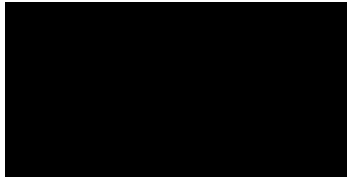




ACT
Government

**Canberra Health
Services**

FOI19-31



Dear 

Freedom of Information (FOI) Request: FOI19/31

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by Canberra Health Services (CHS) on 16 July 2019 in which you sought access to:

"...documents containing information regarding waiting lists for rehabilitation services in the ACT.

Specifically, I am seeking:

- 1. All briefing notes prepared for the minister and/or her office since July 2018 regarding waiting times and/or delays and/or queues for speech pathologists and/or physical therapists and/or physiotherapists and/or occupational therapists and/or respiratory therapists and/or audiologists and/or podiatrists and/or psychologists*
- 2. The most recent document available showing the number of people waiting for physical rehabilitation services and/or inpatient beds and/or day places and/or outpatient services at the University of Canberra Hospital and the average wait times and/or any briefing notes prepared for the minister and/or her office regarding patients waiting for physical rehabilitation at the UCH*
- 3. The most recent document showing the average occupancy and/or usage rate of UCH since it opened, broken down into function."*

I am the Information Officer appointed by the Chief Executive Officer of Canberra Health Services under section 18 of the Act to deal with access applications made under Part 5 of the Act. Canberra Health Services was required to provide a decision on your access application by **16 August 2019** following an extension of 3 days by agreement.

Decision on access

Searches were completed and five documents were identified that fall within the scope of your request.

The Division of Rehabilitation, Aged and Community Services (RACS) at the University of Canberra Hospital (UCH) have also created an input response to address each of your questions within the application, as the majority of the information is contained within records that are defined as health records under the *Health Records (Privacy and Access) Act 1997* these are not able to be provided as specified by section 12 of the Act.

I have decided to grant full access to the input document released to you as Attachment A to this letter. The documents in response to your application are at Attachment B this includes the schedule of relevant documents which provide a description of each document and the access decision for each document.

I have decided to grant partial access to documents 2 – 5 of the identified documents as they contain information out of scope. In addition, documents 4 and 5 contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is personal health information that I consider to be contrary to the public interest under schedule 2.2 (a) (ii) and a health record as defined by *Health Records (Privacy and Access) Act 1997*.

Charges

Processing charges are not applicable to this request.

Online publishing – disclosure log

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

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's disclosure log, or a longer period allowed by the Ombudsman.

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

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

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/>

If you have any queries concerning Canberra Health Service's processing of your request, or would like further information, please contact the FOI Coordinator on (02) 5124 9829 or email HealthFOI@act.gov.au.

Yours sincerely



Linda Kohlhagen

Executive Director

Rehabilitation, Aged and Community Services

15 August 2019

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
<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div>	<p><i>I am seeking access to documents containing information regarding waiting lists for rehabilitation services in the ACT.</i></p> <p><i>Specifically, I am seeking:</i></p> <ol style="list-style-type: none"> <i>1. All briefing notes prepared for the minister and/or her office since July 2018 regarding waiting times and/or delays and/or queues for speech pathologists and/or physical therapists and/or physiotherapists and/or occupational therapists and/or respiratory therapists and/or audiologists and/or podiatrists and/or psychologists</i> <i>2. The most recent document available showing the number of people waiting for physical rehabilitation services and/or inpatient beds and/or day places and/or outpatient services at the University of Canberra Hospital and the average wait times and/or any briefing notes prepared for the minister and/or her office regarding patients waiting for physical rehabilitation at the UCH</i> 	<p>FOI19/31</p>

		3. The most recent document showing the average occupancy and/or usage rate of UCH since it opened, broken down into function."				
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1.	1	Rehabilitation Waitlist Numbers	July 2018 – July 2019	Full Release		YES
2.	2 - 5	MIN18/1404 – Driver Assessment and Rehabilitation Service, Rehabilitation Aged and Community Care (RACC)	18 September 2018	Partial Release	Out of scope	YES
3.	6 - 8	Advisory Note - Driver Assessment and Rehabilitation Service (DARS)	22 October 2018	Partial Release	Out of scope	YES
4.	9 - 11	Jeremy Hanson Letter	16 October 2018	Partial Release	Out of scope Schedule 2.2 (a) (ii) Individual's right to privacy <i>Health Records (Privacy and Access) Act 1997</i>	YES
5.	12 - 13	Meegan Fitzharris response letter	15 November 2018	Partial Release	Out of scope Schedule 2.2 (a) (ii) Individual's right to privacy <i>Health Records (Privacy and Access) Act 1997</i>	YES
Total No of Docs						
5						

