



ACT
Government
Health

Ref FOI18-55

[REDACTED]

Dear [REDACTED]

I refer to your application received by ACT Health on 5 July 2018 in which you sought access to information under the *Freedom of Information Act 2016* (the Act).

In your application you have requested:

"...documents related to the Inaugural Meeting of the Territory Wide Health Services Advisory Council on 31 January 2018".

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

ACT Health is required to provide a decision on your access application by 2 August 2018.

Decision on access

I can inform you that in response to your request, 20 documents have been identified by ACT Health within the scope of your request. I have decided that 8 documents are to be partially released in accordance with the provisions under the Act, Sch 2.2 (a)(ii), as the information is personal information about an individual. The partial release of this document is outlined in the Schedule document attached. The remainder of the documents are released in full.

Charges

Processing charges are not applicable for this request in accordance with the Act.

Online publishing – disclosure log

Under section 28 of the Act, ACT Health maintains an online record of access applications called a disclosure log. Your original access application and my decision will be published in the disclosure log not less than three days but not more than 10 days after date of decision. Your personal contact details will not be published.

You may view the ACT Health disclosure log at <http://www.health.act.gov.au/public-information/consumers/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the 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 in ACT Health 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

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
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on 6205 1340 or email HealthFOI@act.gov.au.

Yours sincerely



Jodie Chamberlain
Executive Director
Territory-wide Services Re-Design

30 July 2018

FREEDOM OF INFORMATION REQUEST SCHEDULE

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>

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	Documents regarding Documents regarding the inaugural meeting of the Territory wide Health Services advisory council 31 January 2018.	FOI18/55

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-2	Meeting Invitation	January 2018	Partial Release	Personal Information	Yes
2	3-15	Meeting Acceptances	January 2018	Partial Release	Personal Information	Yes
3	16-18	Meeting apologies	January 2018	Partial Release	Personal Information	Yes

4	19	Event Proposal for Minister Fitzharris	January 2018	Full Release		Yes
5	20-22	Meeting Invitation forwarded to additional recipients	January 2018	Partial Release	Personal Information	Yes
6	23-35	Ministerial Brief 18-33	January 2018	Full Release		Yes
7	36	E-mail Louise Symonds to Alice West	25/1/18	Full Release		Yes
8	37	Email re Meeting papers	25/1/18	Partial Release	Personal Information	Yes
9	38-39	Director-General's annotated agenda	January 2018	Full Release		Yes
10	40-87	Email and Meeting papers	25/1/18	Partial Release	Personal Information	Yes
11	88	Email re Speaking notes on NGO Review				
12	89-91	Email and attachment – Speaking notes on NGO Review	29/1/18	Full Release		Yes
13	92-95	Email and attachment – Speaking notes on NGO Review	30/1/18	Full Release		Yes
14	96	Email re Meeting attendance	30/1/18	Full Release		Yes
15	97-98	Email re Speaking notes on NGO Review	30/1/18	Full Release		Yes
16	99-101	Email re Meeting room facilities	30/1/18	Partial Release	Personal Information	Yes

17	102-106	Email and attachment re Speaking notes on NGO Review	30/1/18	Full Release		Yes
18	107-109	Email re Speaking notes on NGO Review	30/1/18	Full Release		Yes
19	110-111	Email and attachment re Speaking notes on NGO Review	30/1/18	Full Release		Yes
20	112-118	Email containing the minutes Territory wide Health Services advisory council meeting 31 January 2018	12/2/18	Partial Release	Personal Information	Yes
Total No of Docs						
20						

West, Alice (Health)

Subject: Territory-wide Health Services Advisory Group
Location: Bowes Conference Centre, Level 2, 2-6 Bowes St, WODEN

Start: Wed 31/01/2018 10:00 AM
End: Wed 31/01/2018 11:00 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: HealthServicesPlanning

Required Attendees:

[REDACTED]
 [REDACTED] Darlene Cox;
 [REDACTED] ACT
 Health DLO; Feely, Nicole (Health); Chamberlain, Jodie (Health); West, Alice (Health)

Good afternoon,

Please accept this invitation for the first meeting of the Territory-wide Health Services Advisory Group.

We are pleased to confirm that the Minister for Health and Wellbeing, Ms Meegan Fitzharris MLA, will be joining us for this exciting first meeting of the Advisory Group.

VENUE:

The meeting will be held in the Bowes Conference Centre on Level 2, 2-6 Bowes St from 10am to 11am, at ACT Heath's offices in Woden town centre.

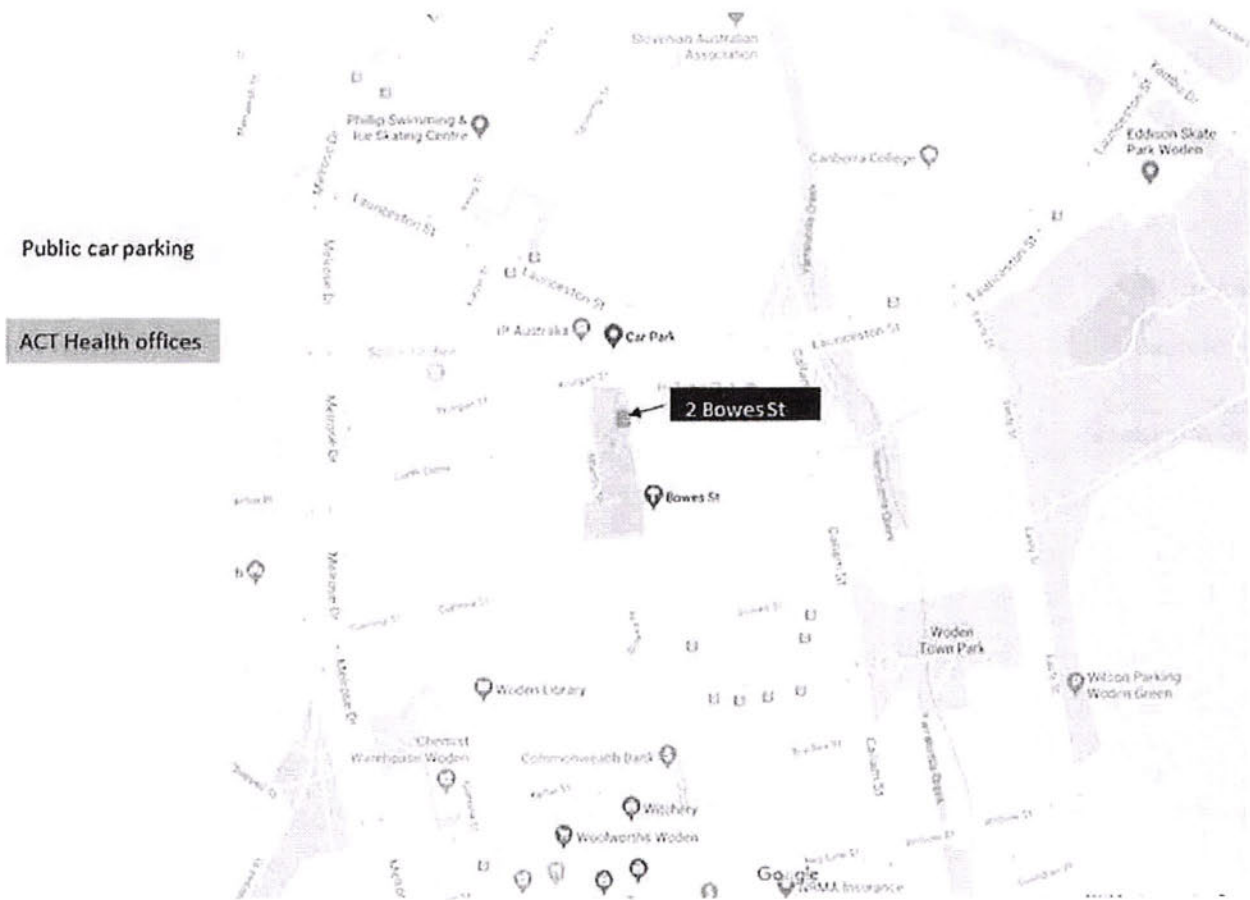
ENTRY INFORMATION:

On arrival, please enter through 2 Bowes St (northern end of the building), and an ACT Health representative will guide you to the meeting location.

MEETING PAPERS:

Meeting papers will be distributed soon.

PARKING/TRANSPORT:



For those that are yet to return their contact details form, and signed confidentiality agreement, please send through prior to the meeting, or alternatively, bring the paperwork to the meeting.

If you have any questions, please email HealthServicesPlanning@act.gov.au in the first instance.

We look forward to seeing you all next Wednesday!

West, Alice (Health)

From: Feely, Nicole (Health)
Sent: Wednesday, 24 January 2018 11:31 AM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: SHARMA Rashmi [REDACTED]
Sent: Tuesday, 23 January 2018 9:26 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Scott Clouder [REDACTED]
Sent: Tuesday, 23 January 2018 6:08 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Lisa Kelly [REDACTED]
Sent: Tuesday, 23 January 2018 6:06 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Gabrielle.Cooper [REDACTED]
Sent: Tuesday, 23 January 2018 5:03 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: McLeod, Margaret (Health)
Sent: Tuesday, 23 January 2018 4:02 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Morris, Jo (Health)
Sent: Tuesday, 23 January 2018 3:51 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Grant, Joanne (Health) on behalf of Chamberlain, Jodie (Health)
Sent: Tuesday, 23 January 2018 3:17 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Simon Viereck [REDACTED]
Sent: Tuesday, 23 January 2018 3:16 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Darlene Cox [REDACTED]
Sent: Tuesday, 23 January 2018 3:15 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Gaylene Coulton [REDACTED]
Sent: Tuesday, 23 January 2018 3:12 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Nicolas Cherbuin [REDACTED]
Sent: Tuesday, 23 January 2018 3:06 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Douglas Herd [REDACTED]
Sent: Thursday, 25 January 2018 2:15 PM
To: HealthServicesPlanning
Subject: Accepted: Territory-wide Health Services Advisory Group

West, Alice (Health)

From: Gaylene Coulton [REDACTED]
Sent: Tuesday, 23 January 2018 3:13 PM
To: HealthServicesPlanning
Cc: Gabrielle Cooper
Subject: Advisory Panel meeting

Please note that Professor Gabrielle Cooper from University of Canberra is overseas on leave and unable to attend the first meeting.

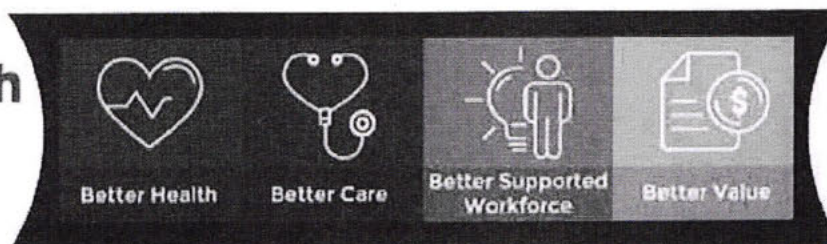
Kind regards
Gaylene

Gaylene Coulton
Chief Executive Officer

P: [REDACTED] | F: [REDACTED] | M: [REDACTED]

www.chnact.org.au

Diary Coordinator Kerry Weller-Lewis | [REDACTED]



We respect the Aboriginal people of this region as the Traditional Custodians and cultural knowledge holders of this land.

PLEASE NOTE: The information contained in this email is confidential. It is intended solely for the addressee. If you receive this email by mistake please notify us. You must not disclose or use the information in it unless we authorise you to do so. This note also confirms that this email message has been virus scanned and although no computer viruses were detected, Capital Health Network accepts no liability for any consequential damage resulting from an email containing any computer viruses.

West, Alice (Health)

From: Donna Murray [REDACTED]
Sent: Tuesday, 23 January 2018 7:04 PM
To: HealthServicesPlanning
Subject: Declined: Territory-wide Health Services Advisory Group

Hi Alice

I will need to be an apology for the first meeting as it is late notice, I will be in Wagga on the 31 January. I may be able to call in by teleconference if that is an option?

Regards

Donna Murray
Chief Executive Officer
Indigenous Allied Health Australia
 6b Thesiger Court Deakin West ACT 2600

Ph: [REDACTED] | Fax: [REDACTED] Website: www.iaha.com.au | www.iahaconference.com.au



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image002.png



image003.png

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[Follow us on](#)



image004.png

[LinkedIn](#) |

[Watch us on YouTube](#)

I Acknowledge and pay my respects to the traditional custodians across the lands, waters and seas and thank our elders past, present and future for their continued custodianship.

West, Alice (Health)

From: Gabrielle.Cooper [REDACTED]
Sent: Wednesday, 24 January 2018 7:30 AM
To: HealthServicesPlanning
Subject: Declined: Territory-wide Health Services Advisory Group



Meegan Fitzharris MLA

Member for Yerrabi

Minister for Health and Wellbeing

Minister for Transport and City Services

Minister for Higher Education, Training and Research

Event proposal for attendance by Minister for Health and Wellbeing

Event title	Inaugural meeting of the Territory-wide Health Services Advisory Group
Type of Request	<input type="checkbox"/> Opening <input type="checkbox"/> Site Visit <input type="checkbox"/> Launch Other - Meeting
Proposed time and date	Week of 29 January 2018
Venue	ACT Health, 2-6 Bowes St, Woden
Purpose of event and background information	The membership of the Territory-wide Health Services Advisory Group was announced late 2017. The first meeting is to be scheduled for late January/early February 2018.
Minister's role	The Minister is invited to provide a welcoming statement to the Territory-wide Health Services Advisory Group at their first meeting, following the Group's establishment in December 2017.
Speech required Lectern/microphone available	Talking points will be prepared if the invitation to attend this meeting is accepted. Lectern/microphone not required due to small size of the group.
Target audience	Members of the Territory-wide Advisory Group
Expected Number of Guests	Approx. 12 persons
Other VIP's invited	Director-General, ACT Health
Event Organiser's contact details	Jodie Chamberlain Executive Director, Territory-wide Services Redesign
Proposed Order of proceedings	
Draft agenda to be confirmed. The Minister is welcome to make an introductory speech to the Advisory Group, then leave the meeting (time commitment, no more than 30 mins). The Minister is also welcome to attend the whole meeting, if her commitments allow.	

AUSTRALIAN CAPITAL TERRITORY LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601, Australia
Phone +61 2 6205 0051

GPO Box 1020, Canberra ACT 2601, Australia
Email fitzharris@act.gov.au



West, Alice (Health)

Subject: Meeting Forward Notification: Territory-wide Health Services Advisory Group
Location: Bowes Conference Centre, Level 2, 2-6 Bowes St, WODEN
Start: Wed 31/01/2018 10:00 AM
End: Wed 31/01/2018 11:00 AM
Recurrence: (none)
Organizer: West, Alice (Health)

Your meeting was forwarded

West, Alice (Health) has forwarded your meeting request to additional recipients.

Meeting

Territory-wide Health Services Advisory Group

Meeting Time

Wednesday, 31 January 2018 10:00 AM-11:00 AM.

Recipients

Fletcher, Jeffery (Health)

Morris, Jo (Health)

McLeod, Margaret (Health)

All times listed are in the following time zone: (UTC+10:00) Canberra, Melbourne, Sydney

Sent by Microsoft Exchange Server 2010

West, Alice (Health)

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Location: Bowes Conference Centre, Level 2, 2-6 Bowes St, WODEN
Start: Wed 31/01/2018 10:00 AM
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Recurrence: (none)
Organizer: West, Alice (Health)

Your meeting was forwarded

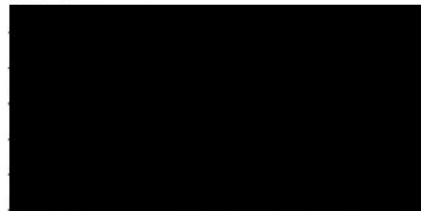
West, Alice (Health) has forwarded your meeting request to additional recipients.

Meeting

Territory-wide Health Services Advisory Group

Meeting Time

Wednesday, 31 January 2018 10:00 AM-11:00 AM.

Recipients

Darlene Cox



ACT Health DLO

Feely, Nicole (Health)

Chamberlain, Jodie (Health)

West, Alice (Health)

All times listed are in the following time zone: (UTC+10:00) Canberra, Melbourne, Sydney

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Recipients


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Sent by Microsoft Exchange Server 2010



CORRESPONDENCE CLEARANCE

SUBJECT: Inaugural Meeting (Minister for Health and Wellbeing) - Territory-wide Health Services Advisory Group - 31 January 2018 at 10.00 - 11.30am

NUMBER: MIN18/33

DATE DUE:

Director-General - ACT Health: Date:

Deputy Director-General - Corporate: Date:

Deputy Director-General - Canberra Hospital & Health Services: Date:

Deputy Director-General - Innovation: Date:

Deputy Director-General - Quality, Governance and Risk: Date:

Deputy Director-General - Population Health Protection & Prevention: Date:

Deputy Director-General - Performance, Reporting and Data: Date:

Contextually Correct <input checked="" type="checkbox"/>	Grammatically Correct <input checked="" type="checkbox"/>	Spell Checked <input checked="" type="checkbox"/>
Executive Director - <i>TWR</i> <i>[Signature]</i>		Date: <i>24/1/18</i>

Senior Manager - Area name: Date:

Senior Manager, Ministerial and Government: *[Signature]* Date: *25/1/18*

Senior Manager - Media and Strategic Communications: *[Signature]* Date: *25/1/18*

Executive - Area name: Date:

Manager - Area name: Date:

Professional Leads: Date:

Other: Date:



MINISTERIAL BRIEF

Health Directorate

UNCLASSIFIED

To: Minister for Health and Wellbeing Tracking No.: MIN18/33
30 JAN 2018

From: Jodie Chamberlain, Executive Director, Territory Wide Services Redesign

Subject: Inaugural Meeting of the Territory-Wide Health Services Advisory Group

Critical Date: 31 January 2018

Critical Reason: The meeting is scheduled for this day

- DG .../.../...
- DDG .../.../...
- CFO .../.../...

Purpose

To brief you prior to your attendance at the inaugural meeting of the Territory-Wide Health Services Advisory Group (the Advisory Group).

Recommendations

That you:

1. Note the information contained in this brief; and

Noted / Please Discuss

2. Note the draft Media Release at Attachment E will be updated following the meeting.

Agreed / Not Agreed / Please Discuss

Meegan Fitzharris MLA

31/1/2018

Minister's Office Feedback

UNCLASSIFIED

Tracking No.: MIN18/33

1

UNCLASSIFIED

Background

1. The draft Territory-wide Health Services Framework (TwHSF) is a high level strategic document that establishes the overarching principles to guide the development and redesign of health care services across the Territory over the next ten years. You announced the draft TwHSF on 19 September 2017.
2. A copy of the Territory-wide Health Services Framework governance structure is provided for your information at [Attachment A](#). This includes several key groups:
 - a. **Territory-wide Health Services Advisory Group (the Advisory Group)**
The Advisory Group comprises 11 members from a broad range of health and community organisations across the Territory. The ACT Health Chief Medical Officer, Chief Nursing and Midwifery Officer and Chief Allied Health Officer, are also included as members of the Advisory Group to provide additional clinical expertise. Appointments to the Advisory Group were formally announced via a media release from your office on 11 December 2017. A list of Advisory Group members is at [Attachment B](#).
 - b. **Territory-Wide Health Services Executive Committee**
This group will comprise key clinical and non-clinical staff from within ACT Health and will be established in the very near future. The Steering Group will provide direct internal oversight of development and implementation of the Framework including Specialty Service Plans (SSPs), Models of Care and associated internal realignment processes.
 - c. **Clinical Reference Groups**
Three clinical reference groups for each of the medical, nursing and allied health workforces will also be established. These groups will comprise health professionals drawn from across ACT Health. The clinical reference groups will report to the ACT Health Director-General and will provide strategic advice on *clinical* related issues across the organisation, including the development of the TwHSF.

