous concerns raised by staff regarding risks to staff and consumers in relation to this building.

On Monday 13 June 2022, Worksafe ACT issued CHS with an Improvement Notice - N-0000004385 regarding the lifts at Callum Offices.

The Improvement Notice requests the following:

1. Ensure that the workplace lifts are serviced, maintained, and operate as per the manufacturer's instructions and specifications, so that workers and others are not exposed to a risk to their health and safety.
1. Ensure that tasks in step one are undertaken by a competent person.
2. Once directions 2 and 3 have been completed, contact the issuing inspector, and provide evidence of compliance with this notice.

Compliance due date for this notice is Thursday 16 June 2022.

Action has commenced to remedy this notice.

Improvement Notice No-0000004393

On Monday 13 June 2022, Worksafe ACT issued CHS with an Improvement Notice N-0000004393 regarding the open plan design of the office space.

The Improvement Notice requests the following:

1. Ensure the provisions and maintenance of a work environment that is without risk to health and safety, by re-assessing the adequacy of the current work environment (open plan office) and its provisions.
2. Undertake adequate consultation when managing hazards and risks identified.
3. Once directions 2 and 3 have been completed, contact the issuing inspector and provide evidence of compliance with this notice.

Compliance due date for this notice is Friday 24 June 2022.

Action has commenced to remedy this notice.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Signatory Name:	Colm Mooney	Phone:	5124 4680
	Acting Deputy Chief Executive Officer		
Action Officer:	Josephine Smith	Phone:	5124 9564
	Executive Branch Manger		
	Strategy and Governance		



UNCLASSIFIED

To: Emma Davidson MLA, Minister for Mental Health

Through: Dave Pepper, Chief Executive Officer

Subject: Worksafe Notices placed on Callam Offices

Improvement Notice No-0000004422

- On 13 June 2022, Worksafe ACT issued Canberra Health Services (CHS) with an Improvement Notice regarding the lifts at Callam Offices. One lift was still operational.
- The Improvement Notice requests the following:
 1. Ensure that the workplace lifts are serviced, maintained, and operate as per the manufacturer's instructions and specifications, so that workers and others are not exposed to a risk to their health and safety; and
 2. Ensure that tasks in step one are undertaken by a competent person.
- Compliance due date for this notice was 16 June 2022.
- On 15 June, a ThyssenKrupp technician attended Callum Offices and made some adjustments to the levelling magnets in the lift.
- The technician continued to test the lift for 90 minutes and confirmed the lift did not fault in that time.
- On 16 June 2022, ThyssenKrupp arranged for their technician to attend Callum Offices to ensure there was no issues and provide a subsequent report to ACT Property Group.
- On 16 June 2022, CHS contacted ACT Property Group to seek an update on the status and the report.
- CHS is awaiting the report and has received an extension from Worksafe ACT to 21 June 2022.

Improvement Notice No-0000004393

- On 13 June 2022, Worksafe ACT issued CHS with an Improvement Notice regarding the open plan design of the office space.
- The Improvement Notice requests the following:
 1. Ensure the provisions and maintenance of a work environment that is without risk to health and safety, by re-assessing the adequacy of the current work environment (open plan office) and its provisions; and
 2. Undertake adequate consultation when managing hazards and risks identified.
- Compliance due date for this notice is 24 June 2022.
- Action is in progress to remedy this notice.

Improvement Notice No-0000004415

- On 15 June 2022, Worksafe ACT issued CHS with an Improvement Notice regarding the tagging and testing of electrical equipment.
- The Improvement Notice requests the following:
 1. Ensure the workplace has all electrical equipment tested and tagged by a competent person in accordance with Regulation 150 of the Work Health and Safety Regulations 2011.
- Compliance due date for this notice is 24 June 2022.
- Action has commenced to remedy this notice.

Improvement Notice N-0000004417

- On 21 June 2021, Worksafe ACT issued CHS with an Improvement Notice regarding the location of the first-aid equipment.
- The Improvement Notice requests the following:
 1. Ensure first-aid equipment is accessible at all times, as laid out in regulation 42 of the Work Health Safety Regulations 2011; and
 2. Ensure a facility for the administration of first aid is at all times accessible, as laid out in regulation 42 of the Work Health Safety Regulations 2011.
- Compliance due date for this notice is 24 June 2021.
- Action has commenced to remedy this notice.