CHS Referral, Appointments and Waitlist Dashboard- Rehabilitation, July 2018 - July 2019

Service	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
Referrals registered waiting triage	10	3	2	2	9	0	1	11	6	2	9	5	3

Definition

Referrals registered waiting triage: Total waiting registration as of date data pulled, regardless of date of registration



MINISTERIAL BRIEF

Health Directorate

UNCLASSIFIED

To: Minister for Health and Wellbeing

Tracking No.: MIN18/1404

18 SEP 2018

From: Michael De'Ath, Interim Director-General, ACT Health

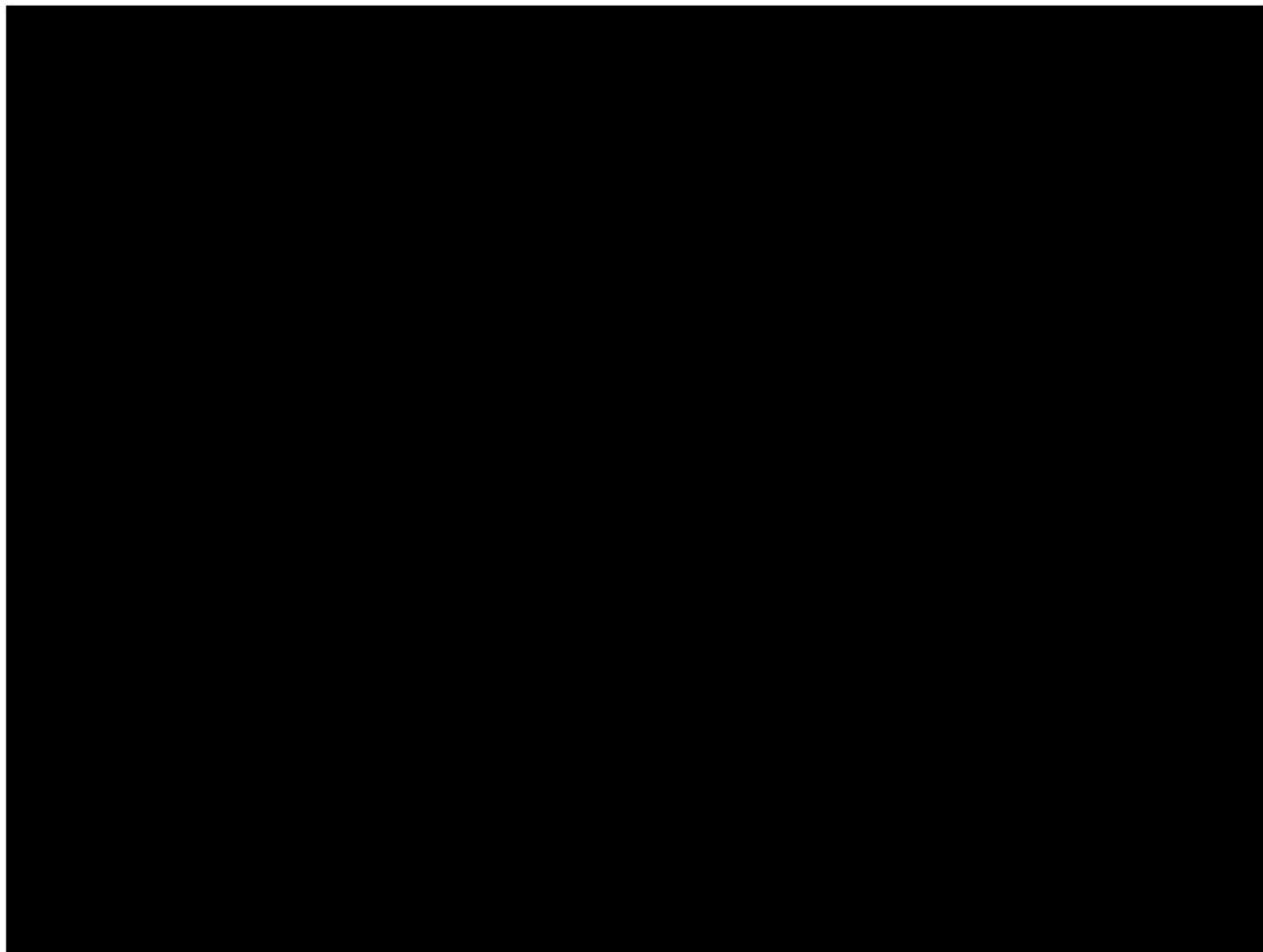
Subject: Driver Assessment and Rehabilitation Service, Rehabilitation Aged and Community Care (RACC)