Issues

3. You have agreed to attend the first meeting of the Advisory Group, scheduled for 31 January 2018, to provide a welcoming statement.
4. For your information, a copy of the papers for the meeting are provided at [Attachment C](#).
5. An Arrangements Brief, including Speaking Notes for the event is at [Attachment D](#).

Financial Implications

6. Not applicable.

ConsultationInternal

7. Not applicable.

Cross Directorate

UNCLASSIFIED

UNCLASSIFIED

8. Not applicable.

External

9. Not applicable.

Benefits/Sensitivities

10. One of the first major tasks for the Advisory Group will be to provide advice on the process for finalising the TwHSF.
11. Upon completion of the draft TwHSF, an internal ACT Health decision was made that due to the high-level, factual and strategic nature of the draft TwHSF and considering the feedback already sought from ACT Health senior executives, further consultation on the high-level document was not needed, but that more detailed consultation with internal and external stakeholder groups should occur in relation to the development of the SSPs.
12. It is ACT Health's preference for the Advisory Group to endorse the draft Framework as final and instead focus consultation on the development of the SSPs rather than the overarching Framework. It is believed that this approach has greater potential for value-add, in what has been a protracted development process.
13. It is intended that ACT Health will host a series of 'World Café' style events in late April 2018, to consult with all stakeholders on the draft SSPs.

Media Implications

14. A draft Media Release has been prepared and is provided at Attachment E. ACT Health will work with your office following the meeting to update the media release so it covers key matters discussed at the meeting.
15. ACT Health will work with your office to arrange a photo opportunity with members at the meeting.

Signatory Name: Jodie Chamberlain

Phone: 59010

Action Officer: Louise Symons

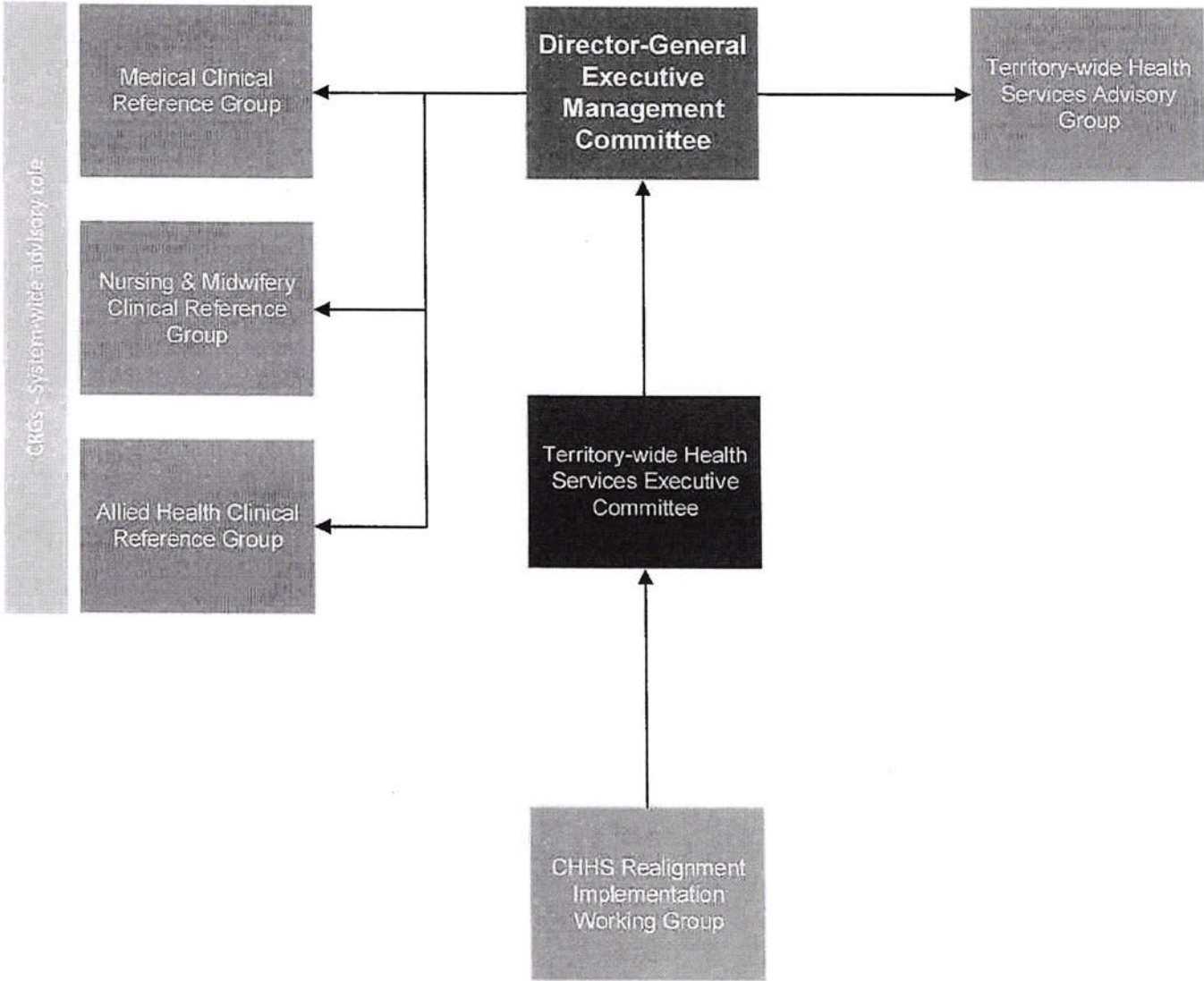
Phone: 50965

Attachments

Attachment	Title
Attachment A	Territory-wide Health Services Framework governance structure
Attachment B	List of Advisory Group members
Attachment C	Meeting Agenda
Attachment D	Arrangements Brief and Speaking Notes
Attachment E	Media Release

UNCLASSIFIED

Territory-wide Health Services – Proposed Governance Structure



Territory-wide Health Services Advisory Group Membership

Assoc Prof Nicolas Cherbuin	ANU Research School of Population Health
Lisa Kelly	CEO, Carers ACT
Simon Viereck	Executive Officer, Mental Health Community Coalition ACT
Gaylene Coulton	CEO, Capital Health Network
Darlene Cox	Executive Director, Health Care Consumers Association
Scott Clouder	LGBTIQ Ministerial Advisory Council
Donna Murray	CEO, Indigenous Allied Health Australia
Prof Gabrielle Cooper	University of Canberra
Dr Rashmi Sharma	General Practitioner
Sandra Turner	CEO of Cancer Council ACT
Douglas Herd	Community Chair, ACT Disability Reference Group

The following senior ACT Health positions are included as members of the Advisory Group to provide additional clinical expertise.

A/g Dr Jeffery Fletcher	Chief Medical Officer
Dr Margaret McLeod	Chief Nursing and Midwifery Officer
Ms Karen Murphy	Chief Allied Health Officer

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

AGENDA

Date: Wednesday, 31 January 2018	
Time: 10am to 11am	
Venue: Bowes Conference Centre, Level 2, 2-6 Bowes St, Woden	
1. Acknowledgement of Country	
2. Welcome and Apologies	Director-General, ACT Health (Interim Chair)
3. Opening remarks	Minister for Health and Wellbeing
4. Introductions	All
5. Items for Discussion/endorsement: <ul style="list-style-type: none"> a. Terms of Reference – for endorsement b. Program status and governance update c. Draft Territory-wide Health Services Framework 2017-2027 	Paper attached Paper attached Paper attached
6. Nominations for Chair	
7. Meeting frequency and schedule for 2018	Paper attached
8. Meeting Close	

ATTENDANCE	In attendance	Apologies
Members		
A/Prof Nicolas Cherbuin – Australian National University		
Scott Clouder – LGBTIQ Ministerial Advisory Council		
Professor Gabrielle Cooper – University of Canberra		
Gaylene Coulton – Capital Health Network		
Darlene Cox – Healthcare Consumers Association		
Douglas Herd – ACT Disability Reference Group		
Lisa Kelly – Carers ACT		
Donna Murray – Indigenous Allied Health Australia		
Dr Rashmi Sharma – General Practitioner		
Sandra Turner – Cancer Council ACT		
Simon Viereck – Mental Health Community Coalition		
Dr Jeffrey Fletcher – Chief Medical Officer, ACT Health		
Dr Margaret McLeod – A/g Chief Nursing and Midwifery Officer, ACT Health		
Jo Morris – A/g Chief Allied Health Officer, ACT Health		
Attendees		
Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing		
Ms Nicole Feely, Director-General		
Ms Jodie Chamberlain, Executive Director, Territory-wide Services Redesign		
Secretariat		
Executive Officer, Territory-wide Services Redesign		

Meegan Fitzharris MLA



Member for Yerrabi

Minister for Health and Wellbeing

Minister for Transport and City Services

Minister for Higher Education, Training and Research

Attachment D: ARRANGEMENTS BRIEF

FUNCTION:	Inaugural meeting of the Territory-wide Health Services Advisory Group
VENUE:	ACT Health, Conference Centre, Level 2, entry via 2 Bowes St, Woden
HOST:	Name: Nicole Feely, Director-General, ACT Health
DAY:	Wednesday
DATE:	31 January 2018
TIME:	10:00 – 11:00am
TIME COMMITMENT:	Approximately 10-15 minutes. You are invited to provide a welcoming statement to the Advisory Group, then leave the meeting. You are however, welcome to attend the whole meeting if your commitments allow.
CATERING:	Nil.
DRESS CODE:	Business
YOUR ROLE:	Provide a welcoming statement to the Advisory Group. Speaking points are provided below.
WHERE TO PARK:	Visitor parking will be available in ACT Health's parking garage on Level 1 of 2-6 Bowes St.
WHO WILL MEET YOU:	Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
ADVISOR ATTENDING:	No
AUDIENCE:	Members of the Advisory Group, and key ACT Health personnel. Approximately 12 persons.
VIPs:	Nicole Feely, Director-General, ACT Health Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
PAST INVOLVEMENT:	Not applicable. This is the inaugural meeting of the Advisory Group.
SENSITIVITIES:	Nil

AUSTRALIAN CAPITAL TERRITORY LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia
Phone +61 2 6205 0051 Email fitzharris@act.gov.au



@MeeganFitzMLA

MeeganFitzharrisMLA

Meegan Fitzharris MLA – Arrangements Brief

ORDER OF CEREMONIES	An agenda for the meeting is at <u>Attachment C</u> .
MEDIA:	Media have not been invite to this event, however, a Media Release is at <u>Attachment E</u> .
SOCIAL MEDIA ACCOUNTS	Not applicable
OUTSTANDING REGULATORY ISSUES	Not applicable

SPEAKING NOTES FOR THE**INNAUGURAL MEETING OF THE TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP****10:00am, WEDNESDAY, 31 JANUARY 2018****Conference Centre, LEVEL 2, 2 BOWES ST, WODEN***Acknowledgements*

- **Traditional owners:** I acknowledge the traditional custodians of the land we are meeting on, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Key talking points

- I'd like to welcome everyone here today and congratulate you on your appointment to the Territory-wide Health Services Advisory Group.
- This is a very exciting process that the ACT Government is embarking on, as we strive to improve and create sustainable health services for all Canberrans that provide the right care, in the right place, at the right time and ways that meet the needs of patients, their families and carers.
- It is also the first project for the ACT Government in a very long time that takes a holistic systems approach to health care in the ACT. While we have always known that a patient-centred approach and a coordinated continuum of care is essential, as demands for health care increase, too often we find the inadvertent creation of health care silos that focus on the here and now and at times, compete with each other to secure resources to cope with increasing demands.
- The development of the Territory-wide Health Services Framework provides a significant opportunity to examine our health care system as a whole, to work together, and break down these silos. It also provides a timely

opportunity to identify our strengths, areas for improvement, and any gaps that need to be addressed.

- It also provides a forum for us to open new conversations across disciplines that promote collaborative priority setting, partnerships and new innovative approaches.
- Importantly, the Territory-wide Health Services Framework and design process is also promoting a new paradigm and discourse within the ACT that promotes a culture of high quality care that puts the patient at the centre of everything we do.
- As representatives of the non-government sector, your contributions to these conversations are vital. As providers at the coal face of care in the community, we recognise and value the significant experience, skills and insights that you can bring to Territory-wide Health Services planning processes to ensure that we truly are taking a systems approach across the whole continuum of care.
- We also believe that by working together with our community based health care providers we will be able to identify new and innovative opportunities for positive change that will ensure better care for all Canberrans, including the most vulnerable groups in our community.
- To conclude, while acknowledging that this is a new process and we may not get it right first go, I'd like to encourage you all to embrace this opportunity, work together as a group and be fearless in providing advice on this important initiative and change process.
- I am very pleased to have been able to welcome you all here today and look forward to hearing more about your deliberations over the next 12 months.

Thank you.

ENDS



Media release

MEEGAN FITZHARRIS MLA

Minister for Health and Wellbeing
 Minister for Transport and City Services
 Minister for Higher Education, Training and Research
 Member for Yerrabi

31 January 2018

Inaugural Meeting of the Territory-wide Health Services Advisory Group

The Territory-wide Health Services Advisory Group met for the first time today.

The Advisory Group will play a vital role in ensuring that planning for a healthy Canberra, through the Territory-wide Health Services Framework, considers the needs of all Canberrans, both in hospital and community settings.

The Advisory Group is made up of 11 health experts and community sector members and draws on the experience of a broad range of organisations from the Canberra community. The Group provides high-level advice and feedback to the Minister for Health and Wellbeing and ACT Health, on the policies and programs that will be part of the Territory-wide Health Services Framework.

“Development of the Territory-wide Health Services Framework provides a significant opportunity to examine our health care system as a whole, to work together, and create a world class system that provides the right care in the right place at the right time, for all Canberrans,” Minister for Health and Wellbeing Meegan Fitzharris said.

“It also provides an opportunity for us to open new conversations across settings and disciplines, and promote collaborative priority setting, partnerships and innovative approaches to health care in the ACT.

The Advisory Group will provide an important mechanism for health stakeholders, community organisations and consumers to provide advice to the ACT Government on the Framework.

“The ACT Government recognises and values the significant experience, skills and insights that our community stakeholders can bring to the Territory-wide health services planning process,” Minister Fitzharris said.

“Their advice will help support our vision for innovative and accessible health services here in the ACT that place patients at the centre of everything we do.”

Further information on the TwHSF is available at: <http://www.health.act.gov.au/about-us/territory-wide-health-services>

Statement ends

Date:

Media contact/s:

ACT LEGISLATIVE ASSEMBLY

Phone (02) 6205 0051

Email fitzharris@act.gov.au

@MeeganFitzMLA

MeeganFitzharrisMLA

Elliot Woods **T** (02) 6205 0022 **M** 0499 993 930 **E** elliott.woods@act.gov.au

West, Alice (Health)

From: Symons, Louise (Health)
Sent: Thursday, 25 January 2018 1:57 PM
To: West, Alice (Health)
Subject: Advisory Group [SEC=UNCLASSIFIED]

Hi,

Just in case I forget to mention it next week, if possible it would be good if we can get a photo of the Advisory Group with the Minister for inclusion in our first Communique etc.

Only need a phone happy snap, nothing more.

We might need to get them to sign photo release forms too?

Cheers,

Lou

Louise Symons

Communications and Change Management

Territory-wide Health Services Redesign

Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 50965 | Email: louise.symons@act.gov.au

West, Alice (Health)

From: Douglas Herd [REDACTED]
Sent: Thursday, 25 January 2018 2:13 PM
To: West, Alice (Health)
Cc: Chamberlain, Jodie (Health)
Subject: RE: TWHS Advisory Group [SEC=UNCLASSIFIED]

Story of my life ...

I shall be there, thanks. Are there papers?

Dougie

From: West, Alice (Health) [mailto:Alice.West@act.gov.au]
Sent: Thursday, 25 January 2018 2:08 PM
[REDACTED]

Cc: Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au>
Subject: TWHS Advisory Group [SEC=UNCLASSIFIED]

Dear Douglas,

You will have received just now an invitation to the first meeting of the Territory-wide Health Services Advisory Group in your calendar (for 31 January 2018 – 10-11am)

Please accept my sincerest apologies for the late notice – I sent the initial invitation out on Tuesday 23/1/18, and it seems I left your email off the invite list somehow.

Papers for the meeting will distributed shortly.

If you have any questions, or are unable to attend, please let me know.

Kind regards,

Alice West

Executive Officer to
Vanessa Brady, Executive Director, Health Services Program
Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
Level 5, 4 Bowes Pl, Woden
Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



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TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Director-General annotated agenda

AGENDA	
Date: Wednesday, 31 January 2018 Time: 10am to 11am Venue: Bowes Conference Centre, Level 2, 2-6 Bowes St, Woden	
1. Acknowledgement of Country	
<p>I would like to begin by acknowledging the Ngunnawal people, the Traditional Custodians of the ACT and pay respect to their Elders past and present.</p> <p>I would like to pay respect to other Aboriginal and Torres Strait Islander peoples who are a part of this community.</p>	
2. Welcome and Apologies	Director-General, ACT Health (Interim Chair)
<p>Welcome, everyone, to the very first meeting of the Territory-wide Health Services Advisory Group. I am excited to see most of our members here today.</p> <p>Unfortunately, our Director-General, Nicole Feely couldn't join us today due to unforeseen circumstances. Nicole did ask me to pass on her thanks to you all for making time in your busy schedules to be here for this first meeting of the Advisory Group.</p> <p>Unfortunately, due to other commitments, we have a couple of apologies.</p> <ul style="list-style-type: none"> • Professor Gabrielle Cooper of the University of Canberra; and • Sandra Turner of Cancer Council ACT. <p>Dialing in we have Donna Murray of Indigenous Allied Health Australia – hello Donna.</p> <p>First up today, I'd like to welcome Meegan Fitzharris, Minister for Health and Wellbeing, and I invite you, Minister, to make the opening remarks.</p>	
3. Opening remarks	Minister for Health and Wellbeing
Speaking notes have been provided to the Minister.	
4. Introductions	All
<p>Thank you Minister, it is wonderful to have you here today.</p> <p>Before we get down to the more formal end of today's agenda, I'd like us to go around the table and introduce ourselves.</p> <p><i>[start with someone next to you]</i></p>	

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

<p>5. Items for Discussion/endorsement:</p> <p>a. Terms of Reference – for endorsement</p> <p><i>[JC to seek any comments from members on the TOR, and call for endorsement if no substantial changes requested]</i></p> <p>b. Program status and governance update</p> <p><i>[Jodie Chamberlain to talk to this item]</i></p> <p>c. Draft Territory-wide Health Services Framework 2017-2027</p> <p><i>[Jodie Chamberlain to talk to this item]</i></p>	<p>Paper attached</p> <p>Paper attached</p> <p>Paper attached</p>
<p>6. Nominations for Chair</p> <p><i>[JC to invite nominations for the Chair of the Advisory Group. If a consensus is not reached, members to be invited to submit their nominations out of session for consideration by the DG]</i></p>	
<p>7. Meeting frequency and schedule for 2018</p> <p><i>[Jodie Chamberlain to talk to this item]</i></p>	Paper attached
<p>8. Meeting Close</p> <p><i>[JC to thank everyone for making the time to attend today's meeting. DG may offer closing remarks, and offer to take any questions, should time permit]</i></p>	

ATTENDANCE	In attendance	Apologies
Members		
A/Prof Nicolas Cherbuin – Australian National University		
Scott Clouder – LGBTIQ Ministerial Advisory Council		
Professor Gabrielle Cooper – University of Canberra		X
Gaylene Coulton – Capital Health Network		
Darlene Cox – Healthcare Consumers Association		
Douglas Herd – ACT Disability Reference Group		
Lisa Kelly – Carers ACT		
Donna Murray – Indigenous Allied Health Australia		
Dr Rashmi Sharma – General Practitioner		
Sandra Turner – Cancer Council ACT		X
Simon Viereck – Mental Health Community Coalition		
Dr Jeffrey Fletcher – Chief Medical Officer, ACT Health		
Dr Margaret McLeod – A/g Chief Nursing and Midwifery Officer, ACT Health		
Jo Morris – A/g Chief Allied Health Officer, ACT Health		
Attendees		
Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing		
Ms Nicole Feely, Director-General		
Ms Jodie Chamberlain, Executive Director, Territory-wide Services Redesign		
Secretariat		
Executive Officer, Territory-wide Services Redesign		

West, Alice (Health)

From: West, Alice (Health) on behalf of HealthServicesPlanning
Sent: Thursday, 25 January 2018 2:33 PM
To: [REDACTED] Feely, Nicole (Health); Fletcher, Jeffery (Health); Morris, Jo (Health); McLeod, Margaret (Health); 'SHARMA Rashmi'; [REDACTED]
Cc: Chamberlain, Jodie (Health); West, Alice (Health); Dal Molin, Vanessa (Health); ChiefMedicalOfficer
Subject: Papers - Territory-wide Health Services Advisory Group - Wednesday 31 January 2018 [SEC=UNCLASSIFIED]
Attachments: aAGENDA_TWHSAG_20180131.pdf; Agenda Item 5a - Attachment A - Terms of Reference - For endorsement.pdf; Agenda Item 5a - Submission - Terms of Reference - For endorsement.pdf; Agenda Item 5b - Attachment A - TwHSF Program Update - January 2018.pdf; Agenda Item 5b - Submission - TwHSF Program Update.pdf; Agenda Item 5c - Attachment A - TWHS Framework - 18Sept17-with draft.pdf; Agenda Item 5c - Submission - TwHS Framework.pdf; Agenda Item 7 - Submission - Meeting Schedule 2018.pdf

Dear Members,

Please find attached papers for the first meeting of the Territory-wide Health Services Advisory Group.