Improvement Notice N-0000004418

- On 21 June 2021, Worksafe ACT issued CHS with an Improvement Notice regarding a dislodged powerpoint.
- The Improvement Notice requests the following:
 1. Ensure that the workplace power points are serviced, maintained and operate so that workers and others are not exposed to a risk to their health and safety; and
 2. Ensure that tasks in step one are undertaken by persons who hold the required licences, qualifications and, competency for the tasks as set out at regulation 161 of the Work Health and Safety Regulations 2011.
- Compliance due date for this notice is 24 June 2021.
- Action has commenced to remedy this notice.

Improvement Notice N-0000004416

- On 21 June 2021, Worksafe ACT issued CHS with an Improvement Notice regarding the signage of the disabled toilets.
- The Improvement Notice requests the following:
 1. Ensure current toilet facilities (disabled) access, including appropriate signage are maintained as laid out in regulation 41, 2 of the Work Health Safety Regulations 2011.

- Compliance due date for this notice is 24 June 2021.
- Action has commenced to remedy this notice.

Improvement Notice N-0000004411

- On 21 June 2021, Worksafe ACT issued CHS with an Improvement Notice regarding the duress alarms.
- The Improvement Notice requests the following:
 1. Ensure adequate provision of information, training or instruction is provided in regard to the current duress alarm system to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
 2. Undertake adequate consultation when managing hazards and risks identified.
- Compliance due date for this notice is 24 June 2021.
- Action has commenced to remedy this notice.

Improvement Notice N-0000004410

- On 21 June 2021, Worksafe ACT issued CHS with an Improvement Notice regarding the egress in the consultation rooms.
- The Improvement Notice requests the following:
 1. Ensure the provisions and maintenance of a work environment that is without risk to health and safety, by ensuring adequate access/egress of consultation rooms in the event of an emergency or duress situation; and
 2. Undertake adequate consultation when managing hazards and risks identified.
- Compliance due date for this notice is 24 June 2021.
- Action has commenced to remedy this notice.

Contact Officer: Kelly Daly
 Contact Number: 5124 7950
 Date: 17 June 2022

Noted/Please Discuss

.....
 Emma Davidson MLA
 Minister for Mental Health

Canberra Health Services

To:	Minister for Mental Health	Tracking No.: MCHS22/468
Date:	30 June 2022	
CC:	Dave Pepper, Chief Executive Officer	
From:	Cathie O'Neill, Chief Operating Officer	
Subject:	Minister's Weekly Brief – 27 June to 1 July 2022	
Critical Date:	01/07/2022	
Critical Reason:	To ensure you are briefed on current issues and events	

COO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 27 June to 1 July 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

KEY TOPICS/EMERGING ISSUES

Worksafe ACT Notices

Dhulwa Mental Health Unit

- Improvement Notice N-0000003791
No further update, CHS is awaiting outcome from Worksafe ACT
- Prohibition Notice N-0000003789
No further update, CHS is awaiting outcome from Worksafe ACT

Callum Offices

- Improvement Notice N-0000004416
On 21 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004416
The Notice requires CHS to:
 1. Ensure current toilet facilities (disabled) access, including appropriate signage are maintained as laid out in regulation 41, 2 of the Work Health Safety Regulations 2011.
 2. Undertake adequate consultation when managing hazards and risks identified.

The compliance date provided to remedy the Notice was 24 June 2022. CHS requested an extension until 12 July 2022, which Worksafe ACT granted.

Action is in progress to remedy the Notice.

- Improvement Notice N-0000004411
On 21 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004411
The Notice requires CHS to:
 1. Ensure adequate provision of information, training or instruction is provided with regards to the current duress alarm system to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking.
 2. Undertake adequate consultation when managing hazards and risks identified.

The compliance date provided to remedy the Notice was 24 June 2022. CHS requested an extension until 1 July 2022, which Worksafe ACT granted.