Critical Date: Not Applicable

Critical Reason: Not Applicable

• DG

17/9/18

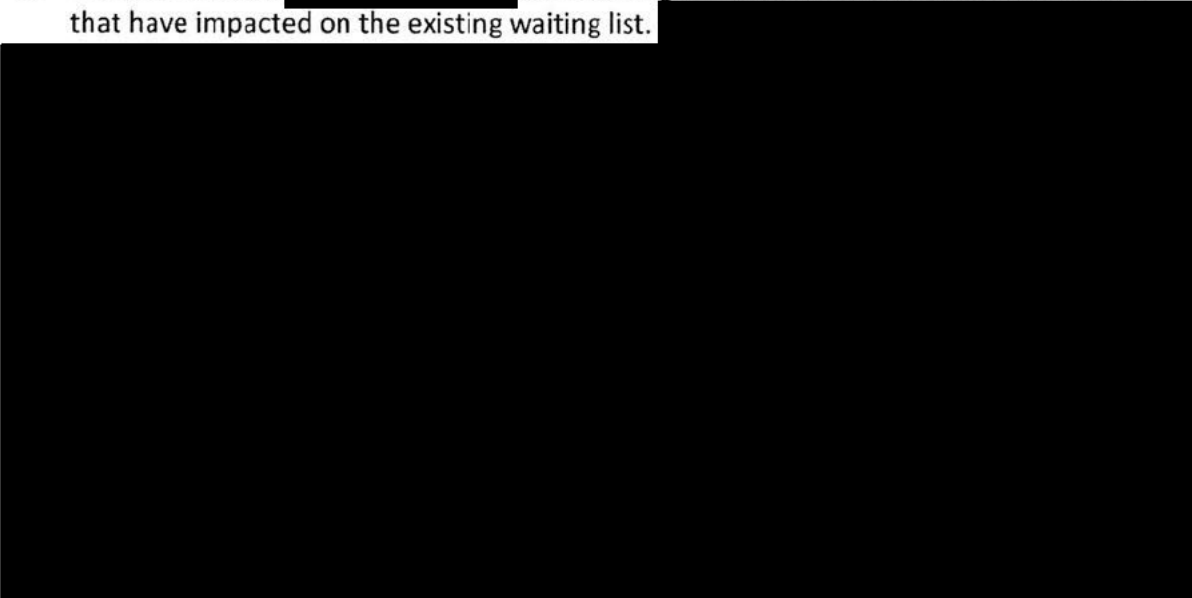


UNCLASSIFIED

UNCLASSIFIED

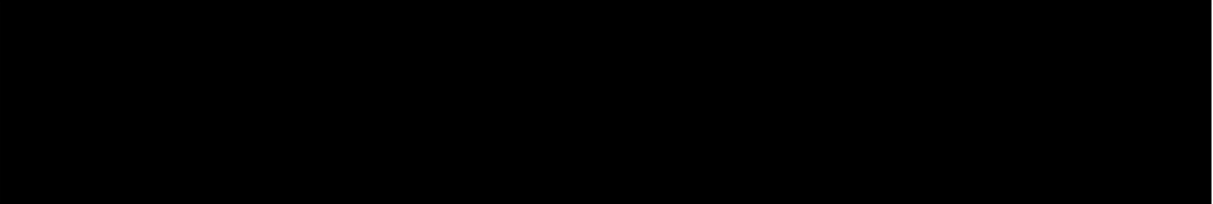


5. There have been [redacted] with staffing the DARS service since mid-June 2018 that have impacted on the existing waiting list.




UNCLASSIFIED


UNCLASSIFIED

8. Currently there are 103 clients on the referral list:
- 34 are requiring an assessment or follow up review by an Occupational Therapist.
 - 17 are requiring an assessment or follow up review by a driving instructor.
 - 52 are requiring a joint assessment with driving instructor and occupational therapist.
- 

Issues

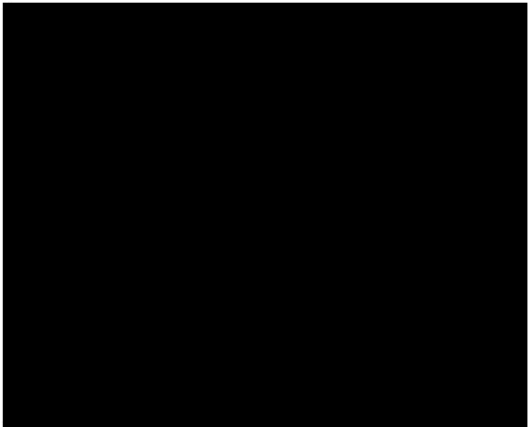
10. Until the recruitment process is finalised, RACC will not be able to provide the Driver Assessment and Rehabilitation Service. Clients may have to wait four to six months for an initial assessment. The impact of this is that some clients may not be able to drive until their assessment occurs.
- 

RACC and the RTA will continue to work closely in prioritising clients on the shared driving assessment wait lists.