Papers are as follows:

- Agenda – 31 January 2018
- Item 5a – Submission and attachment – Terms of Reference
- Item 5b – Submission and attachment – Program Update
- Item 5c – Submission and attachment – Draft TwHS Framework
- Item 7 – Submission – Meeting schedule 2018

Please note, for this first meeting, Nicole Feely, Director-General, ACT Health, will be the interim Chair, pending nomination and endorsement of the Chair at the meeting (refer agenda item 6).

If you have any questions ahead of the meeting, please don't hesitate to contact me on (02) 62071015 or email HealthServicesPlanning@act.gov.au

Kind regards,

Alice West

Executive Officer to

Vanessa Brady, Executive Director, Health Services Program

Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

AGENDA

Date: Wednesday, 31 January 2018	
Time: 10am to 11am	
Venue: Bowes Conference Centre, Level 2, 2-6 Bowes St, Woden	
1. Acknowledgement of Country	
2. Welcome and Apologies	Director-General, ACT Health (Interim Chair)
3. Opening remarks	Minister for Health and Wellbeing
4. Introductions	All
5. Items for Discussion/endorsement:	
a. Terms of Reference – for endorsement	Paper attached
b. Program status and governance update	Paper attached
c. Draft Territory-wide Health Services Framework 2017-2027	Paper attached
6. Nominations for Chair	
7. Meeting frequency and schedule for 2018	Paper attached
8. Meeting Close	

ATTENDANCE	In attendance	Apologies
Members		
A/Prof Nicolas Cherbuin – Australian National University		
Scott Clouder – LGBTIQ Ministerial Advisory Council		
Professor Gabrielle Cooper – University of Canberra		
Gaylene Coulton – Capital Health Network		
Darlene Cox – Healthcare Consumers Association		
Douglas Herd – ACT Disability Reference Group		
Lisa Kelly – Carers ACT		
Donna Murray – Indigenous Allied Health Australia		
Dr Rashmi Sharma – General Practitioner		
Sandra Turner – Cancer Council ACT		
Simon Viereck – Mental Health Community Coalition		
Dr Jeffrey Fletcher – Chief Medical Officer, ACT Health		
Dr Margaret McLeod – A/g Chief Nursing and Midwifery Officer, ACT Health		
Jo Morris – A/g Chief Allied Health Officer, ACT Health		
Attendees		
Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing		
Ms Nicole Feely, Director-General		
Ms Jodie Chamberlain, Executive Director, Territory-wide Services Redesign		
Secretariat		
Executive Officer, Territory-wide Services Redesign		

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Meeting date: 31 January 2018

PURPOSE: For endorsement

Agenda Item 5a – Territory-wide Health Services Advisory Group Terms of Reference

RECOMMENDED ACTION

That attendees:

1. Endorse the Terms of Reference as provided at Attachment A.

BACKGROUND

Draft Terms of Reference for the Territory-wide Health Services Advisory Group (the Advisory Group) formed part of the Expression of Interest process held in October 2017.

ISSUES

ACT Health has made minor edits to the Terms of Reference. These include:

- Broadening the role and function of the Advisory Group so as to not limit the scope of the Advisory Group to short term projects currently occurring in ACT Health; and
- Clarifying the reporting mechanism.

CONSULTATION

Not applicable.

RESOURCE IMPLICATIONS

Not applicable.

Sponsor/Member: Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Attachment list

Attachment A: Territory-wide Health Services Advisory Group Terms of Reference

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

TERMS OF REFERENCE

Reporting mechanism	Through the Advisory Group, reports summarising advice and views of these stakeholders as required will be provided to ACT Health.
Roles and responsibilities	<p>The Advisory Group will:</p> <ul style="list-style-type: none"> Review and provide feedback on the Draft Territory-wide Health Services Framework, as a forward looking framework for enabling the creation of innovative and accessible health services that meet the needs of Canberrans. Advise ACT Health about Territory-wide Health Services Planning by bringing knowledge, skills and expertise and stakeholder perspectives to assist ACT Health in the development and implementation of Territory-wide Health Services.
Powers of the Group	As an Advisory Group that brings knowledge, expertise and stakeholder perspectives to ACT Health for the Territory-wide Health Services Framework and Plans, it will be expected the Advisory Group will discuss views and where needed, reach a consensus view. If a consensus cannot be achieved, the Advisory Group's various views will be reflected to ACT Health.
Functions	<p>The Advisory Group will:</p> <ul style="list-style-type: none"> Advise on health care priorities from a community perspective. Support the development of and provide recommendations to the Director-General of ACT Health on Territory-wide Health Services so they are delivered innovatively, cost effectively and with a person-centred focus. Provide advice that contributes to the quality and safety principles through the development of clinical services which will enable the provision of person-centred, safe and effective care. Assist and participate in consumer and representative feedback mechanisms for Territory-wide Health Services.
Membership	<p>Membership will be established through an Expression of Interest process. Up to 11 members will be appointed. Reflecting the ACT Government's diversity principles, the group will comprise a cross section of the community and health sector/stakeholders including at least three members that are representatives: health stakeholders, consumers, and health and consumer organisations.</p> <p>Clinical expertise will be provided by membership the following ACT Health senior clinical staff:</p> <ul style="list-style-type: none"> Chief Medical Officer Chief Nursing and Midwifery Officer Chief Allied Health Officer

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Quorum	A quorum will represent 50 per cent of membership + one, excluding the Chair and Secretariat.
Confidentiality & Conflict of Interest	<p>Sensitive information which is not in the public domain may sometimes be disclosed at this meeting.</p> <p>Members and attendees will be required to:</p> <ul style="list-style-type: none"> • Be mindful of the confidentiality regarding this information and not share this outside of the Advisory Group. • Disclose to the group a "perceived or known conflict of interest" with any information being provided. • Sign a declaration of their commitment to confidentiality and to disclosing any concerns regarding a "conflict of interest". <p>If members or attendees are unsure about the confidentiality status or a "conflict of interest" regarding any particular information or data disclosed to them, the Chair should be asked to clarify the position.</p>
Chair	Will be a member of the Advisory Group. Nominations for the role of Chair will be selected by the Advisory Group. Nominations will be put forward to, and appointed by the Director-General ACT Health.
Deputy Chair	Will be a member of the Advisory Group. Nominations for the role of Deputy Chair will be selected by the Group. Nominations will be put forward to and appointed by the Director-General ACT Health.
Secretariat	Secretariat support will be provided by ACT Health and will include information papers, suggested focus topics, agendas and scheduling of meetings.
Operating Protocols	<p>The Advisory Group functions under the authority of the Director-General ACT Health who will provide input as required, in line with the role, responsibilities, powers and functions.</p> <p>In the case of absence, a proxy may be nominated and where there is a proxy, this person must be fully briefed prior to the meeting to inform their attendance and contribution.</p>
Terms of Reference Review Frequency	<p>The Terms of Reference are to be reviewed every 12 months.</p> <p>The associated membership will be for 12 months with an option to renew along with a revised expression of interest process.</p>

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Meeting date: 31 January 2018

PURPOSE: For information

Agenda Item 5b – Territory-wide Health Services Framework – Program Update

RECOMMENDED ACTION

That attendees:

1. Note the information contained in this paper

BACKGROUND

Service Specialty Plans (SSPs) are required to be developed for each clinical specialty and core service delivery area as identified within the draft Territory-wide Health Services Framework.

A program for monitoring the development and progression of the Specialty Services Plans is at **Attachment A**. In addition, the Program Update includes details of development activities occurring during the period December 2017 – January 2018.

ISSUES

Risks and mitigating activities are identified within the attached program update.

CONSULTATION

Communication activities are identified within the attached program update.

RESOURCE IMPLICATIONS

The program of work requires capability and capacity within ACT Health to achieve the delivery of the SSPs within the allocated timeframe. The Health Planning team has recently undertaken significant recruitment in order to deliver the quantum of SSPs.

The program of work for the development of the SSPs is on track to meet the timeframe for completion on 30 June 2018.

There are no immediate funding implications in relation to development of the TwHSF, however, it is anticipated that increased efficiencies under the TwHSF and the new CHHS structure will contribute to longer term savings.

Sponsor/Member: Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Attachment list

Attachment A: Territory-wide Health Services Framework – Program Update January 2018

Territory-wide Health Services Framework: Program Update

01 December 2017 - 31 January 2018

Your Health – Our Priority

Project Sponsor: Nicole Feely Primary Sponsor: Jodie Chamberlain Date: 31 January 2018

WORK COMPLETED

Governance

- Membership of Territory-wide Health Services Advisory Group (TwHSAG) established and inaugural meeting to be held on 31 January 2018.
- Proposal for governance of TwHS, including Terms of Reference for internal ACT Health Territory-wide Health Services Executive Committee drafted, and submitted to Director-General ACTH for consideration.

Service Specialty Plan Development

- As at 18 December 2017, 49 specialty and core services have been identified:
 - 40 specialty services
 - 9 core services (non-clinical or support services)
- Meetings have been held about the commencement of Service Specialty Plans (SSPs) with all specialty Clinical Directors.
- Meetings held with each Executive Director to identify stakeholders (such as other clinical specialists, nursing, allied health, community, general hospital) for each individual specialty or across specialty groups to further progress SSP development.

Recruitment

- New program staff recruited including a Program Director, 6 Health Planning Officers and 3 Communications team members.

Realignment of clinical services

- Clinical Centres are to be established within Canberra Hospital and Health Services (CHHS) to assist in the alignment of current services to a person-centred territory-wide approach. The realignment has been announced and the new draft structure provided to staff for feedback.
- Feedback on CHHS realignment is currently being collated and considered.

COMMUNICATIONS

- Director-General forums for all ACT Health staff, including information about the TwHSF held December 2017.
- ACT Health Website update.
- Director General ACTH Bulletin announcing CHHS governance realignment – 08 December 2017.
- CHHS Clinical Realignment email inbox established and monitored.
- Health Services Planning email inbox monitored.
- Territory-wide Health Services Advisory Group announced, including Media Release 11 December 2017.
- Director General ACTH Forum for Non-Government Organisation (NGOs) stakeholders – 22 Jan 2018.

TOP PROGRAM RISKS

1. Engagement of key stakeholders for SSP development

- Mitigations – briefing document packages provided and key stakeholder identification with key executives. External stakeholder groups to be recommended by TwHSAG. A range of methods for engagement planned including World Café etc. Program for engagement to be inclusive of stakeholders commitments – ie NSQHS Accreditation.

2. Staff are not engaged with the benefits of a TwHSF

- Mitigations – key stakeholders to be engaged in development of SSPs, continue ACT Health communications.
- Mitigations – appropriate stakeholders to be engaged in development of SSPs, continued benchmarking with other jurisdictions on best practice service models.

NEXT STEPS: FEBRUARY 2018

- Ongoing development of SSPs.
- Feedback collated and CHHS realignment revised and presented back to staff for final comments.
- Regular TwHSF Communique to be established and distributed (currently in draft)
- Planning and arrangements for 'World Café' style community consultation events to commence - to be held late April 2018.
- Significant website update to be undertaken, including program updates and responses to FAQs.

Territory-wide Health Services Framework: Program Update

Your Health – Our Priority

Project Sponsor: Nicole Feely

Phases	Specialty Service Plans - Development Program																														
	Planning / Development				Internal Engagement				External Engagement				Enforcement																		
	Exec Directors / Heads of Services		ACTH Health Specialists / Stakeholders		ACTH Health Professionals		Exec Directors / Heads of Services		DDG (GHS) and DS ACTH		Community / Consumers		Analysis		ACT Health																
Stakeholders	Meeting with Specialty Executives		Engagement with health professionals		Endorsement by specialty executives		Feedback incorporated		ACTH endorsement		World Class		Options analysis		Specialty Executives endorsement																
Tasks	Meeting with Specialty Executives		Engagement with health professionals		Endorsement by specialty executives		Feedback incorporated		ACTH endorsement		World Class		Options analysis		Specialty Executives endorsement																
SubTasks	Meeting with Specialty Executives		Engagement with health professionals		Endorsement by specialty executives		Feedback incorporated		ACTH endorsement		World Class		Options analysis		Specialty Executives endorsement																
Week	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10															
Month	DEC	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE																								
Date - week commencing	04/12/2017	11/12/2017	18/12/2017	25/12/2017	01/01/2018	08/01/2018	15/01/2018	22/01/2018	29/01/2018	05/02/2018	12/02/2018	19/02/2018	26/02/2018	05/03/2018	12/03/2018	19/03/2018	26/03/2018	02/04/2018	09/04/2018	16/04/2018	23/04/2018	30/04/2018	07/05/2018	14/05/2018	21/05/2018	28/05/2018	04/06/2018	11/06/2018	18/06/2018	25/06/2018	
TWHS Advisory Group																															
TWHS Steering Committee																															
Specialty Services	Dermatology		Emergency		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		
Specialty Services	Dermatology		Emergency		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		General Surgery		

TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Meeting date: 31 January 2018

PURPOSE: For information

Agenda Item 5c – Draft Territory-wide Health Services Framework 2017-2027

RECOMMENDED ACTION

That attendees:

1. Note the information contained in this paper

BACKGROUND

The draft Territory-wide Health Services Framework 2017-2027 (the Framework) was released on 18 September 2017.

ISSUES

The Framework remains in 'draft' format. Endorsing the Framework will be one of the first tasks of the Advisory.

ACT Health is working to refresh and refine the draft Framework with a view to provide the revised version to the Advisory Group for final endorsement at its second meeting.

Feedback from Advisory members is welcome, and can be provided out of session by email to HealthServicesPlanning@act.gov.au.

A copy of the draft Framework is provided at [Attachment A](#).

CONSULTATION

The draft Framework was not circulated for formal consultation, as it is the role of the Advisory Group to review and endorse the Framework.

RESOURCE IMPLICATIONS

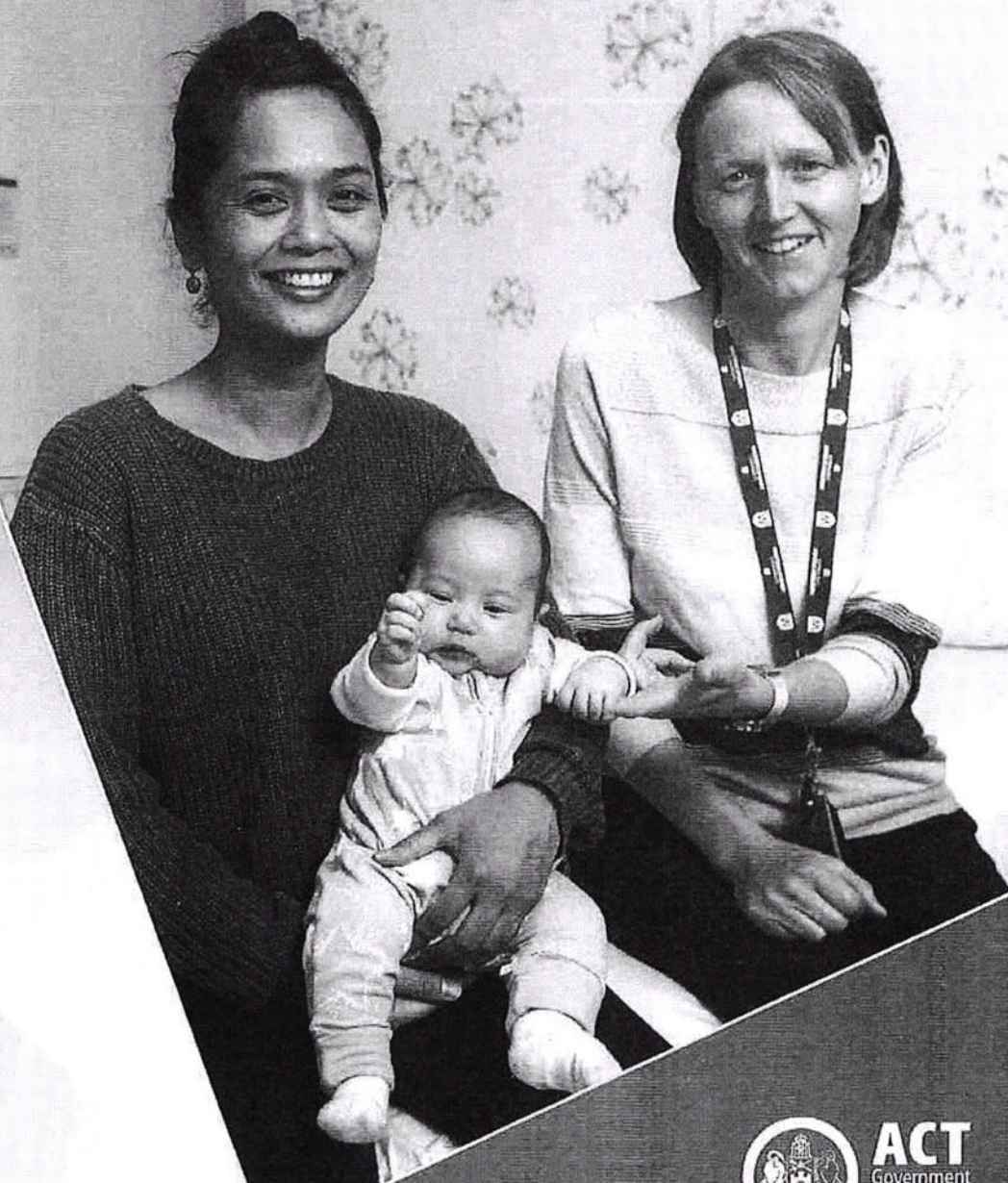
Not applicable.

Sponsor/Member: Jodie Chamberlain, Executive Director, Territory-wide Services Redesign.