Action is in progress to remedy the Notice.

- Improvement Notice N-0000004422 (Originally Improvement Notice N-0000004385)
On 13 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004385
The Notice requires CHS to:
 1. Ensure that the workplace lifts are serviced, maintained, and operate as per the manufacturer's instructions and specifications, so that workers and others are not exposed to a risk to their health and safety.
 2. Ensure that tasks in step one are undertaken by a competent person.

The compliance date provided to remedy the Notice was 16 June 2022. CHS requested an extension until 21 June 2022. Worksafe ACT granted the extension and issued a new Improvement Notice N-0000004422.

CHS submitted the relevant information to Worksafe ACT on 21 June 2022.

- *Improvement Notice N-0000004415*

On 15 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004415. The Notice requires CHS to:

1. Ensure the workplace has all electrical equipment tested and tagged by a competent person in accordance with Regulation 150 of the Work Health and Safety Regulations 2011.

The compliance date provided to remedy the Notice was 24 June 2022. CHS submitted the relevant information to Worksafe ACT on 23 June 2022.

- *Improvement Notice N-0000004393*

On 13 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004393. The Notice required CHS to:

1. Ensure the provisions and maintenance of a work environment that is without risk to health and safety, by re-assessing the adequacy of the current work environment (open plan office) and its provisions.
2. Undertake adequate consultation when managing hazards and risks identified.

The compliance date provided to remedy the Notice was 24 June 2022, and CHS submitted the relevant information to Worksafe ACT on that date.

- *Improvement Notice N-0000004417*

On 21 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004417. The Notice requires CHS to:

1. Ensure first-aid equipment is accessible at all times, as laid out in regulation 42 of the Work Health Safety Regulations 2011.
2. Ensure a facility for the administration of first aid is at all times accessible, as laid out in regulation 42 of the Work Health Safety Regulations 2011.
3. Undertake adequate consultation when managing hazards and risks identified.

The compliance date provided to remedy the Notice was 24 June 2022, and CHS submitted the relevant information to Worksafe ACT on that date.

- *Improvement Notice N-0000004418*

On 21 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004418. The Notice requires CHS to:

1. Ensure that the workplace power points are serviced, maintained, and operate so that workers and others are not exposed to a risk to their health and safety.
2. Ensure that tasks in step one are undertaken by a person who holds the required licences, qualifications and, competency for the tasks as set out at regulation 161 of the Work Health and Safety Regulations 2011.

The compliance date provided to remedy the Notice was 24 June 2022 and CHS submitted the relevant information to Worksafe ACT on that date.

- Improvement Notice N-0000004410

On 21 June 2022, Worksafe ACT issued CHS with Improvement Notice N-0000004410

The Notice requires CHS to:

1. Ensure the provisions and maintenance of a work environment that is without risk to health and safety, by ensuring adequate access/egress of consultation rooms in the event of an emergency or duress situation.
2. Undertake adequate consultation when managing hazards and risks identified.

The compliance date provided to remedy the Notice was 24 June 2022 and CHS submitted the relevant information to Worksafe ACT on that date.

Dhulwa Improvement Notice

An action plan to address requirements of Improvement Notice is in place. Achievements to date include:

- Staff have been provided with a copy of the endorsed procedures for the Dynamic ISBAR risk assessments and the Safety Huddle
- A preliminary review of Dhulwa Mental Health Unit Search policy and procedure is underway
- The Communication and Quality Boards at Dhulwa have been updated to display the therapeutic activities schedule
- Educational sessions were held on safeguard concepts, OV practical training and behaviours of concern assessment tool.

[REDACTED]

Dhulwa Prohibition Notice

No further update, actions in progress as per the details above.

[REDACTED]

[REDACTED]

Update on COVID-19 Vaccination Rollout in Mental Health Inpatient Facilities

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

OFFICIAL



Signatory Name:	Cathie O'Neill	Phone:	5124 2147
	Chief Operating Officer		
Action Officer:	Josephine Smith	Phone:	5124 9564
	Executive Branch Manger		
	Strategy and Governance		

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cleared as complete and accurate:

Cleared for public release by:

Contact Officer name:

Lead Directorate:

TRIM Ref:

14/07/2022

Chief Executive Officer

Katie McKenzie

Canberra Health Services

GBCHS22/189

Ext:

Ext:41577

[REDACTED]

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[REDACTED]

[REDACTED] a significant amount of information to the ACT Health Directorate for this review.