13. RACC is writing to patients on the DARS wait list to advise that there is a delay in receiving services however, RACC and the RTA are working closely together to find a solution to assist with reducing these wait times.
- 

UNCLASSIFIED

UNCLASSIFIED



Communications, media and engagement Implications

22. There is the potential for members of the public to raise concerns regarding the waiting times.

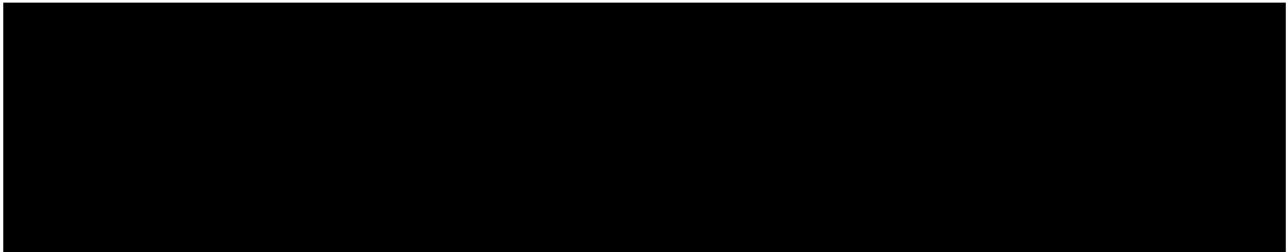
Signatory Name: Linda Kohlhagen

Phone:



Action Officer: Todd Kaye

Phone:



UNCLASSIFIED

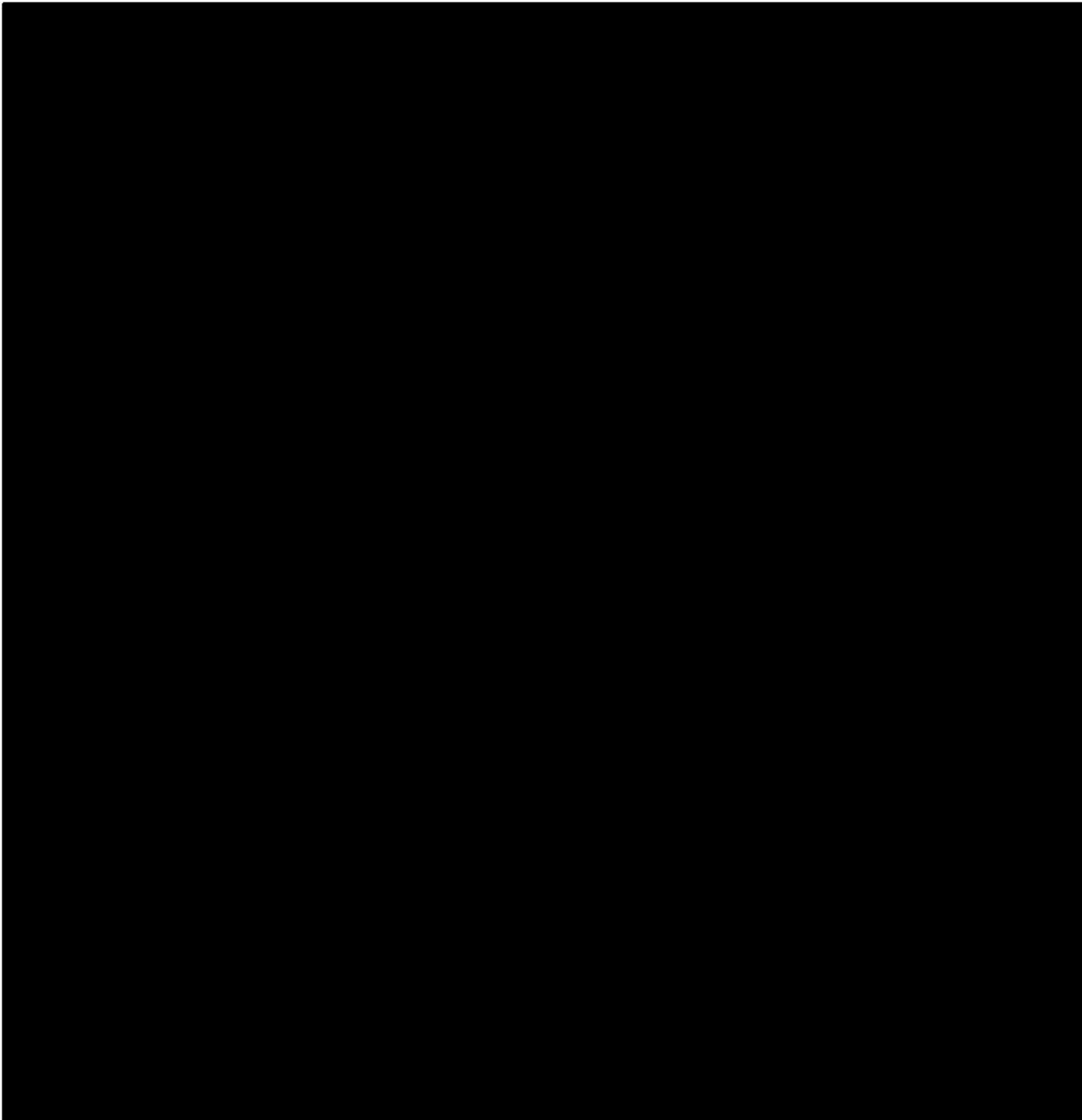


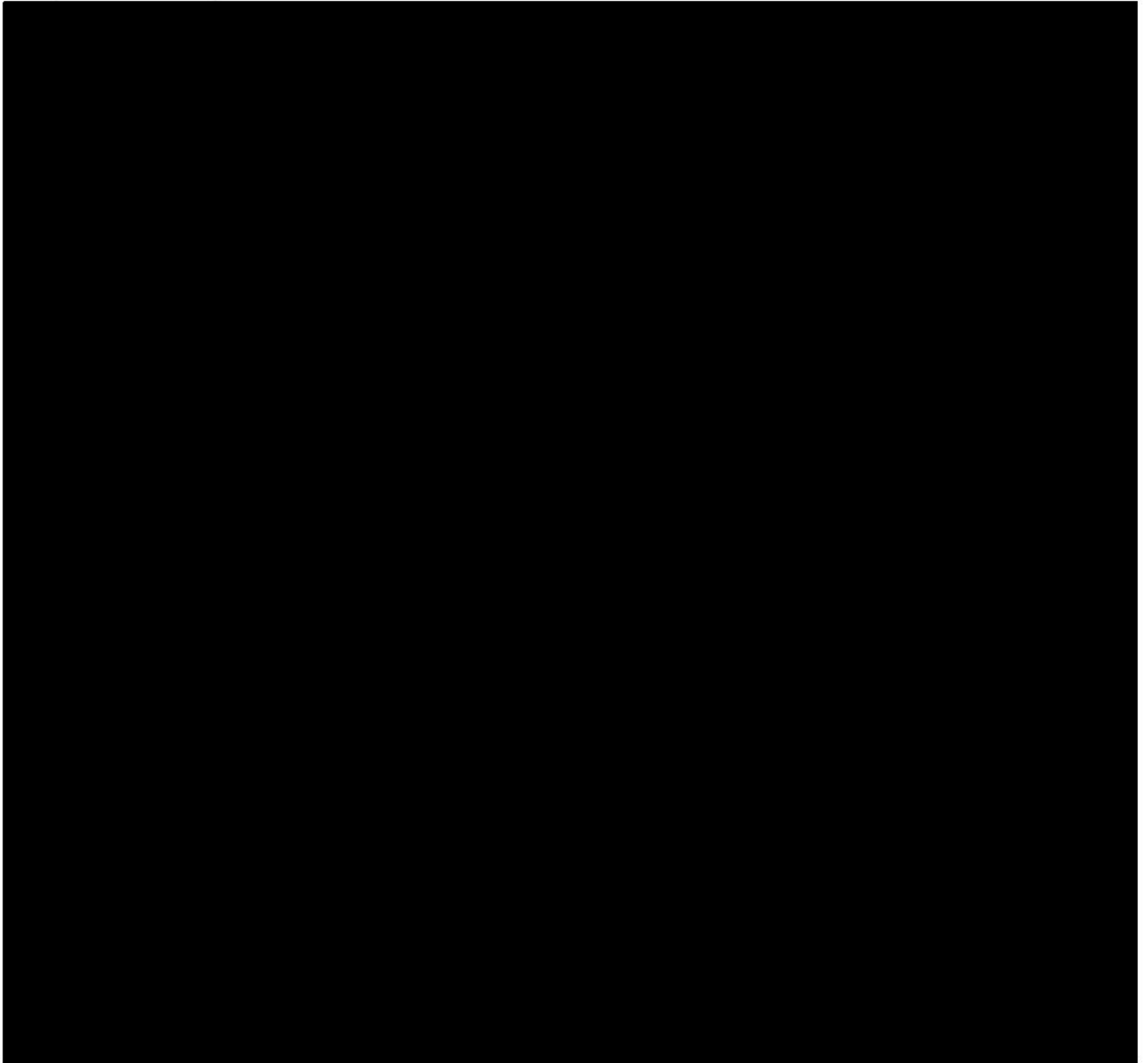
22 OCT 2018

ADVISORY NOTE

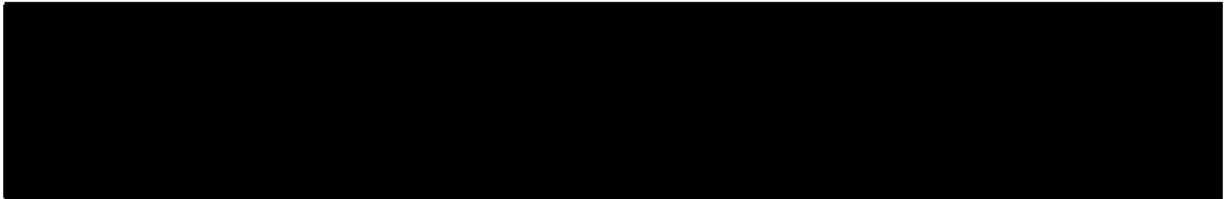
Minister for Health and Wellbeing

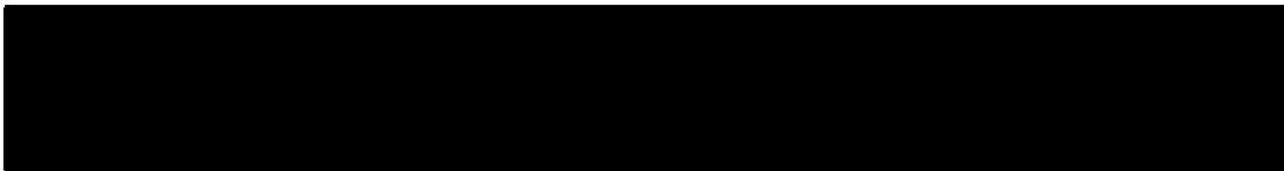
TRIM Ref: MIN18/1404	Driver Assessment and Rehabilitation Service (DARS)
Critical Date	Not Applicable
Interim CEO Canberra Health Services	Bernadette McDonald 16/10/18





- ACT Health are currently unable to provide DARS due to the lack of qualified staff, resulting in extended waitlists whilst a recruitment process is being finalised.





Noted / Please Discuss

Meegan Fitzharris MLA
Minister for Health and Wellbeing

25/10/18

Signatory Name: Linda Kohlhagen
Action Officer: Kate Schorsch

Phone: [Redacted]
Phone: [Redacted]

Lowes, Shannon (Health)

From: FITZHARRIS
Sent: Thursday, 18 October 2018 5:02 PM
To: ACT Health DLO
Cc: Phillips, Georgia; Nock, Thomas
Subject: CORRO - Hanson - DARS
Attachments: 20181018154646618.pdf

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Chadia,

Ministerial response please.

Thank you,

Hanna

-----Original Message-----

From: LAB00L02P04@act.gov.au [mailto:LAB00L02P04@act.gov.au]
Sent: Thursday, 18 October 2018 4:47 PM
To: FITZHARRIS <FITZHARRIS@act.gov.au>
Subject: Message from "RNP002673E74D13"

This E-mail was sent from "RNP002673E74D13" (MP C4504ex).