Attachment list

Attachment A: draft Territory-wide Health Services Framework 2017-2027

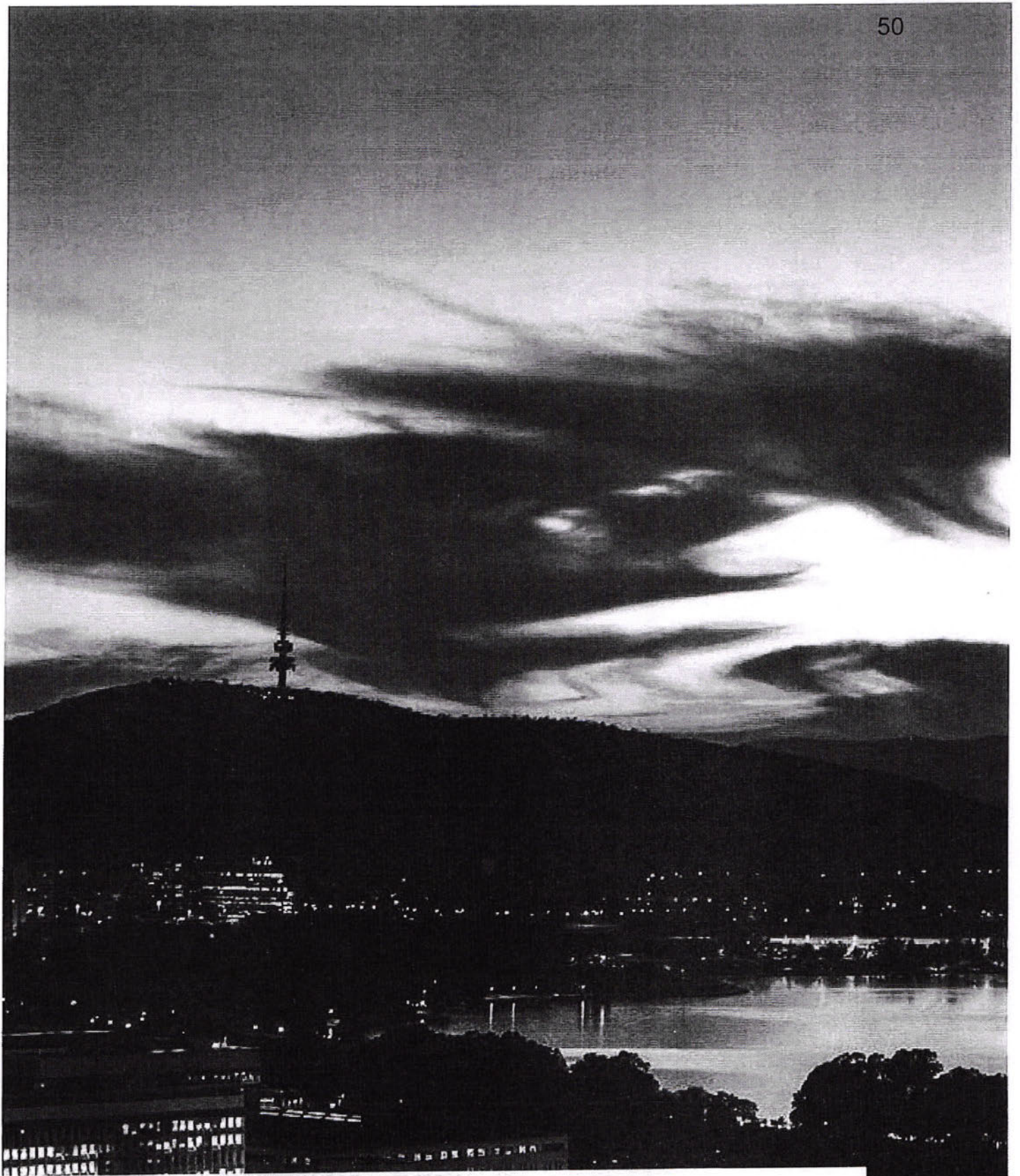
Submissions should be provided to the Secretariat by email to HealthServicesPlanning@act.gov.au



DRAFT

ACT HEALTH
TERRITORY-WIDE HEALTH
SERVICES FRAMEWORK
2017-2027

18 September 2017 V1.4



ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

CONTENTS

FOREWORD	4
01. PURPOSE	6
1.1 QUALITY	13
1.1.1 ACT Health's Quality Strategy	13
1.2 GUIDING PRINCIPLES FOR HEALTH SERVICE DELIVERY	14
1.2.1 Health Service Planning	14
1.2.2 Sustainability and Innovation Strategies	14
02. THE ACT CONTEXT	15
2.1 POPULATION	16
2.2 HEALTH SERVICE DEMAND	19
2.2.1 Inpatient and Emergency Department	19
2.2.2 Non-Admitted Services	22
2.3 THE HEALTH SERVICE ENVIRONMENT	23
2.3.1 Government Priorities	23
2.3.2 Partnerships	23
03. FUTURE HEALTH SERVICE DELIVERY	25
3.1 THE HEALTH SERVICE SETTING	26
3.1.1 Integrated Care	26
3.1.2 Development of Centres	27
3.1.3 Health Infrastructure	28
3.2 ROLE DELINEATION	30
3.3 ENABLERS	30
3.3.1 Workforce	30
3.3.2 Medical Technology and ICT	31
3.3.3 Research, Education and Training	31
3.4 ACT PRIORITY AREAS	32
3.4.1 Preventative Health Care	32
3.4.2 Access to Health Services	33
3.4.3 Mental Health Services	33
3.4.4 Aged Care	33
3.4.5 Aboriginal and Torres Strait Islander Health	33
3.4.6 Early Intervention (0–8 Years)	34
3.4.7 Families Experiencing Vulnerability	34
3.5 WHERE TO NEXT	34
APPENDIX: A	35

FOREWORD



I am pleased to present the draft ACT Health Territory-wide Health Services Framework 2017-2027 (the Framework). This important Framework is the basis of a renewed commitment from the ACT Government to the health and wellbeing of all Canberrans.

We live in a wonderful city, with access to high quality health services delivered by a dedicated health workforce delivering care every day to people across Canberra and our broader region.

We all want Canberrans to be as healthy and well as they can be. To this end, this draft Framework is the next step in transforming the health services delivered by ACT Health, in partnership with many other private and community organisations.

Our community faces some challenges; we are growing and we are getting older. And we know that many Canberrans are living with more chronic health care conditions that impact on their ability to live their lives well. The rising costs and growing demand of healthcare also pose significant challenges. Governments must ensure a sustainable health budget so that they can continue to invest in other important public services.

However, alongside these challenges there are also significant opportunities: opportunities to integrate research, new technology and innovation directly into patient care; to improve the quality and safety of health care delivery; to train and develop a diverse and talented health workforce and to partner with organisations to build and deliver health services – just like the ACT Government is doing with the development of a new rehabilitation hospital at the University of Canberra. And importantly, real opportunities to better understand and respond to patients experience and needs.

This draft Framework is an important and exciting opportunity; it will underpin the ACT's future health system by enabling patients to access care when they need it, delivered by the right team in the right place. A system that patients and their families trust, understand and can easily navigate.

It will also be a system that attracts and retains a high calibre health workforce, creating a dynamic and innovative place to work.

The draft Framework will underpin the development of new clinical Centres, which will group speciality services through Centre Service Plans and Specialty Service Plans. They will have people at the heart of health care delivery, making it easier for people to navigate the health system and receive the care they need; whether that is preventative care, community-based care or care in the hospital. It will also inform the ACT Government's plans to significantly upgrade existing health buildings, as well as build new purpose-built facilities across Canberra.

The draft Framework will also be developed alongside a new Health Quality Framework and Preventative Health Strategy. Together these pieces of work will guide and strengthen the delivery of services to keep Canberrans as healthy as they can be.

ACT Health will closely engage with its own workforce and key partners in the development of the Centres and Specialty Services Plans. In addition, I have asked ACT Health to establish a Territory-wide Health Services Advisory Group to assist in this important effort. The Advisory Group will be made up of a broad cross section of expert and community representatives. I look forward to working with the Advisory Group and the wide range of organisations and individuals who I know are committed to the health of our community.

Most of all I look forward to this Framework being delivered for our community. I am excited about its potential to improve the health and wellbeing of Canberrans and transform our already high quality health system into a modern, person-centred health system.

Meegan Fitzharris MLA
Minister for Health and Wellbeing

PURPOSE



Your Health – Our priority

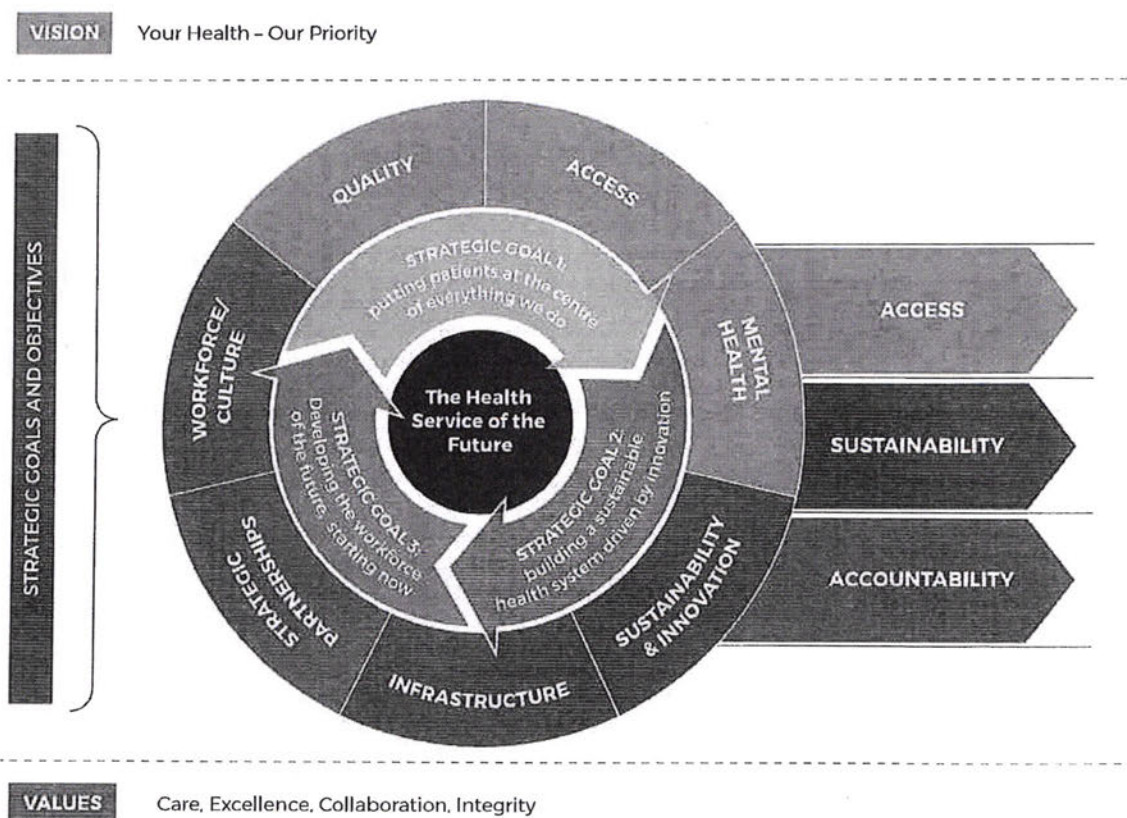
A Healthier Canberra

We want Canberrans to be healthy and well and have access to an innovative, world class health system. This is reflected in the ACT Health vision: *Your Health – Our Priority*.

The ACT Government has invested in a quality health care system with skilled and dedicated ACT Health staff, as well as partner organisations, delivering health care in a range of settings and facilities right across Canberra. ACT Health also works closely with other primary health care providers in the community, with the private sector and in aged care facilities.

ACT Health is committed to delivering person and family-centred, safe and effective care through an integrated Territory-wide health system, with the appropriate infrastructure to meet the future health needs of the growing ACT and surrounding region. **What this means is a health system that keeps people as healthy and well as can be, a system that is easy to understand and meets the needs of the community.**

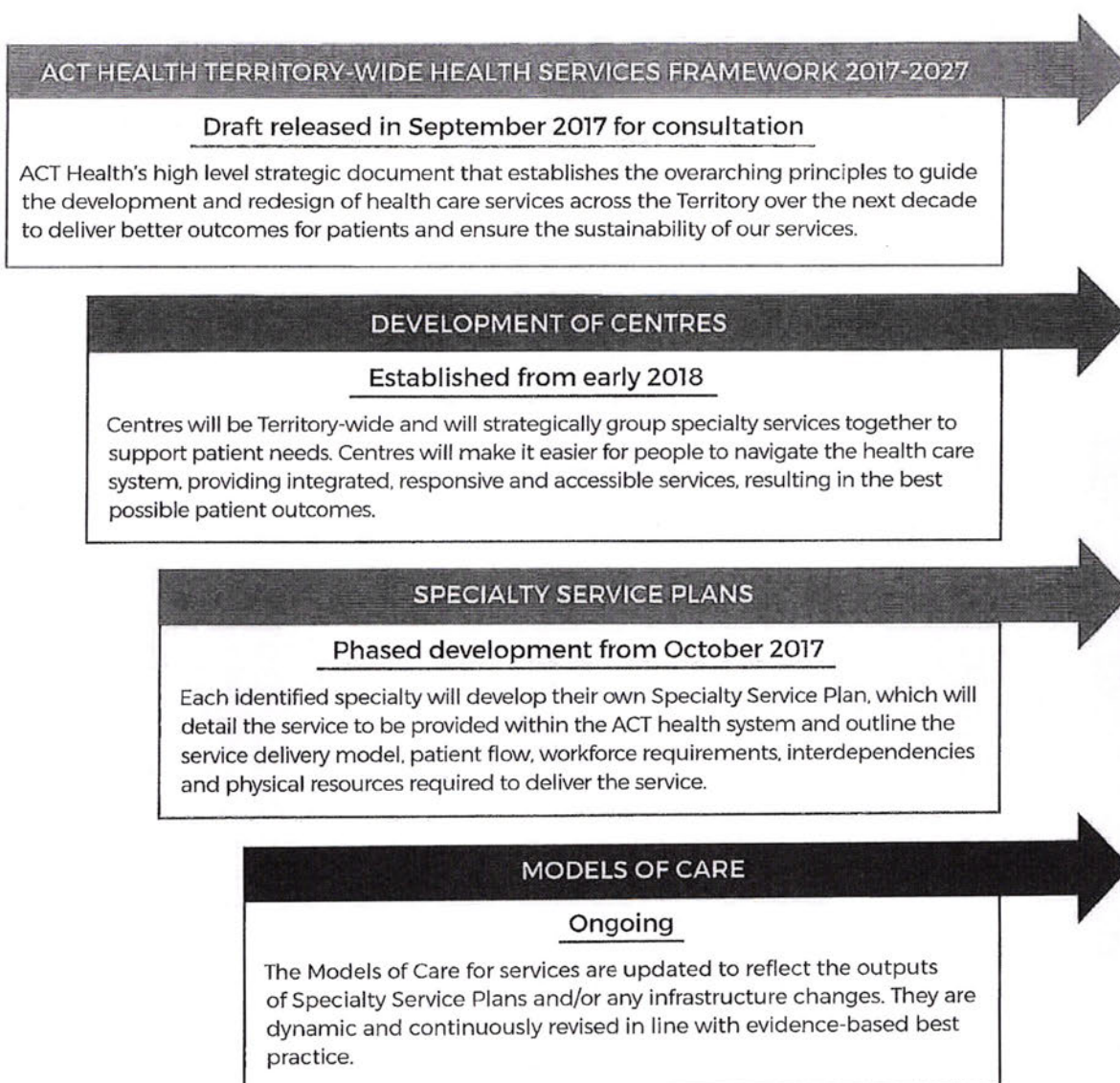
Figure 1: ACT Health Strategic Planning



Territory-wide Health Services Framework

The draft Territory-wide Health Services Framework 2017-2027 sets out the overarching principles for integrating patient-centred care to improve the health of Canberrans. It aligns with ACT Health's values, strategic goals and objectives and will guide the development and redesign of health care services across the Territory over the next decade.

Figure 2: Territory-wide Health Planning Process



The draft Framework updates the Clinical Services Plan 2014-2018, and has been developed based on extensive research and input from internal and external stakeholders.

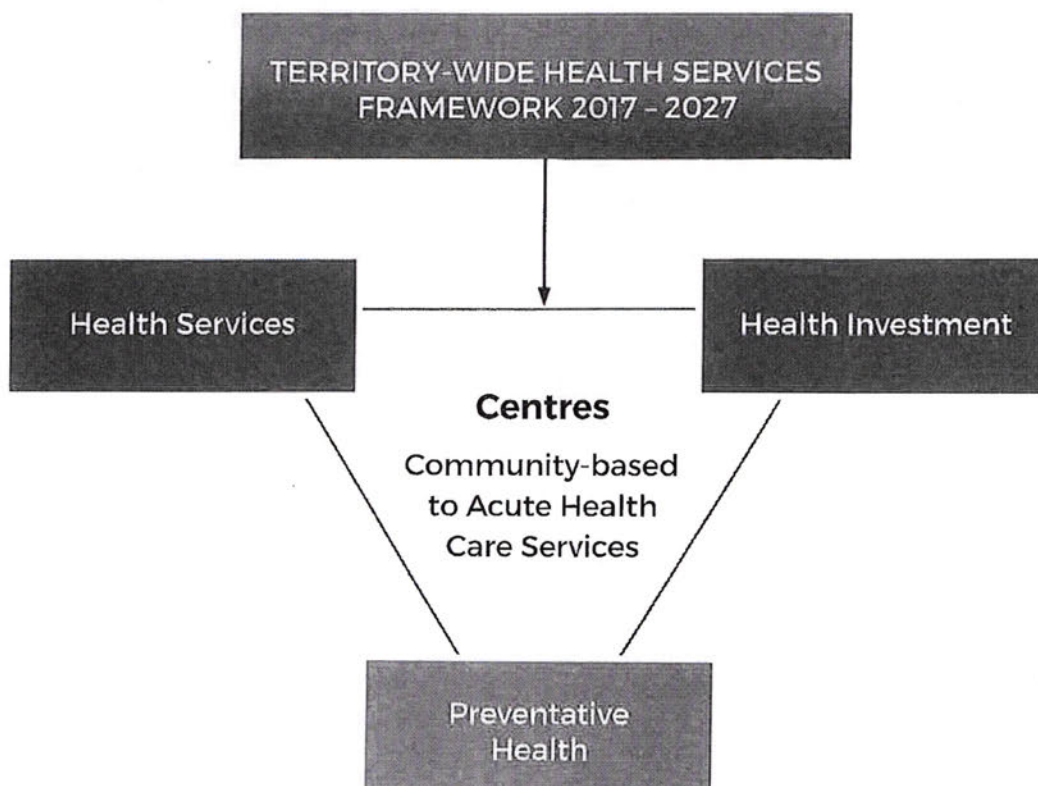
The draft Framework will guide the establishment of clinical Centres, with each Centre supported by a Centre Service Plan, individualised Specialty Service Plans and appropriate Models of Care. We will work closely with staff and external stakeholders to develop these plans.

Centres

The Centres, with their Territory-wide focus, will ensure specialty services are integrated across the continuum of care (prevention in the community, care in the hospital and the management of care back in the community) to make it easier for patients to navigate the services they need.

The Centres will enable speciality care to be delivered in a coordinated way across the ACT, by facilitating collaboration between related specialities across public, private and community-based sectors.

Figure 3: Territory-wide Integrated Health Service Delivery Model



The Centres will be supported by an overall Centre Service Plan, individualised Specialty Service Plans and appropriate Models of Care. The individual Specialty Service Plans will be developed in consultation with medical, nursing and allied health staff, and with input from external and internal stakeholders. They will describe how the service will be delivered across the Territory and will be evidence-based.

Figure 4: Centres Support the Patient Across the Continuum of Care



A coordinated system needs to flow like an organised process, so each provider of care can take advantage of what others have done or will do. This means that any patient requiring care will be able to rely on a health care system where clinicians across the various health care settings and support services will have access to relevant, current and accurate information about the patient's health and wellbeing at any point in their health care journey.