Worksafe

On 14 April 2022, Worksafe ACT issued a Prohibition Notice on Dhulwa Mental Health Unit.

The notice Dhulwa Mental Health facility workers are prohibited from undertaking any planned high-risk interactions/activity with consumers without ensuring all potential occupational violence hazards have been identified and risks has been assessed with control measures with control measures implemented as per Chapter 3 of the Work Health and Safety Regulations 2011.

On 14 April WorkSafe ACT also issued an Improvement Notice on Dhulwa Mental Health Unit which requires a full review of all the safe work procedures and occupational violence controls in place at Dhulwa.



Canberra Health Services

To:	Minister for Mental Health	Tracking No.: MCHS22/547
Date:	28 July 2022	
CC:	Dave Pepper, Chief Executive Officer	
From:	Janet Zagari, Deputy Chief Executive Office	
Subject:	Minister's Weekly Brief – 25 - 29 July 2022	
Critical Date:	29/07/2022	
Critical Reason:	To ensure you are briefed on current issues and events	

DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 25 - 29 July 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

KEY TOPICS/EMERGING ISSUES

Dhulwa WorkSafe Activity Update

Improvement Notice N-0000003791

No further update, CHS are awaiting outcome from Worksafe ACT

Prohibition Notice N-0000003789

No further update, CHS are awaiting outcome from Worksafe ACT

Worksafe ACT Visit to Dhulwa

Following the Worksafe ACT site visit on 7 July 2022, Worksafe ACT issued CHS with two requirements to give information and provide documents under Section 155 (2)(a) and (b) of the Work Health and Safety Act 2011.

The requested information and documentation have been provided for both INV/E – 2022-18 and INV/E – 2022-19

Worksafe ACT Inspectors requested a meeting be held after receipt and review of the additional information and documentation provided and have advised they will contact CHS to schedule the follow up meeting.



Callum Offices WorkSafe Improvement Notices

- Improvement Notice N-0000004419

On 25 July 2022, Worksafe ACT enquired whether CHS had received a copy of this Notice, which states it was issued on 21 June 2022 with a compliance date of 4 July 2022. This Notice was not received by CHS. Worksafe ACT have advised a new Notice will be issued with a new compliance date to remedy the issues raised.

To comply with the Notice, CHS are required to undertake adequate consultation as set out in Section 47 of the Work Health and Safety Act 2011 in relation to the health and safety matters raised, regarding the risk around several height's within workspaces, in combination with the nature of the work being carried out.

- Improvement Notice N-0000004416

No further update, CHS are awaiting outcome from Worksafe ACT

- Improvement Notice N-0000004411

No further update, CHS are awaiting outcome from Worksafe ACT

- Improvement Notice N-0000004529 (Originally Improvement Notice N-0000004385 then Improvement Notice N-0000004422)

No further update, CHS are awaiting outcome from Worksafe ACT

- Improvement Notice N-0000004415
No further update, CHS are awaiting outcome from Worksafe ACT
- Improvement Notice N-0000004393
No further update, CHS are awaiting outcome from Worksafe ACT
- Improvement Notice N-0000004417
No further update, CHS are awaiting outcome from Worksafe ACT
- Improvement Notice N-0000004418
No further update, CHS are awaiting outcome from Worksafe ACT
- Improvement Notice N-0000004410
No further update, CHS are awaiting outcome from Worksafe ACT

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[REDACTED]

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Phone: 5124 4680

Phone: 5124 9564

Canberra Health Services**To:** Minister for Mental Health

Tracking No.: MCHS22/852

Date: 17 November 2022**CC:** Dave Pepper, Chief Executive Officer**From:** Janet Zagari, Deputy Chief Executive Officer**Subject:** Minister's Weekly Brief – 14 to 18 November 2022**Critical Date:** 18 November 2022**Critical Reason:** To ensure you are briefed on current issues and events

- DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 14 to 18 November 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

KEY TOPICS/EMERGING ISSUES

WorkSafe Activity Update

WorkSafe ACT Case 00197675

A meeting was held with WorkSafe ACT on 27 October 2022 in relation to concerns of alleged uncontrolled psychosocial hazards at City Community Mental Health. CHS was issued with a Section 155 in order to provide additional information and documentation. CHS requested an extension, WorkSafe ACT granted a partial extension with Part 1 due 3 November 2022 and Part 2 due 10 November 2022. CHS has provided the requested information and documentation to WorkSafe ACT and is awaiting further advice, including a meeting time as requested.

Improvement Notice N-0000005586 – Dhulwa Mental Health Unit

CHS responded to the WorkSafe notice by the requested deadline. On 14 November 2022, WorkSafe ACT advised the requirements to remedy this notice had not been complied with. CHS will work with WorkSafe ACT to determine new timeframe for compliance. CHS will review the subsequent advice provided by WorkSafe ACT to remedy the notice.

Improvement Notice N-0000005160 – Dhulwa Mental Health Unit

On 14 November 2022, WorkSafe ACT advised that the requirements to remedy this notice had not been complied with. CHS will work with WorkSafe ACT to determine new timeframe for compliance. CHS will review the subsequent advice provided by WorkSafe ACT to remedy the notice.

[REDACTED]

[REDACTED]

OFFICIAL

Signatory Name:	Janet Zagari Deputy Chief Executive Officer	Phone:	5124 6799
Action Officer:	Josephine Smith Executive Branch Manager Strategy and Governance	Phone:	5124 9564

Canberra Health Services**To:** Minister for Mental Health

Tracking No.: MCHS22/874

Date: 25 November 2022**CC:** Dave Pepper, Chief Executive Officer**From:** Janet Zagari, Deputy Chief Executive Officer**Subject:** Minister's Weekly Brief – 21 to 25 November 2022**Critical Date:** 25/11/2022**Critical Reason:** To ensure you are briefed on current issues and events

- DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 21 to 25 November 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

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There are currently seven active WorkSafe Notices.

- Two Notices relating to how management engages with workers when requesting staff to work additional shifts, and agreed methods for Work Health Safety communication and consultation.
- One Notice specific to the ED recruitment systems and processes.

OFFICIAL

Four Notices (three improvement notices and one prohibition notice) are from Dhulwa Mental Health Unit:

- These are for development of risk register, review of safe system, appropriate investigation and closure of Riskman incidents, and awareness of psychosocial risks by staff.

[REDACTED]

[REDACTED]

[REDACTED]

Signatory Name: Kalena Smitham
Acting Deputy Chief Executive Officer

Phone: 5124 6799

Action Officer: Kate Schorsch
Business Manager
Office of the Deputy Chief Executive

Phone: 5124 2728

Canberra Health Services**To:** Minister for Mental Health

Tracking No.: MCHS22/897

Date: 1 December 2022**CC:** Dave Pepper, Chief Executive Officer**From:** Janet Zagari, Deputy Chief Executive Officer**Subject:** Minister's Weekly Brief – 28 November to 2 December 2022**Critical Date:** 2 December 2022**Critical Reason:** To ensure you are briefed on current issues and events

- DCEO .../.../...

Recommendation

That you note the information contained in the Minister's Weekly Brief – 28 November to 2 December 2022.

Noted / Please Discuss

Emma Davidson MLA/...../.....

Minister's Office Feedback

[REDACTED]

WorkSafe Improvement Notices

Dhulwa Mental Health Unit currently have four active Notices, three Improvement Notices and one Prohibition Notice.

These Notices relate to the development of a risk register, review of safe system, appropriate investigation and closure of RiskMan incidents, and awareness of psychosocial risks by staff.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Signatory Name:	Janet Zagari	Phone:	5124 6799
	Deputy Chief Executive Officer		

Action Officer:	Brittany Kent	Phone:	5124 9461
	Executive Officer		
	Office of the Deputy Chief Executive		