Scan Date: 10.18.2018 15:46:46 (+1000)
Queries to: LAB00L02P04@act.gov.au



Member for Murrumbidgee

Shadow Attorney-General
Shadow Minister for Veterans' Affairs

Jeremy Hanson CSC MLA

Australian Capital Territory

Ms Meegan Fitzharris MLA
Minister for Health
GPO Box 1020
Canberra ACT 2612

Meegan Fitzharris MLA

17 OCT 2018

Dear Minister,

Meegan

[REDACTED]

was also informed by ACT Health that there will be large delays in providing Driver Rehabilitation and Assessment Services (see attached letter).

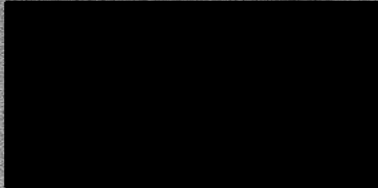
[REDACTED]

Kind Regards,

A handwritten signature in black ink, appearing to read "Jeremy Hanson".

Jeremy Hanson, CSC, MLA

16 October 2018

COPY**ACT**
Government
HealthUNIVERSITY OF CANBERRA HOSPITAL
AND HEALTH SERVICES**Driver Rehabilitation and Assessment Service**

I am writing to provide an update on the Driver Rehabilitation and Assessment Service (DARS) provided through ACT Health. Currently DARS is experiencing staff shortages [REDACTED] and a national shortage of training opportunities in this specialised field. Unfortunately this has resulted in a delay in providing DARS services and hence your appointment with the service.

We are currently in the process of recruiting new staff but this may take a few months. In the meantime, you will remain on the waitlist and will be given an appointment at the first opportunity.