It also provides an opportunity to minimise Territory-wide duplication of services and resources through the use of established best practice health pathways for cross-speciality care.

The expectation is that a person's journey and their experience through the health system will include timely access to effective and appropriate care across a range of health care settings. An example of a journey through the health system of a person with heart disease is illustrated on the next page.

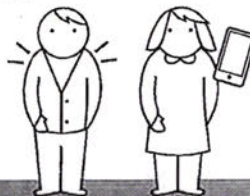
Cardiac Care Patient Journey

HOME



HIGH
Blood Pressure
HIGH
Cholesterol

John who is a smoker with high blood pressure and high cholesterol lives at home with his partner.



John experiences severe chest pain and his partner calls the emergency phone number for an ambulance.

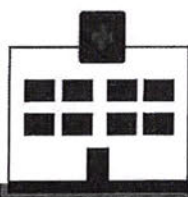
AMBULANCE

The ambulance arrives to his home and administers treatment, including the transmission of the electrocardiogram (ECG) to the hospital.



The ambulance officers liaise with the single point of contact at the hospital and the early triage of a heart attack (Acute Myocardial Infarction) is made.

HOSPITAL



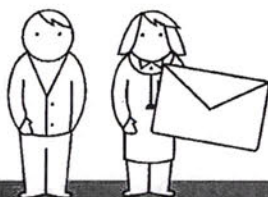
On arrival at the hospital John is assessed and the diagnosis of heart attack is confirmed.

John is transferred to the Cardiac Catheterisation Laboratory for an angioplasty procedure.



Post angioplasty he recovers in the Cardiac Care Unit, with only very minor loss of heart tissue muscle.

DISCHARGE



John is discharged home within several days with the appropriate discharge information including :

- availability of, and access to, relevant health and community services to assist John's level of self-care
- a referral to an outpatient cardiac rehabilitation program
- a comprehensive, easy to understand discharge summary to the specialist

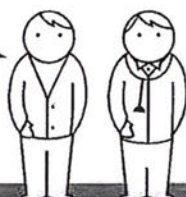
and general practitioner confirming follow-up appointments

- patient information including medications and specific plan for management of symptoms at home
- contact details for local community resources including patient support groups.

COMMUNITY/GENERAL PRACTICE

John is advised that outpatient cardiac rehabilitation may be provided in a range of settings, such as a hospital or community health centre, or through his General Practitioner.

John may prefer home-based cardiac rehabilitation which can include a combination of home visits, telephone support, telemedicine or specifically developed self education materials. This combination can enhance the success of John's rehabilitation.



- John's rehabilitation will focus on his independence and being in control of his care
- supporting him through his dietary changes, giving up smoking and developing a suitable exercise program
- John's General Practitioner will continue to monitor his medication management for his high blood pressure.

Opportunities to Engage

ACT Health will finalise the draft Framework in close collaboration with staff and stakeholders, and to advise on this work an Advisory Group will be appointed. The Territory-wide Health Services Advisory Group (the Advisory Group) will work with the Director-General and provide advice to the Director-General and Minister on finalising and implementing the draft Framework.

The Advisory Group will provide specific advice on engagement activities in the near future. There will be opportunities for specialty areas, representative groups as well as general community forums on the draft Framework and service planning. The first general community forum will be held in late 2017, with more details to follow closer to the time.

The ACT Government is pleased to launch the draft Framework and continue engaging with our health system stakeholders and the broader community. To find out more and to keep updated on developments with Territory-wide planning work, including the development of Specialty Service Plans, please visit our website: www.health.act.gov.au/territory-wide-health-services



1.1 QUALITY

1.1.1 ACT HEALTH'S QUALITY STRATEGY

Improving the quality of health care is a key strategic priority for ACT Health. A Quality Strategy is currently under development for ACT Health, with a focus on person-centred, safe and effective care. The strategy will set out a portfolio of strategic projects known to improve the safety and quality of care, reduce harm, unnecessary variation and waste. The internationally recognised domains¹ of quality are:

PERSON-CENTRED

Providing care that is respectful, responsive and focused on the patient's needs.

SAFE

Avoiding harm to patients from care that is intended to help them.

EFFECTIVE

Providing services based on scientific knowledge and which produce a clear benefit.

TIMELY

Reducing waits and sometimes harmful delays.

EFFICIENT

Avoiding waste and reducing cost.

EQUITABLE

Providing care that does not vary in quality because of a person's characteristics.

¹ Institute of Medicine (IOM). Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, D.C: National Academy Press; 2001.

1.2 GUIDING PRINCIPLES FOR HEALTH SERVICE DELIVERY

1.2.1 HEALTH SERVICE PLANNING

The draft Framework will inform the planning and delivery of health services in the ACT and guide the specialty service plan and model of care development process. These will be influenced by the following principles:

- health care delivery will be evidence based, with a focus on safety, quality and best practice
- preventative health care will be a primary focus to keep people as healthy as possible
- services will be population focussed and person-centric
- alternatives to care provided in a hospital setting will be explored and promoted
- equitable access to services will be provided with care delivered as close to home as possible
- health care will be integrated across the range of settings and providers
- health service planning will be consistent with known and predicted demand and be cognisant of other health sector resources provided by private and non-government organisations
- the draft Framework will inform and be supported by sound workforce, health infrastructure and Information Communication and Technology (ICT) planning
- health care will be affordable within an Activity Based Funding (ABF) model.

1.2.2 SUSTAINABILITY AND INNOVATION STRATEGIES

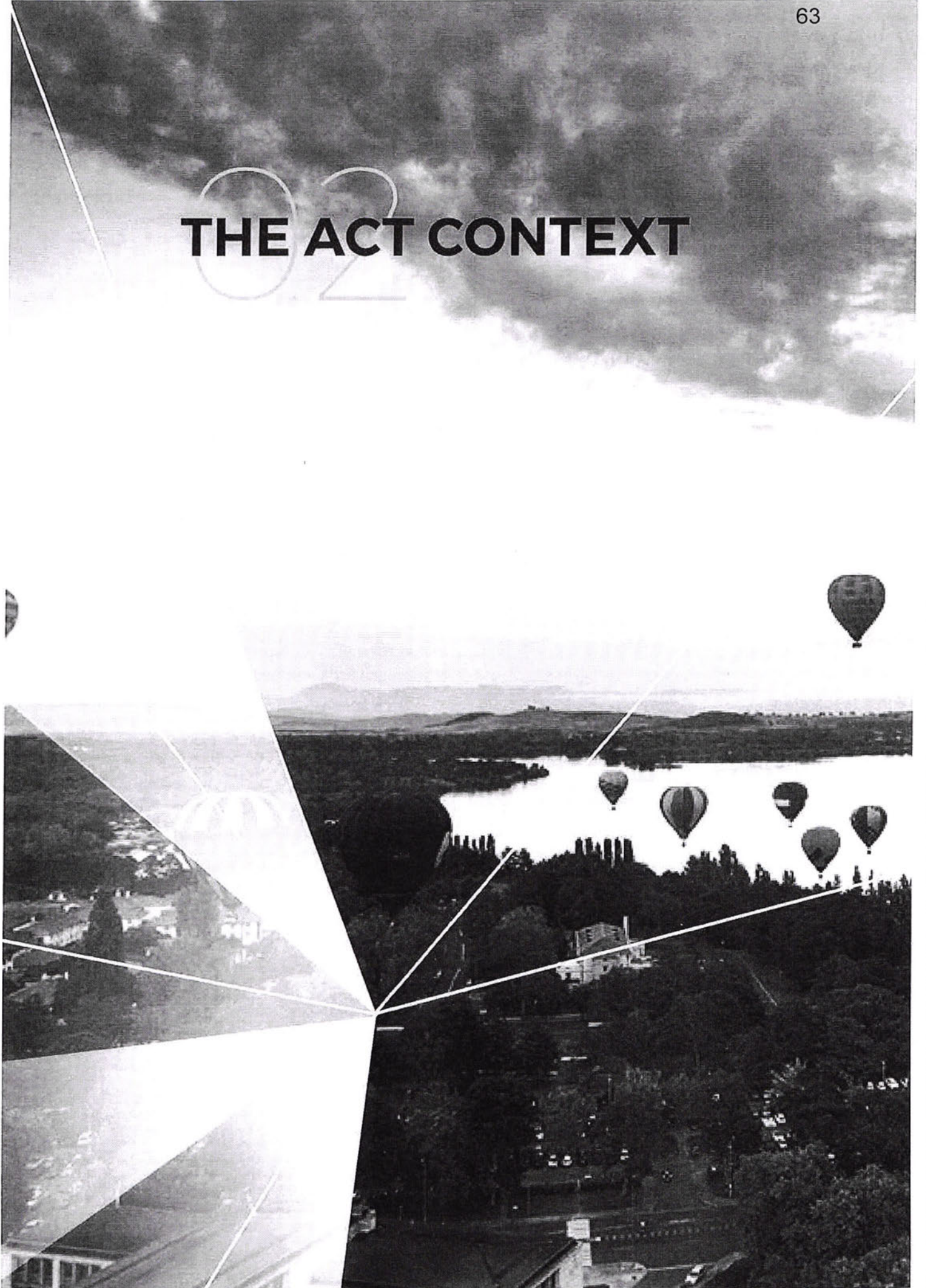
ACT Health will continue to review its services across the ACT to ensure quality and safe services continue to be delivered efficiently, effectively and sustainably. In planning future health service delivery, a range of strategies may be employed to meet the demand for health services within available resources.

These will include the:

- promotion and expansion of care delivered in the primary care setting
- integrating or consolidating the delivery of services
- expanding or reducing service provision to meet demand and eligibility criteria
- reviewing the efficiency and effectiveness of service delivery in one or more settings:
 - tertiary, general and/or specialist hospital
 - hospital setting and/or community-based setting
 - public sector and/or private sector.
- supporting service providers in redesigning service delivery to meet ABF guidelines
- reviewing efficiency and effectiveness of inter-jurisdictional service delivery.

The planning process for each specialty service within ACT Health will take into consideration these strategies to ensuring service delivery meets demand and remains sustainable.

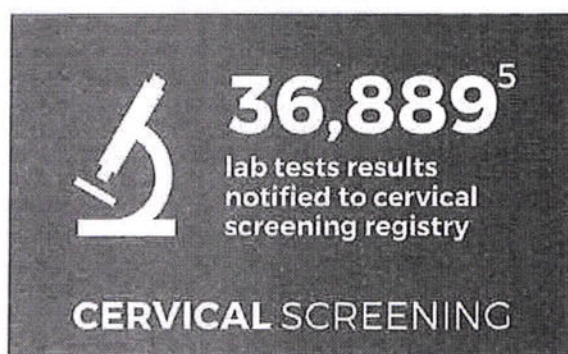
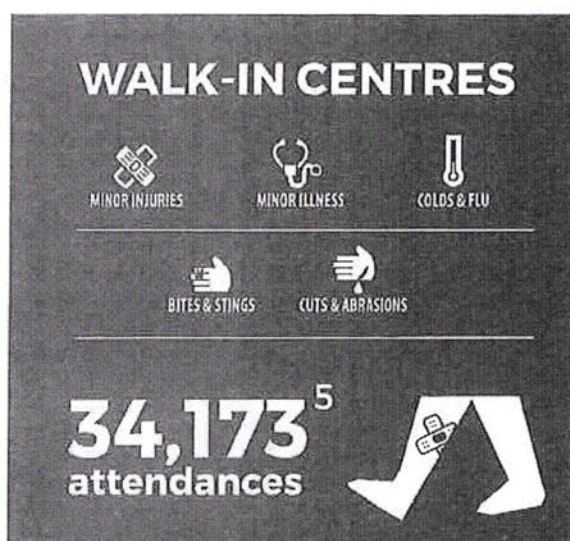
02 THE ACT CONTEXT



Health Care in Our City

Currently ACT Health provides services for a catchment of approximately 400,000² people in the ACT and a further 200,000³ people from the surrounding Southern NSW area.

- In 2015-16 there were over 108,000 separations in ACT public hospitals.⁴
- NSW patients accounted for 17% of all public hospital admitted separations in 2015-16.⁵
- We also work closely with community service providers and non-government organisations to deliver necessary health services.



2 (402,549 persons) ACT Population Projections: 2017 to 2041 (by district), ACT Government, Chief Minister, and Treasury and Economic Development Directorate, Policy and Cabinet Division, Economic, Regional and Planning, <http://apps.treasury.act.gov.au/demography/projections/act>, Accessed 16 March 2017.

The health care environment in the ACT will continue to change over the coming years. ACT Health faces significant challenges, particularly in relation to demand for services. These challenges include:

POPULATION GROWTH

AN AGEING POPULATION

HIGHER CONSUMER EXPECTATIONS

INCREASING MEDICAL TECHNOLOGY COSTS

GREATER INCIDENCE OF CHRONIC DISEASE

2.1 POPULATION

The latest population projections for the ACT were released by the ACT Government Chief Minister, Treasury and Economic Development Directorate on 13 March 2017.⁶ They show a trend of steady growth over recent years and indicate:

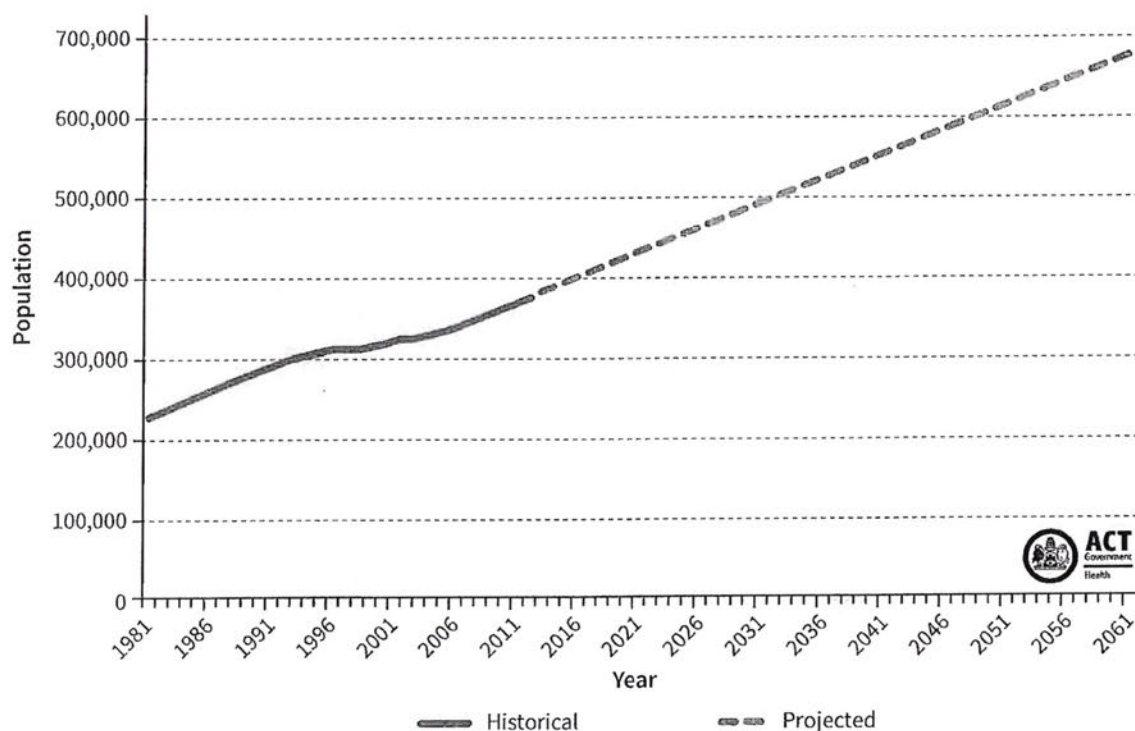
- an average population growth of 1.5% per annum between 2017 and 2027, representing an average increase of 6,208 persons per year over the same period
- the ACT population will increase from 402,549 persons in 2017 to 470,839 persons in 2027, representing a 16.9% growth in the population over this period.

3 (202,654 persons) Based on ABS Population by Age and Sex, Regions of Australia – LGA, 2013 (cat.no. 3235.0); Inclusive of Southern NSW Local Health District LGAs as defined by NSW Health (Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulburn Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire, Yass Valley).

4 Australian Institute of Health and Welfare 2017. Admitted patient care 2015-16: Australian hospital statistics. Health services series no. 75. Cat. no. HSE185. Canberra: AIHW.

5 ACT Health, ACT Public Health Services Quarterly Performance Report, June 2016.

6 ACT Population Projections: 2017 to 2041 (by district), ACT Government, Chief Minister, Treasury and Economic Development Directorate, Policy and Cabinet Division, Economic, Regional and Planning, <http://apps.treasury.act.gov.au/demography/projections/act>, Accessed 16 March 2017

Graph 1: ACT Historical and Projected Population⁷

THE MEDIAN AGE OF THE ACT POPULATION WILL INCREASE FROM

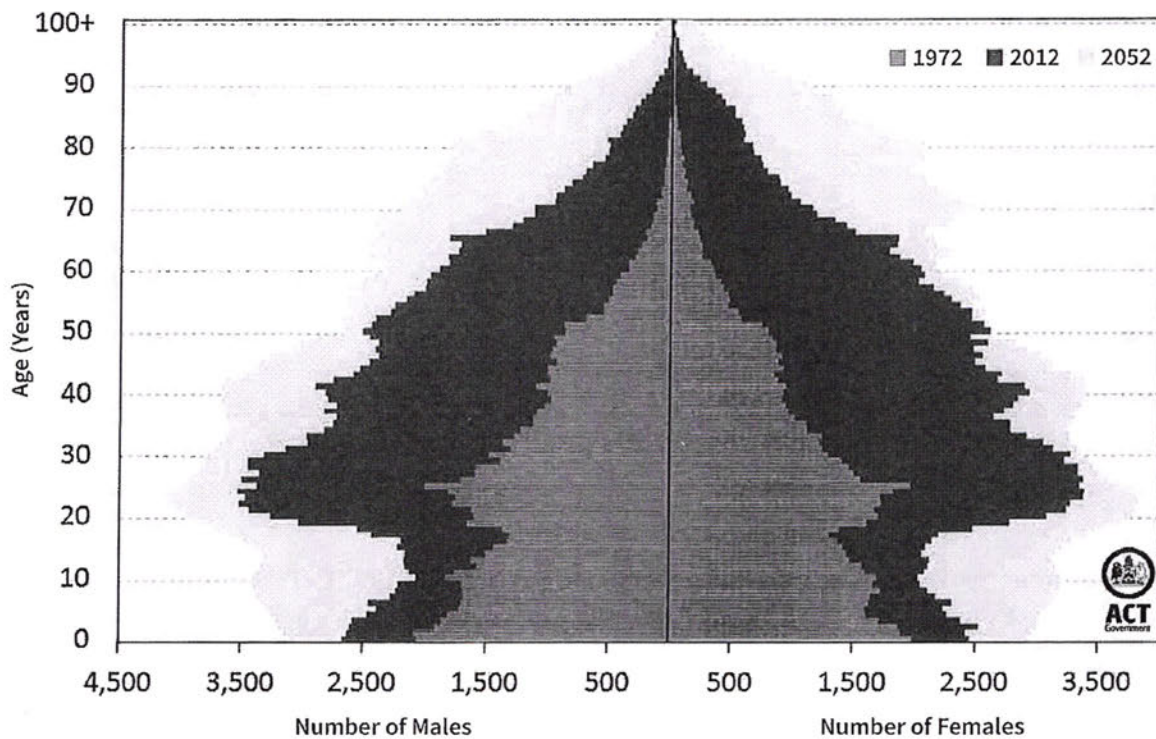
35 YEARS to **37** YEARS & **40** YEARS
in 2017 in 2027 in 2052

THE PERCENTAGE OF THE ACT POPULATION AGED 65 YEARS AND OVER WILL INCREASE FROM

12.6% to **15.1%** & **20.4%**
in 2017 in 2027 in 2052

⁷ ACT Population Projections: 2013 to 2062, ACT Government, Chief Minister, Treasury and Economic Development Directorate, Policy and Cabinet Division, Economic, Regional and Planning, <http://apps.treasury.act.gov.au/demography/projections/act>, Accessed 16 March 2017

Graph 2: ACT Historical and Projected Population Age Structure⁸



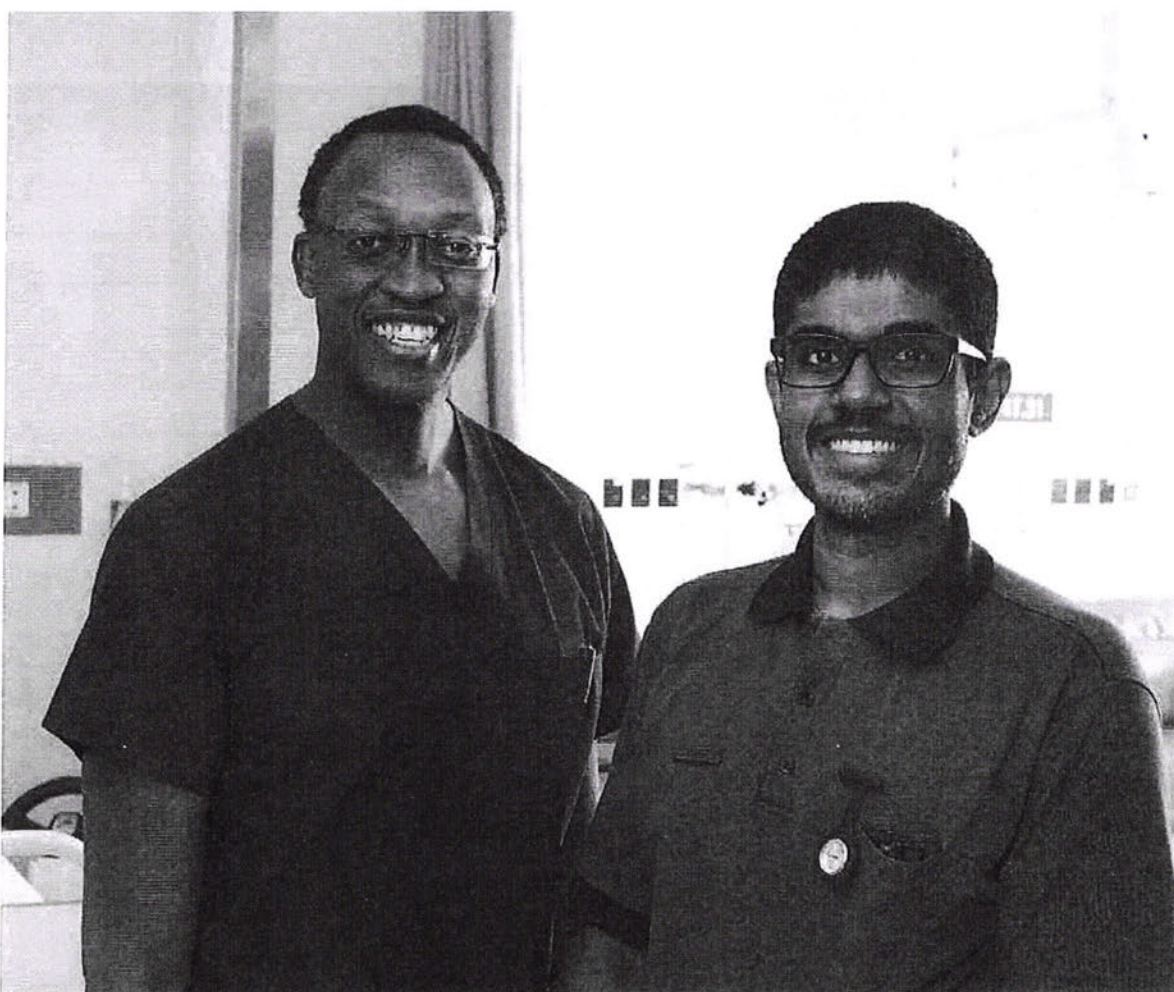
8 ACT Population Projections: 2013 to 2062, ACT Government, Chief Minister, Treasury and Economic Development Directorate, Policy and Cabinet Division, Economic, Regional and Planning, <http://apps.treasury.act.gov.au/demography/projections/act>, Accessed 16 March 2017

2.2 HEALTH SERVICE DEMAND

2.2.1 INPATIENT AND EMERGENCY DEPARTMENT

ACT Public Hospitals

In 2015-16, there were 108,041⁹ hospital separations in the ACT public hospitals (Table 1) delivered from 1,068 available beds.¹⁰ Same day acute separations increased by 8% from 2011-12 to 2014-15, while acute overnight separations increased by 13% over the same period. The ACT reported 2.7 available public hospital beds per 1,000 population. Nationally, 2.5 public hospital beds are available per 1,000 population.¹¹



9 ACT Public Health Services Quarterly Performance Report June 2016.

10 ACT Health Annual Report 2015-16.

11 ACT Health Annual Report 2014-15.

Table 1: Separations in ACT Public Hospitals^{12,13,14,15}

Measure	2011-12	2012-13	2013-14	2014-15	2015-16
Same day acute separations	51,505	49,298	52,156	53,468	55,465
Overnight acute separations	41,051	40,940	44,812	47,316	46,393
Total separations (all separations)	92,556	90,238	96,968	100,784	101,858

In 2014-15, ACT public hospitals delivered a range of admitted patient services. Table 2 lists the number of separations for each of these services.

Table 2: Separations by Broad Category of Service¹⁶

Service Category	ACT 2014-15
Childbirth	5,181
Specialist mental health	1,305
Emergency	
Surgical	5,950
Medical	32,498
Other	1,445
Non-emergency	
Surgical	11,691
Medical	37,480
Other	5,234
Total	100,784

Across the ACT, emergency department presentations had an average annual increase of 4.4% from 2012-13 to 2015-16 (Table 3). This can partially be attributed to population growth, which increased by 1.2% in the 12 months to June 2014¹⁷ and a further 1.4% in the 12 months to June 2015.¹⁸

12 Australian Institute of Health and Welfare 2014. Australian hospital statistics 2012-13. Health services series no. 54. Cat. no. HSE 145. Canberra: AIHW

13 Australian Institute of Health and Welfare 2015. Admitted patient care 2013-14: Australian hospital statistics. Health services series no. 60. Cat. no. HSE 156. Canberra: AIHW.

14 Australian Institute of Health and Welfare 2016. Admitted patient care 2014-15: Australian hospital statistics. Health services series no. 68. Cat. no. HSE 172. Canberra: AIHW.

15 Australian Institute of Health and Welfare 2017. Admitted patient care 2015-16: Australian hospital statistics. Health services series no. 75. Cat. no. HSE 185. Canberra: AIHW.

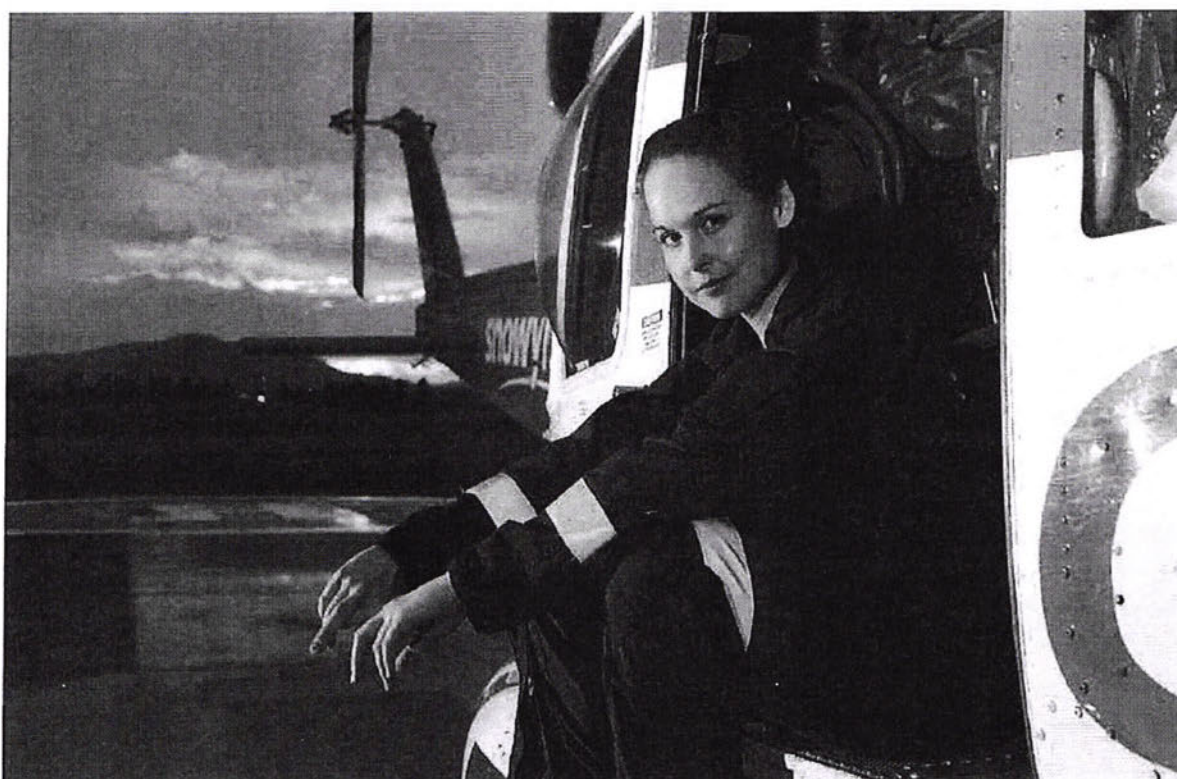
16 Australian Institute of Health and Welfare 2016. Admitted patient care 2014-15: Australian hospital statistics. Health services series no. 68. Cat. no. HSE 172. Canberra: AIHW.

17 Australian Bureau of Statistics, Regional Population Growth, Australia, 2013-14, Cat. no. 3218.0.

18 Australian Bureau of Statistics, Regional Population Growth, Australia, 2014-15, Cat. no. 3218.0.

Table 3: Emergency Department Activity by Triage Category for ACT Public Hospitals^{19,20,21,22}

Emergency Department Activity	2012-13	2013-14	2014-15	2015-16
1. Resuscitation	469	461	524	601
2. Emergency	12,909	12,216	12,142	13,335
3. Urgent	40,298	43,070	43,894	49,195
4. Semi-Urgent	53,505	53,395	54,297	55,696
5. Non-Urgent	11,416	16,499	19,104	16,480
Total	118,597	125,641	129,961	135,307



- 19 Australian Institute of Health and Welfare 2013. Australian hospital statistics 2012-13: emergency department care. Health services series no. 52. Cat. no. HSE 142. Canberra: AIHW.
- 20 Australian Institute of Health and Welfare 2014. Australian hospital statistics 2013-14: emergency department care. Health services series no. 58. Cat. no. HSE 153. Canberra: AIHW.
- 21 Australian Institute of Health and Welfare 2015. Australian hospital statistics 2014-15: emergency department care. Health services series no. 65. Cat. no. HSE 168. Canberra: AIHW.
- 22 ACT Public Health Services Quarterly Report June 2016.

ACT Private Hospitals

ACT Health partners with the Territory's private health service providers to deliver public health services to patients. ACT Health is able to utilise the expanded capacity of infrastructure and resources that private providers offer. Where the cost and quality meets ACT Health's expectations, private providers are contracted to deliver health services to public patients.

2.2.2 NON-ADMITTED SERVICES

ACT public hospitals provide a range of outpatient (non-admitted) services across a range of settings, including general and specialist medical, surgical, paediatric and obstetric services. The quantum of non-admitted services activity across ACT public hospitals is outlined in Table 4.

Table 4: ACT Non-Admitted Occasions of Service^{23,24}

	2012-13	2013-14	2014-15	2015-16
Non-Admitted (Outpatient) Occasions of Service*	527,892	562,213	563,221	602,276

*The number of outpatient services from 2012-13 onwards incorporates all non-admitted activity, including activity provided off campus in the community health sector. This change in counting methodology is due to the implementation and adoption of ABF under the National Health Reform Agreement (NHRA).



23 ACT Public Health Services, Quarterly Performance Report, June 2015: Non-Admitted Occasions of Service for 2012-13.

24 ACT Public Health Services, Quarterly Performance Report, June 2016: Non-Admitted Occasions of Service for 2013-14, 2014-15 and 2015-16.

2.3 THE HEALTH SERVICE ENVIRONMENT

Australia's growing and ageing population, combined with increasing consumer expectations presents a major challenge to health care systems across all states and territories. Expenditure on health care is increasing at an even faster rate, creating significant sustainability challenges.

Commonwealth, state and territory governments are working together to ensure the ongoing improvement and sustainability of the health care system, with an aim to ensure effective and safe health care services are provided in the most appropriate setting and ultimately improving the health and wellbeing for all Australians.

Activity Based Funding (ABF) is one of several reform strategies implemented by the federal government to address this sustainability challenge. Under ABF, health care funding directly correlates to the quality, quantity and complexity of the health services provided.

Underpinned by the principles of quality and safety, ACT Health is redesigning our health care services to deliver better outcomes and where possible, lower costs, across three key areas - preventative health, community-based care and care in hospital.

2.3.1 GOVERNMENT PRIORITIES

The draft Framework is an integral part of achieving the ACT Government's priorities. It outlines strategies for delivering the

Government's vision to continue to build an innovative and world-class health system and delivering person and family-centred, safe and effective health care.

The Government will continue to invest in health services and infrastructure to meet the future health needs of the ACT community and surrounding region. With a focus on upgrading existing facilities, providing purpose built new facilities and plans to expand services in our growing regions, as well as in areas experiencing significant urban renewal, Canberrans will have access to the best health facilities, technology and services.

The Government is investing in the expansion of services for the growing population and developing leadership, training and education programs to support the health workforce. The Government is also funding preventative health initiatives providing better primary and community health services.

2.3.2 PARTNERSHIPS

ACT Health is committed to working in collaboration with other government agencies, non-government health service providers and training and education institutions to deliver the best service to meet the needs of our community.

In pursuing whole-of-government and cross-directorate initiatives, ACT Health works in close collaboration with the following ACT Government Directorates:

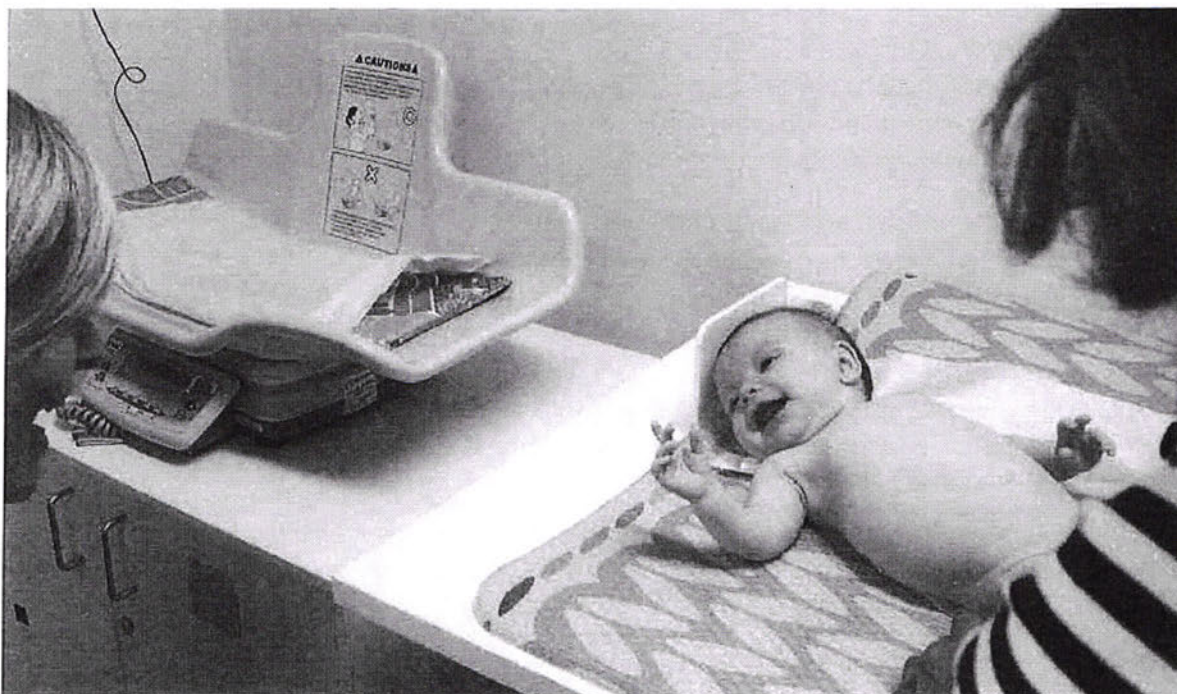
- Education Directorate
- Community Services Directorate
- Justice and Community Safety Directorate, Chief Minister, Treasury and Economic Development Directorate
- Emergency Services Agency.

ACT Health also partners with non-government organisations in providing care in the community in the following sectors:

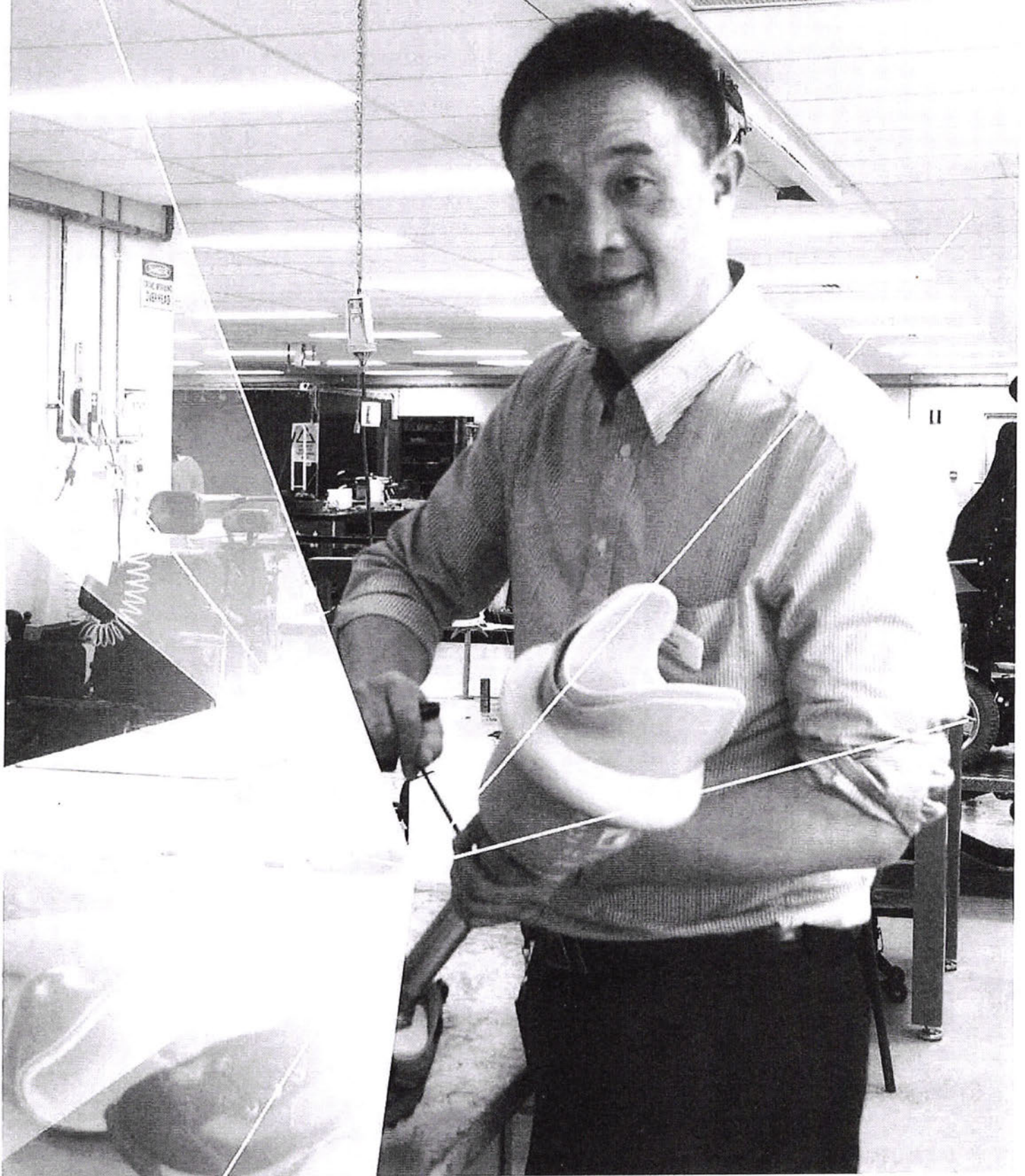
- Aged and Community Care
- Alcohol and Other Drug
- Aboriginal and Torres Strait Islander Health
- Multicultural Health and Diversity
- Women, Youth and Children Health
- Mental Health
- Primary Health and Chronic Conditions.