If you do not wish to wait for your assessment with ACT Health, private providers within the ACT can assist with the service. An assessment with a Driving Instructor will incur a fee of approximately \$270. A full assessment with an Occupational Therapist and Driving Instructor will incur a fee of approximately \$875. If you would like to consider this option, please contact me and I can give you the details of the private providers.

I apologise for any inconvenience this may cause you, if you have any questions I can be contacted on 02 5124 0073.

Regards

Jane Lawrence
Manager Occupational Therapy
University of Canberra Hospital

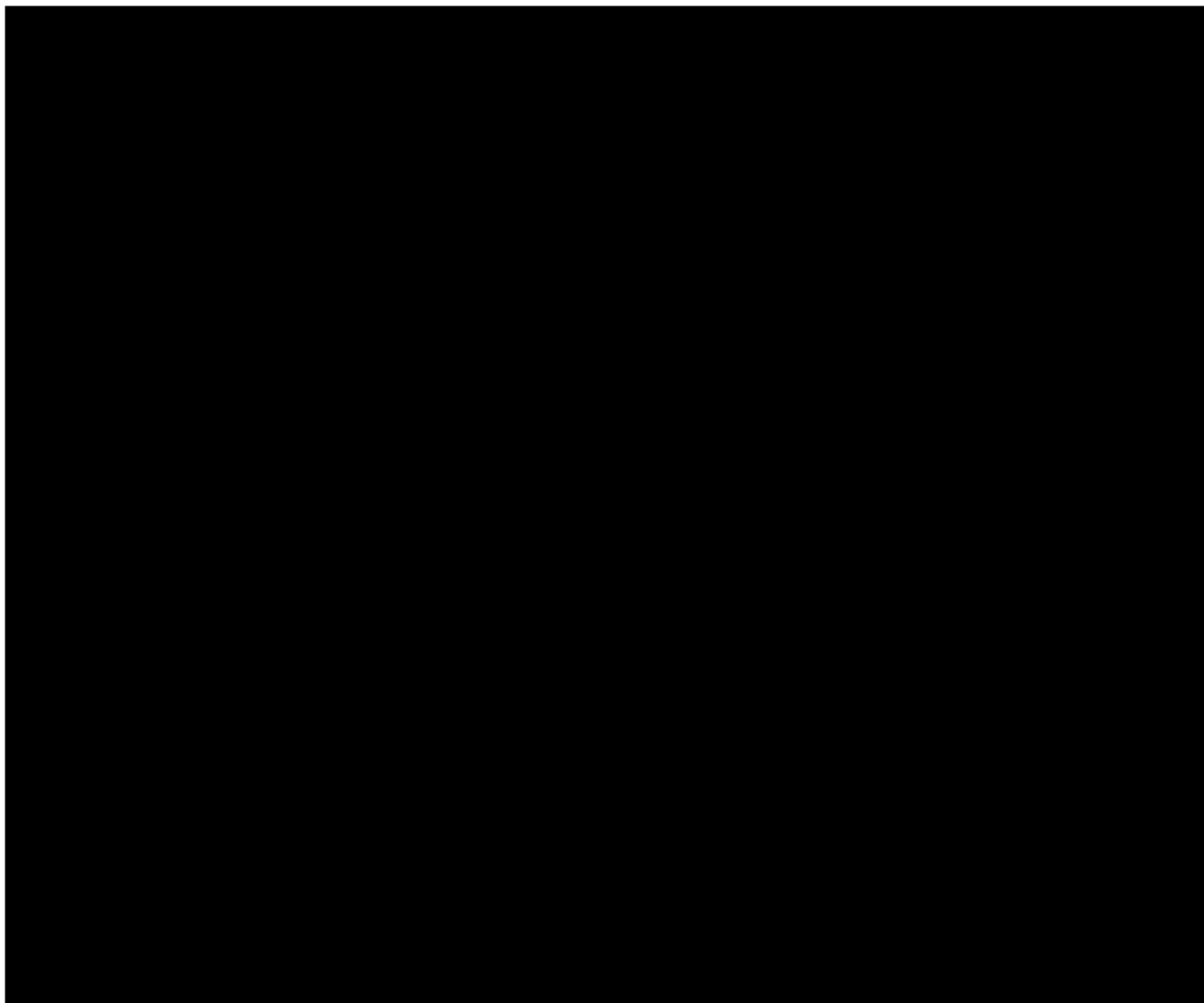


Meegan Fitzharris MLA

Minister for Health and Wellbeing
Minister for Higher Education
Minister for Medical and Health Research
Minister for Transport
Minister for Vocational Education and Skills
Member for Yerrabi

Mr Jeremy Hanson CSC MLA
Member of Murrumbidgee
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Mr Hanson