The tertiary and training sectors remain key partners in the planning, development and delivery of health care services. This serves to meet the future needs of the health system and assure the supply of appropriately qualified and skilled health professionals. Current partnership arrangements include:

- Australian National University Medical School
- University of Canberra
- Australian Catholic University
- Canberra Institute of Technology.



FUTURE HEALTH SERVICE DELIVERY



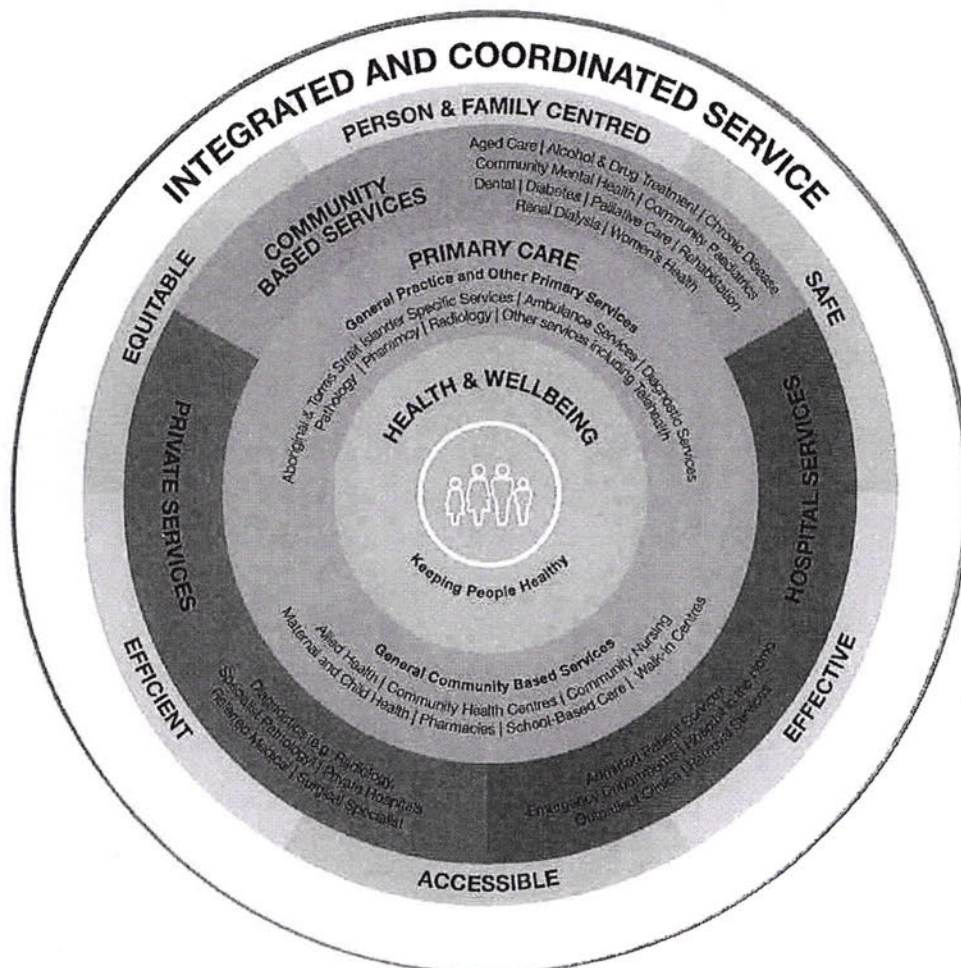
3.1 THE HEALTH SERVICE SETTING

3.1.1 INTEGRATED CARE

Health care in the ACT is delivered through a range of different facilities across the preventative, primary, community and hospital health care settings. The draft Framework informs the planning process to determine the type and level of health services and where ACT Health will provide them within available resources.

Population needs and advances in technology may result in the role of each facility and setting needing to change to meet best-practice service delivery, enable the most efficient and effective use of resources, and ensure the most appropriate delivery of services. ACT Health is investing in new and innovative models of integrated care to transform Territory-wide health service delivery.

Figure 5: ACT Health’s Integrated and Coordinated Health Service Model



3.1.2 DEVELOPMENT OF CENTRES

To ensure health services remain responsive to community needs and the changing health care environment, ACT Health will adopt a Territory-wide, Centre approach to health service delivery, with clinical specialties strategically grouped to deliver person-centred care. Positioning complementary specialties together will support patient needs, allow effective resource management and administration, and enable cross-specialty care.

A Centre will allow patients to access care at every stage of their health needs, along an easy to navigate pathway, with multidisciplinary teams coordinating the delivery of care. A patient can enter a Centre of care at any stage of the health care continuum and receive coordinated, responsive and accessible services, resulting in the best possible patient outcomes.

The development of Centres for an integrated health care system is a dynamic process, continually evolving to adapt to new challenges and accommodate advances in medical technology and best practice. The Centres are virtual and will support a multidisciplinary team approach where primary, secondary and tertiary health needs will be addressed from diagnosis through discharge and ongoing management in a seamless, coordinated manner.

This will be supported by the configuration of complementary specialties into Centres and the implementation of coordinated services within and across Centres.

Centre Chairs will be appointed and will form part of the clinical leadership team within ACT Health. The workforce support structure for Centres will include:

- Executive Director
- Medical Lead/Academic Lead
- Nursing/Midwifery Lead
- Allied Health Lead
- Business Manager
- Quality and Safety Officer
- Administrative Support
- Human Resources
- Information Technology and Data
- Communications.

To ensure the Centres are providing holistic services across the continuum of care (prevention in the community, care in the hospital and then management of care back in the community) overarching Centre Speciality Plans will be developed. These will be derived from the detailed Speciality Service Plans.

Services delivered through a Centre approach will:

- be person and family-centred
- deliver high-quality, safe and effective care
- be underpinned by Territory-wide policies and procedures
- support the attraction and retention of a suitably qualified workforce
- have clearly defined accountabilities
- document the clinical services profile across the Territory with the goal of moving towards the delivery of Territory-wide Models of Care.

3.1.3 HEALTH INFRASTRUCTURE

To make sure Canberrans stay as healthy and well as they can be, to meet the needs of the ACT's growing population and respond to the changing nature of health care delivery, ongoing investment in health infrastructure is essential. The ACT Government has a significant program of investment underway. This includes:

- ongoing maintenance and upgrades to existing buildings, notably on the Canberra Hospital campus
- opening the new rehabilitation hospital at the University of Canberra in mid 2018
- planning underway to expand the Centenary Hospital for Women and Children and build a significant new building at the Canberra Hospital campus
- planning underway for a new Northside Hospital
- building a new purpose built facility for Aboriginal and Torres Strait Islanders in partnership with Winnunga Nimmityjah
- delivering new Walk-in Centres in three new locations, Gungahlin, Weston Creek region and the Inner North
- early scoping of the requirement for additional Community Health Centres.

The draft Territory-wide Health Services Framework will inform the planning and delivery of these important infrastructure investments.

CENTRES: providing coordinated and accessible care to patients across all health settings – preventative care, care in the hospital and care in the community

Heart, Lung and Vascular

Emergency, Intensive Care and Acute Care

Care of the Older Person

Rehabilitation

Diagnostic and Investigations

Musculoskeletal

Mental Health, Justice Health and Alcohol & Drug Services

Brain and Neurosciences

Cancer

Gastroenterology and General Surgery

Trauma, Plastics and Reconstructive Surgery

Renal, Endocrinology and Metabolic Medicine

Women, Youth & Children

Immunology and Infectious Diseases

Aboriginal and Torres Strait Islander

Personalised Medicine (Genomics)

Note: Centres may change slightly as work to formalise the structure of specialty groupings progresses.

3.2 ROLE DELINEATION

ACT Health references the *NSW Guide to the Role Delineation of Clinical Services 2016 (Second Edition, May 2017)* to inform the health planning process. Role delineations are used to define the level of clinical complexity for each service specialty that is to be provided at a particular facility or setting. It describes the minimum service requirements, staffing, support services and other elements necessary for the clinical service to be delivered safely.

Role delineation ensures a consistent set of standards and requirements are applied across the range of specialties, clinical complexity and health service settings, and are used to guide the planning and delivery of public health services across jurisdictions.

As part of the ongoing health service planning cycle and development of individual Specialty Service Plans, validation of the current role delineation of existing services across the ACT will take place. Role delineation for each speciality will be further aligned as progression of the speciality service planning occurs, which will inform and be informed by infrastructure requirements over time.

The validated role delineation will form part of the final overarching Framework at the conclusion of this planning process.

The current role delineation as used in the ACT, based on the *NSW Guide to the Role Delineation of Clinical Services 2016 (Second Edition, May 2017)* can be found at Appendix A.

3.3 ENABLERS

The draft Framework acts as a reference point to determine the future focus and need of each of the enabling elements of health service delivery, including:

- workforce
- ICT
- medical technology
- research, education and training
- financial management and ABF
- consumer engagement
- infrastructure.

3.3.1 WORKFORCE

The ACT Health workforce must possess the required capabilities and mix of skills to flexibly respond to future service demands while providing safe and high-quality services. To ensure the workforce is “undertaking the right task, in the right job, in the right place, and at the right time”, ACT Health will continue to implement, and expand upon, a range of workforce initiatives, including:

- management and leadership training, supporting clinicians to diversify their skills and take on senior roles
- regular training for patient safety and quality initiatives
- programs to introduce students to work life across the hospital and health centres - this includes placement programs for students within allied health, medicine, nursing and midwifery, and research to provide a pathway for students to progress into the workforce within ACT Health.

3.3.2 MEDICAL TECHNOLOGY AND ICT

ACT Health will continue to integrate information and communication systems to better manage clinical and support services delivery and progress initiatives to:

- improve the availability and timeliness of information that supporting clinical decision-making at the point of care
- provide rapid access technology solutions enabling Canberra Hospital clinical staff to log into shared computers within 4–6 seconds
- support the use of electronic clinical records systems in Community Health Centres, allowing clinicians to access patient information in a timely way
- facilitate better collaboration
- expand the renal service information system, providing access for renal service staff operating in NSW regional locations
- increase the use of handheld devices to record and store patient information, undertake audits and patient surveys
- support improved efficiencies across hospital, community and home-based health services
- widen the use of the eRostering system for a range of community-based staff
- upgrade systems used by the Clinical Record Service, Facilities Management, Medical Imaging, Emergency Department, Equipment Loans Service, Thoracic Unit, and the Renal Service
- support the use of the Epiphany system, for storing echocardiograms and generating associated reports.

The nature of the health service planning process often highlights the development of new medical technology, which can enable significant advances in health care delivery, and improve patient outcomes and service efficiencies. Any potential investment in new technology must be:

- aligned to the services that are required and prioritised to meet the strategic goals of the organisation
- evaluated using health technology assessment principles, including evidence of appropriateness, safety, efficacy, and effective resource utilisation
- assessed to balance the cost against the benefits
- reviewed and assessed by the ACT Health Technology Advisory Committee.

3.3.3 RESEARCH, EDUCATION AND TRAINING

The ACT Government is committed to the development of a research strategy to drive research and clinical trials in the future.

Research, education and training are fundamental elements of the quality approach of ACT Health. Teaching and training are activities provided by, or on behalf of, a public health service to facilitate knowledge acquisition and/or skill development. In research, the primary objective is knowledge advancement with the ultimate aim of improving health outcomes and/or health system performance.²⁵

²⁵ Teaching, training and research costing study public consultation paper, Independent Hospital Pricing Authority, 2014, <https://www.ihoa.gov.au/consultation/teaching-training-and-research-ttr-costing-study-public-consultation-paper>, Accessed 2016.

ACT Health actively promotes teaching, training and research across its services, engaging in partnerships with tertiary and vocational education institutions, targeted projects and strategies, scholarships and mentoring programs, and through the provision of training placements.

ACT Health is one of several partner organisations in the ACT Region Integrated Clinical Training Network (ICTN). The ICTN provides a forum for strategic planning, coordination and dialogue between the partner organisations.

We also partner with all of the Territory's local higher-education institutions and provide placements for students across numerous clinical areas including medical, allied health, nursing and midwifery.

3.4 ACT PRIORITY AREAS

ACT Health has identified a number of priority areas within the Territory, providing a focus for the planning and delivery of health services in the coming years. These are outlined below.

3.4.1 PREVENTATIVE HEALTH CARE

Health and wellbeing is a priority for the Government because it will enable people to live healthy and active lives and stay well and productive. The ACT Government will develop a Preventative Health Strategy which aims to reduce preventable diseases in the ACT community. This will reduce demand for acute and community care and ensure people get the right care when they need it.

The Preventive Health Strategy aims to tackle the major risk factors that cause ill health, including smoking, poor nutrition, alcohol



26 Australian Institute of Health and Welfare (AIHW), National health priority areas (NHPA) <http://www.aihw.gov.au/national-health-priority-areas/>

abuse and insufficient physical activity. The draft Framework supports this work by recognising the important role that clinical services play in providing preventative care to their patients in both the primary, secondary and tertiary settings.

3.4.2 ACCESS TO HEALTH SERVICES

ACT Health has an ongoing commitment to improve the equity of access to all ACT residents with a whole of population approach and person-centred focus. ACT Health will continue to implement best-practice service delivery through the Specialty Service Plan and Model of Care development process promoting accessible, acceptable and affordable services, improving access to primary health care, producing better health outcomes and responding to social expectations.

3.4.3 MENTAL HEALTH SERVICES

The ACT Chief Health Officer's Report 2016 identifies mental illness as a widespread and significant public health issue in the ACT. The ACT Government has committed to establish a new Office of Mental Health to make sure our mental health services remain well coordinated and deliver what the community needs.

A regional mental health plan will be developed in collaboration with ACT's primary health network, Capital Health Network, to enhance the coordination of mental health and suicide prevention planning and improve the efficiency, effectiveness and integration of services.

The delivery of mental health services in the ACT will have an emphasis on:

- being consumer oriented and driven, with a focus on recovery and rehabilitation

- providing consumers and carers with access to a seamless, coordinated and integrated network of services across the community, public and private sectors.

3.4.4 AGED CARE

The ACT health system is under increasing pressure to provide health care options to meet the needs of the growing and ageing population. As a focus area, ACT Health is working to better integrate aged care service delivery through hospital, community-based and residential settings and improve the quality and accessibility of services across the continuum of care.

ACT Health is also focussed on supporting older persons to live independently in their own home for as long as possible through a range of strategies, such as:

- providing access to comprehensive assessment by the Aged Care Assessment Team to assist older persons in their safe return home with appropriate support
- improving discharge planning to minimise the likelihood of readmission or inadequate support for independent living following completion of hospital care.

3.4.5 ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH

ACT Health is committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander people. This includes "Closing the Gap" in health outcomes and life expectancy comparisons with the wider Australian population.

In response to national Aboriginal and Torres Strait Islander health plans, frameworks and

strategies, the ACT Health draft Aboriginal and Torres Strait Islander Health Plan: Priorities for the Next Five Years 2018-2023, sets the strategic direction and priorities for improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples in the ACT region. It seeks to achieve this by:

- improving access to health services for Aboriginal and Torres Strait Islander peoples
- delivering programs and services that are provided in a culturally skilled and safe health care environment and appropriate to the needs of the Aboriginal and Torres Strait Islander peoples
- strengthening partnerships between health service providers and local Aboriginal and Torres Strait Islander communities.

3.4.6 EARLY INTERVENTION (0-8 YEARS)

ACT Health is committed to early intervention and preventative health in the early years to minimise demand for costly acute and tertiary health services, especially for adult conditions where origins can be linked to conditions at conception, gestation and early childhood. Investment in the early years of a child's life, including the support and care provided to their families, provide unique opportunities for health and wellbeing gains, and for establishing health literacy and healthy behaviours that can last a lifetime.

The well-being of infants and young children can be dramatically enhanced by providing family health care that is child safe, child friendly and child aware. These early years' investments also provide the opportunity to shape long-term trajectories and health impacts across the life course into adolescence, adulthood and old age.

3.4.7 FAMILIES EXPERIENCING VULNERABILITY

The ACT Government is strongly committed to improving outcomes for families where there is vulnerability, disadvantage and persistent marginalisation, particularly in terms of family and domestic violence, sexual assault and child maltreatment. As part of the system level response to family violence in the ACT, and as a member of the ACT Human Services Cluster, ACT Health is working proactively to implement the Safer Families initiative to address family violence.

The burden of disease for individuals and the social and economic cost to government, as well as our society at large, is substantial for families experiencing vulnerability. ACT Health therefore recognises the need to reflect the social determinants of health in planning future health services for the ACT.

3.5 WHERE TO NEXT

We are changing the fundamentals of how we deliver health care and health services across ACT Health.

We will refine and finalise the draft Framework in the coming months, in consultation with internal and external stakeholders.

The Territory-wide Health Services Advisory Group will play an important role in providing guidance and input on the development or Territory-wide health services planning, including the establishment of the centres and associated Specialty Service Plans.

We look forward to working on an improved approach to providing person-centred, high quality care and a renewed commitment to the health and wellbeing of people in Canberra.

APPENDIX: A

CURRENT ACT ROLE DELINEATION

Role delineations ensure a consistent set of standards and requirements are applied across the range of specialties, clinical complexity and health service settings, and are used to guide the planning and delivery of public health services across jurisdictions. It describes the minimum support services, workforce and other requirements for clinical services to be delivered safely. The level assigned relates to the complexity of the clinical activity, where Level 6 is the most complex.

As part of the ongoing health service planning cycle and development of individual Specialty Service Plans, validation of the current role delineation of existing services across the ACT will take place. Role delineation for each speciality will be further aligned as progression of the speciality service planning occurs and will inform and be informed by infrastructure requirements over time.

The following role delineation of ACT Health services is allocated with reference to the NSW Health Guide to the Role Delineation of Clinical Services 2016 (Second Edition, May 2017).

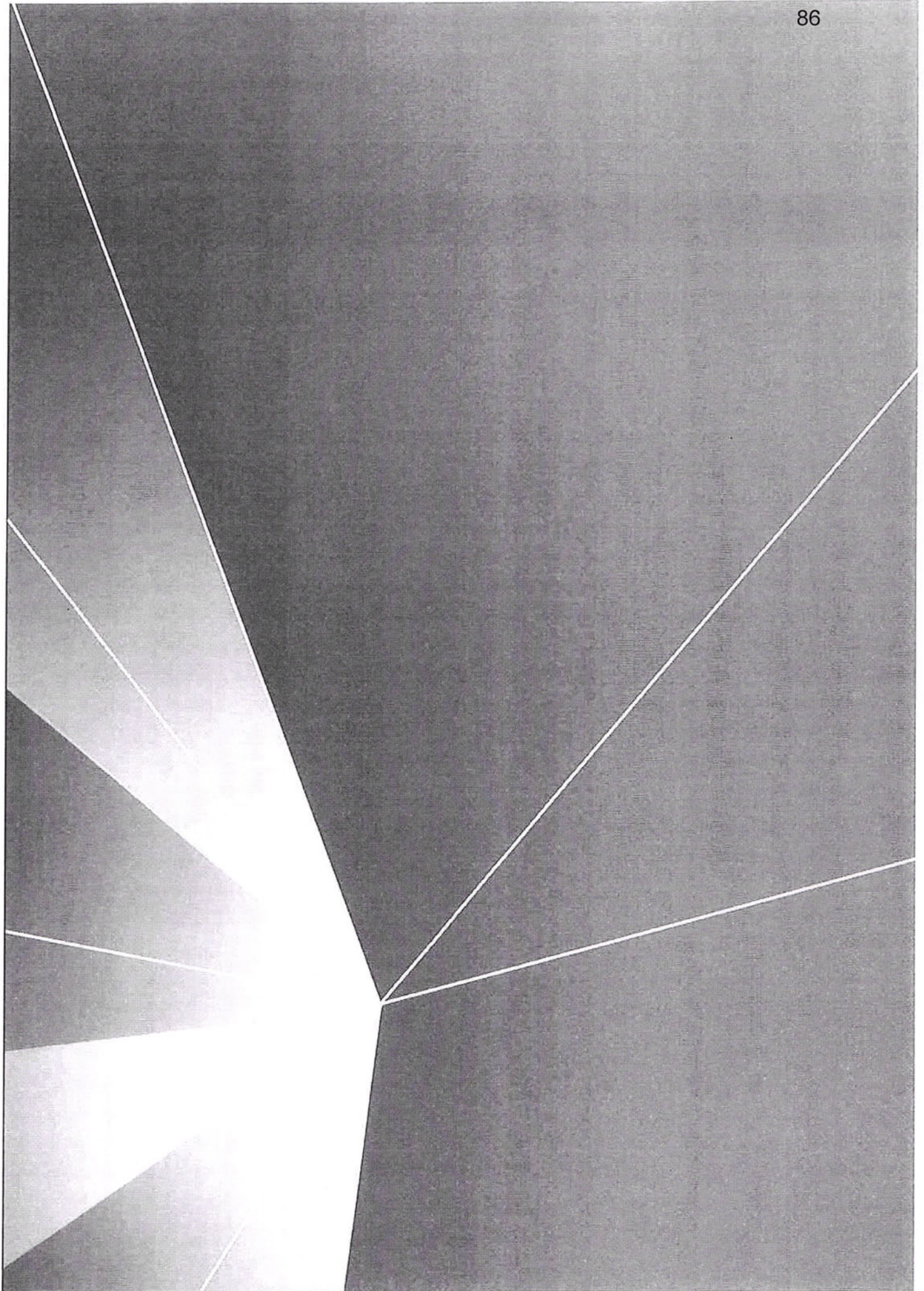
CORE SERVICES

Core Services	Tertiary Hospital	General Hospital	Specialist Hospital	Community Health
Anaesthesia and Recovery	6	5	-	-
Operating Suite	6	4	-	-
Intensive Care Service	6	4	-	-
Nuclear Medicine	5	4	-	-
Radiology and Interventional Radiology	6	5	-	1
Pathology	6	4	-	2
Pharmacy	6	5	-	3

CLINICAL SERVICES

Clinical Services	Tertiary Hospital	General Hospital	Specialist Hospital	Community Health
Emergency Medicine				
Emergency Medicine	6	4	-	-
Medicine				
Cardiology and Interventional Cardiology	6	4	-	-
Clinical Genetics	4	-	-	-
Dermatology	5/6	5	-	-
Drug and Alcohol Services	5	1	-	-
Endocrinology	6	4	-	2
Gastroenterology	6	4	-	1
General and Acute Medicine	6	4	-	-
Geriatric Medicine	6	4	-	-
Haematology	6	4	-	-
Immunology	6	4	-	-
Infectious Diseases	6	5	-	-
Neurology	6	4	-	-
Oncology – Medical	6	4	-	-
Oncology – Radiation	6	-	-	-
Palliative Care	4	6	-	-
Rehabilitation Medicine	6	6	-	-
Renal Medicine	6	3	-	-
Respiratory and Sleep Medicine	6	4	-	2
Rheumatology	5	4	-	2
Sexual Assault Services	6	1	-	-
Sexual Health	5	-	-	2
Surgery				
Burns	4	2	-	-
Cardiothoracic Surgery	6	-	-	-
Ear, Nose and Throat Surgery (adult)	6	4	-	-

Clinical Services	Tertiary Hospital	General Hospital	Specialist Hospital	Community Health
General Surgery	6	4	-	-
Gynaecology	6	4	-	-
Neurosurgery	6	-	-	-
Ophthalmology	5	3	-	-
Oral Health	4	-	-	3
Orthopaedic Surgery	6	4	-	-
Plastic Surgery	5	4	-	-
Urology	6	4	-	-
Vascular Surgery	6	4	-	-
Child and Family Health				
Child and Family Health	5	2	-	5
Child Protection	6	1	-	1
Maternity	6	5	-	1
Neonatal	5	3	-	-
Paediatric Medicine	5	2	-	2
Surgery for Children	6	3	-	-
Youth Health	6	2	-	2
Mental Health				
Adult Mental Health	6	4	-	4
Child and Youth Mental Health	5	1	-	3
Older Person Mental Health	5	5	-	5
Aboriginal and Torres Strait Islander Health				
Aboriginal and Torres Strait Islander Health	6	3	-	4



TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

Meeting date: 31 January 2018

PURPOSE: For endorsement

Agenda Item 7 – Territory-wide Health Services Advisory Group – 2018 Meeting Schedule

RECOMMENDED ACTION

That attendees:

1. Endorse the meeting schedule for 2018 as outlined below.

BACKGROUND

Not applicable.

ISSUES

ACT Health proposes that the Advisory Group meeting once every six weeks, commencing 31 January 2018.

Meetings for 2018 will be held on the following dates:

- 31 January 2018
- 14 March 2018
- 25 April 2018
- 6 June 2018
- 18 July 2018
- 29 August 2018
- 10 October 2018
- 21 November 2018.

CONSULTATION

Not applicable.

RESOURCE IMPLICATIONS

Not applicable.

Sponsor/Member: Jodie Chamberlain, Executive Director, Territory-wide Services Redesign.

Attachment list

Nil.

West, Alice (Health)

From: West, Alice (Health)
Sent: Monday, 29 January 2018 1:58 PM
To: Symons, Louise (Health)
Cc: Chamberlain, Jodie (Health)
Subject: FW: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Importance: High

Categories: Alice to action

Hey Lou, can you start this, and also check with Nicole Stevenson where the. Write up from comms is from the DG Ngo forum? Need to ensure the ministers words align with what the DG and Mary have said most recently Thanks.

From: Andersen, Jackie (Health)
Sent: Monday 29 January 2018 13:32
To: West, Alice (Health); Chamberlain, Jodie (Health)
Cc: Feely, Nicole (Health); Pulli, Tracey (Health); Dal Molin, Vanessa (Health)
Subject: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Jodie

From the Minister's meeting today, can you please arrange for some talking points for the first TWHS Advisory Group on Wednesday on the future procurement of NGOs and the process that is underway. The Minister will need some words reassuring the AG about broad timeframes for the process.

thanks

Jackie Andersen | Senior Manager, Ministerial and Government Services
 | ACT Health | ACT Government
 Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601
 Ph: (02) 6205 0829 | M [REDACTED] [REDACTED] [REDACTED] | Email: jackie.andersen@act.gov.au<mailto:jackie.andersen@act.gov.au>

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West, Alice (Health)

From: Symons, Louise (Health)
Sent: Monday, 29 January 2018 9:08 PM
To: Watson, Sarah (Health); Emerson, Marc (Health); Richter, Matthew (Health)
Cc: Chamberlain, Jodie (Health); West, Alice (Health)
Subject: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]
Attachments: MIN18-33_Additional speaking notes regarding NGO procurement.docx

Hi guys,

Was feeling motivated last night so did some work on this (see attached). It's all based on Marc's previous FAQ draft (thanks Marc!).

Not sure if there is anything you might be able to add in terms of more specific timeframes or processes for consultation?

Can you please make any required changes/edits and clear through Matt ASAP?

We will then clear through Jodie and DG.

Needs to be done ASAP please as it has to reach Min's office today (preferably by lunch time) and we need to clear through 3 people first.

I can come down and chat if it helps. I will be in after dropping Kate off for her first day at high school (eek!).

Cheers,

Lou

Louise Symons
Communications and Change Management
Territory Wide Services Redesign, ACT Health
Level 5, 2-6 Bowes St, Woden
GPO Box 825 CANBERRA ACT 2601
Phone (02) 6205 0965 | Mobile [REDACTED]

SPEAKING NOTES FOR THE

INNAUGURAL MEETING OF THE TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

10:00am, WEDNESDAY, 31 JANUARY 2018

Conference Centre, LEVEL 2, 2 BOWES ST, WODEN

Additional speaking notes on NGO procurement

- The *Territory-wide Health Services Framework* will shape the direction of ACT Health and outline the kinds of services and care that are needed to support the ACT community into the future. Every service that ACT Health delivers or contracts to deliver will need to be aligned with the Framework.
- In the process of developing the Specialty Service Plans (SSPs), ACT Health will examine all purchased services and their alignment with the Framework and the future directions of ACT Health. This will be a methodical process over time and will involve discussions with the sector, as appropriate.
- The reform process doesn't necessarily mean a complete open season on contracts, but as we are changing the way we approach service delivery through the Framework, this will inevitably impact not just on the types of services we procure, but also possibly on how we procure them.
- We don't have the full picture yet, but as we work through implementing the Framework and developing the SSPs, the picture will become clearer and we will make sure we are actively communicating that to you.
- The intention is not to force too much change too quickly in 2019 and changes may be made over a number of funding periods. Throughout this process, we will also be looking at the capacity for change, both internally within ACT Health as well as within the sector.
- In the immediate future, ACT Health will be working to make sure that all current contracts are managed well, are scoped and delivered appropriately and that the right services are being purchased for the outcomes we are seeking. This will also include ensuring all contracts are streamlined, have good and consistent reporting in place, and represent value for money.

- As part of ACT Health's work as a member of the Human Services Cluster, there will also be a concerted effort to ensure consistency and clarity across directorates to ensure that contracts and reporting are not unnecessarily duplicated across government.
- The procurement reform will be an open and transparent process and we will welcome conversations with all entities that wish to deliver services to improve the lives of Canberrans.
- However, it is important to note that while external stakeholders will be consulted, we need to make sure our engagement is appropriate and within the bounds of procurement policies.
- In terms of the mental health sector, the establishment of the Office for Mental Health will have a key role in the coordination and integration of the government and community mental health services to ensure that Canberrans are not falling through any gaps in the system. However, the specific influence that the Office will have will not be known until the later stages of the consultation and Office development process.

West, Alice (Health)

From: West, Alice (Health)
Sent: Tuesday, 30 January 2018 8:34 AM
To: Symons, Louise (Health)
Cc: Chamberlain, Jodie (Health); Emerson, Marc (Health); Watson, Sarah (Health); Richter, Matthew (Health)
Subject: FW: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]
Attachments: MIN18-33_Additional speaking notes regarding NGO procurement.docx
Importance: High

Hi Louise,

Thanks for pulling this together in such short notice.

Can we please put an emphasis in the tps where the Minister brings the focus back to what the role of the Advisory Group is? i.e. members now have a platform to raise concerns that might be raised in the community/ngo sector about the reforms; how that platform can/will benefit the community etc..

Noting the request is to address NGO procurement concerns, we still need to bring the attention back to the Advisory Group and the role it can play going forward.

Thanks,

Alice West

Executive Officer to
 Vanessa Brady, Executive Director, Health Services Program
 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
 Level 5, 4 Bowes Pl, Woden
 Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



From: Symons, Louise (Health)
Sent: Monday, 29 January 2018 9:08 PM
To: Watson, Sarah (Health) <Sarah.Watson@act.gov.au>; Emerson, Marc (Health) <Marc.Emerson@act.gov.au>; Richter, Matthew (Health) <Matthew.Richter@act.gov.au>
Cc: Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au>; West, Alice (Health) <Alice.West@act.gov.au>
Subject: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]

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Louise Symons
Communications and Change Management
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Level 5, 2-6 Bowes St, Woden
GPO Box 825 CANBERRA ACT 2601
Phone (02) 6205 0965 | Mobile [REDACTED]

SPEAKING NOTES FOR THE

INNAUGURAL MEETING OF THE TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP

10:00am, WEDNESDAY, 31 JANUARY 2018

Conference Centre, LEVEL 2, 2 BOWES ST, WODEN

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West, Alice (Health)

From: West, Alice (Health)
Sent: Tuesday, 30 January 2018 2:01 PM
To: ACT Health DLO
Cc: Dal Molin, Vanessa (Health); Andersen, Jackie (Health); Chamberlain, Jodie (Health)
Subject: TWHS AG attendance [SEC=UNCLASSIFIED]

Hi Karen,

As requested – a breakdown of who is attending and who is an apology for tomorrow's meeting of the Territory-wide Health Services Advisory Group.

Members attending

A/Prof Nicolas Cherbuin – Australian National University
 Scott Clouder – LGBTIQ Ministerial Advisory Council
 Gaylene Coulton – Capital Health Network
 Darlene Cox – Healthcare Consumers Association
 Douglas Herd – ACT Disability Reference Group
 Lisa Kelly – Carers ACT
 Donna Murray – Indigenous Allied Health Australia (teleconferencing in)
 Dr Rashmi Sharma – General Practitioner
 Simon Viereck – Mental Health Community Coalition
 Dr Jeffrey Fletcher – Chief Medical Officer, ACT Health
 Dr Margaret McLeod – A/g Chief Nursing and Midwifery Officer, ACT Health
 Jo Morris – A/g Chief Allied Health Officer, ACT Health

Apologies

Sandra Turner – Cancer Council ACT – Ms Turner is on personal leave, until 'atleast 1 February' (as per her out of office)
 Professor Gabrielle Cooper – University of Canberra – I understand that Professor Cooper is overseas.

Attendees

Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing
 Ms Nicole Feely, Director-General (Interim Chair)
 Ms Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Kind regards,

Alice West

Executive Officer to
 Vanessa Brady, Executive Director, Health Services Program
 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
 Level 5, 4 Bowes Pl, Woden
 Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



West, Alice (Health)

From: West, Alice (Health)
Sent: Tuesday, 30 January 2018 4:36 PM
To: Symons, Louise (Health)
Cc: Chamberlain, Jodie (Health)
Subject: FW: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]1

Hj Louise,

Jodie just had a call from the Minister's office – they loved the tps on the NGOs that you prepared. Awesome work my friend!

☺

Alice West

Executive Officer to
 Vanessa Brady, Executive Director, Health Services Program
 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
 Level 5, 4 Bowes Pl, Woden
 Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



From: Andersen, Jackie (Health)
Sent: Tuesday, 30 January 2018 4:22 PM
To: West, Alice (Health) <Alice.West@act.gov.au>; Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au>
Cc: Feely, Nicole (Health) <Nicole.Feely@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: RE: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Thanks very much – provided to MO

Jackie Andersen | Senior Manager, Ministerial and Government Services
 | ACT Health | ACT Government
 Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601
 Ph: (02) 6205 0829 | M [REDACTED] | Email: jackie.andersen@act.gov.au

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From: West, Alice (Health)
Sent: Tuesday, 30 January 2018 4:09 PM
To: Andersen, Jackie (Health) <Jackie.Andersen@act.gov.au>; Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au>
Cc: Feely, Nicole (Health) <Nicole.Feely@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: RE: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Dear Jackie,

Please find attached as cleared by Jodie.

Apologies for the delay.

Thanks,

Alice West

Executive Officer to

Vanessa Brady, Executive Director, Health Services Program

Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



From: Andersen, Jackie (Health)

Sent: Monday, 29 January 2018 1:32 PM

To: West, Alice (Health) <Alice.West@act.gov.au>; Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au>

Cc: Feely, Nicole (Health) <Nicole.Feely@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>

Subject: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Jodie

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The Minister will need some words reassuring the AG about broad timeframes for the process.

thanks

Jackie Andersen | Senior Manager, Ministerial and Government Services

| ACT Health | ACT Government

Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601

Ph: (02) 6205 0829 | M [REDACTED] | Email: jackie.andersen@act.gov.au

Care ▲ Excellence ▲ Collaboration ▲ Integrity

West, Alice (Health)




From: Donna Murray [REDACTED]
Sent: Tuesday, 30 January 2018 4:39 PM
To: HealthServicesPlanning
Cc: Cailah Welch
Subject: RE: Territory-wide Health Services Advisory Group [SEC=UNCLASSIFIED]

Thanks Alice I appreciate your follow up. I will go over the documents and send any comments through tonight.

Regards

Donna Murray
Chief Executive Officer
Indigenous Allied Health Australia
 6b Thesiger Court Deakin West ACT 2600

Website: www.iaha.com.au | www.iahaconference.com.au

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I Acknowledge and pay my respects to the traditional custodians across the lands, waters and seas and thank our elders past, present and future for their continued custodianship.

From: West, Alice (Health) [mailto:Alice.West@act.gov.au] **On Behalf Of** HealthServicesPlanning
Sent: Tuesday, 30 January 2018 3:41 PM
To: Donna Murray [REDACTED]; HealthServicesPlanning <HealthServicesPlanning@act.gov.au>
Cc: Cailah Welch [REDACTED]
Subject: RE: Territory-wide Health Services Advisory Group [SEC=UNCLASSIFIED]

Dear Donna,

Apologies, but the teleconferencing facilities in tomorrow's meeting room aren't working so we won't be able to dial you in.

Please feel free to send me any comments you have on the Terms of Reference and I can table them at the meeting, same with the nominations for Chair.

Again, please accept my apologies for the late notice of this meeting. Hopefully the meeting schedule for the remainder of the year will be confirmed tomorrow and we can plan ahead for 2018.

Kind regards,

Alice West

Executive Officer to
 Vanessa Brady, Executive Director, Health Services Program
 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
 Level 5, 4 Bowes Pl, Woden
 Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



From: Donna Murray [REDACTED]
Sent: Thursday, 25 January 2018 12:46 PM
To: HealthServicesPlanning <HealthServicesPlanning@act.gov.au>
Cc: Cailah Welch [REDACTED]
Subject: RE: Territory-wide Health Services Advisory Group [SEC=UNCLASSIFIED]

Hi Alice

Thank you for the response and I will await further advice.

Regards

Donna Murray
Chief Executive Officer
Indigenous Allied Health Australia
 6b Thesiger Court Deakin West ACT 2600

Website: www.iaha.com.au | www.iahaconference.com.au

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I Acknowledge and pay my respects to the traditional custodians across the lands, waters and seas and thank our elders past, present and future for their continued custodianship.

From: West, Alice (Health) [mailto:Alice.West@act.gov.au] **On Behalf Of** HealthServicesPlanning
Sent: Thursday, 25 January 2018 8:40 AM
To: Donna Murray [REDACTED]
Subject: RE: Territory-wide Health Services Advisory Group [SEC=UNCLASSIFIED]

Hi Donna,

I'll look into whether the meeting room has teleconferencing capability and will get back to you asap.

I apologise for the late notice of this meeting – one of the items on the agenda next week is a proposed schedule of meetings for rest of this year, so we'll be well organised for the rest of the year.

Kind regards,

Alice West

Executive Officer to
 Vanessa Brady, Executive Director, Health Services Program
 Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
 Level 5, 4 Bowes Pl, Woden
 Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



-----Original Appointment-----

From: Donna Murray [REDACTED]