ACT 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

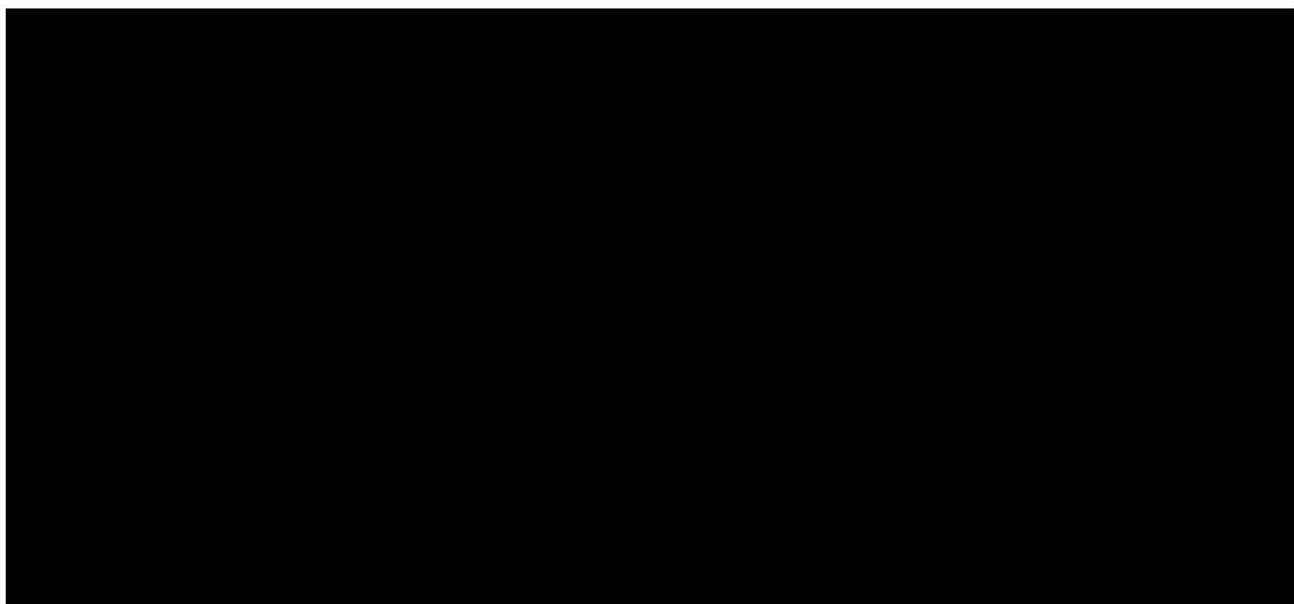


@MeeganFitzMLA

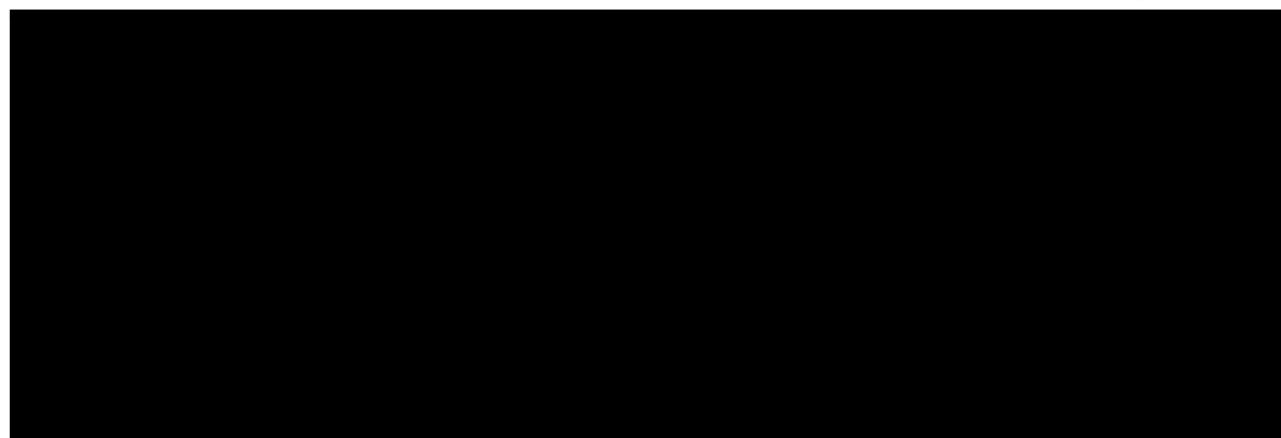


MeeganFitzharrisMLA





DARS is currently experiencing staff shortages due to [REDACTED] and a national shortage in training opportunities in this highly specialised field. As such there is a delay in providing DARS services. The current waiting list is eight weeks for routine appointments and two weeks for urgent appointments.



Yours sincerely

Meegan Fitzharris MLA
Minister for Health and Wellbeing

15/11/2018