

If you would like to discuss this further don't hesitate to contact me.

Warm regards
Louise

Louise McDonald

A/g Procurement Coordinator, Strategic Procurement Corporate and Governance, Health Directorate Level 4, 2-6
Bowes Place, Woden

Tel: 02 51249771 | Mob: [REDACTED]

Email: louise.mcdonald@act.gov.au

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

From: Baloski, Vele (Health)

Sent: Thursday, 21 February 2019 9:00 AM

To: McDonald, Louise (Health) <Louise.McDonald@act.gov.au>

Subject: RE: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

Hi Louise

Done , the PO n : H1927046 I have cancelled in PICS and raised under new PO number H1927048 see attached
Thanks

Kind Regards

Vele Baloski | Purchasing & Invoicing processing officer

T: (02) 51243498 | vele.baloski@act.gov.au | Suply services | Clinical Support Services | Canberra Health Services |
ACT Goverment Building 3,9 Sandford St, Mitchell, ACT 2911 | www.health.act.gov.au

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

From: McDonald, Louise (Health)

Sent: Thursday, 21 February 2019 8:42 AM

To: Baloski, Vele (Health) <Vele.Baloski@act.gov.au>

Subject: FW: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

UNCLASSIFIED

Hello Vele

Thank you for raising this purchase order.

I sent an update to this email yesterday, requesting that the amount change.

The budget changed and we are now only able to raise a purchase order for \$90,000 (Incl. GST).

Is it possible for you to change the amount of the purchase order accordingly?

Give me a call on the number below if you need to discuss.

Thank you
Louise

Louise McDonald
A/g Procurement Coordinator, Strategic Procurement Corporate and Governance, Health Directorate Level 4, 2-6
Bowes Place, Woden
Tel: 02 51249771 | Mob: [REDACTED]
Email: louise.mcdonald@act.gov.au

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

From: Baloski, Vele (Health)
Sent: Thursday, 21 February 2019 8:34 AM
To: McDonald, Louise (Health) <Louise.McDonald@act.gov.au>
Subject: FW: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

Good morning Louise
Po number was raised but not send to vendor, see attached copy Thank you

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

From: McDonald, Louise (Health)
Sent: Thursday, 14 February 2019 10:01 AM
To: ACTHealthSupply <ACTHealthSupply@act.gov.au>
Cc: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Subject: FW: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

UNCLASSIFIED

Hello Supply

Please find attached approved procurement package and quote with reference 2018 5418.

Can you please raise a Bulk purchase order for this and send to me once done.

Please do not send this order to the supplier as we will be entering into contract negotiations once the order is raised.

If you would like to discuss this don't hesitate to contact me.

Warm regards
Louise

Louise McDonald
A/g Procurement Coordinator, Procurement and Asset Management Logistic Support - Business Support Services
(BSS), ACT Health Level 4, 2-6 Bowes Place, Woden
Tel: 02 51249771 | Mob: [REDACTED]
Email: louise.mcdonald@act.gov.au

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

From: ED-HPS-Support

Sent: Wednesday, 13 February 2019 3:04 PM

To: McDonald, Louise (Health) <Louise.McDonald@act.gov.au>

Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Kelly, Chris (Health) <Chris.Kelly@act.gov.au>

Subject: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 - Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

UNCLASSIFIED

Hi Louise

In the renditions of TRIM is the scanned copy of this signed by Conrad Barr, Exec. Branch Manager HPS. I am pretty sure I am supposed to send it back to you ?

If not , please let me know and I'll find out what to do.

Thank you - Bec 😊

Rebecca Moroney | Personal Assistant to Executive Branch Manager Health Protection Service | Public Health, Protection and Regulation | ACT Health PH 5124 9252 | FAX 6205 1705
25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611 E ED-HPS-Support@act.gov.au W health.act.gov.au

-----< HPE Content Manager record Information >-----

Record Number: COR19/2144

Title : Procurement package B - reference 2018 5418 - Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

Pond, Aleks (Health)

Subject: Advice - disclosure agreements with NGO
Location: your office
Start: Wed 03/04/2019 11:00 AM
End: Wed 03/04/2019 12:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Kelly, Chris (Health)
Required Attendees: Purdue, Brett (Health)

Hi Brett

As discussed I'd like your advice on privacy/ disclosure for the Hoarding Advocacy Support Service (HASS) project PHRAP has recently commenced.

Background Papers

Contract



HASS Contract
Signed 2019-03-...

NGO Consent form



WCS Consent
Form Info Sheet....

WODEN COMMUNITY SERVICE CONSENT FORM INFORMATION SHEET

You have been given a consent form to sign. The form asks for approval for Woden Community Service (WCS) to collect, use and share your personal information. This information sheet explains why we need your approval, and how your information might be used.

Why do I need to provide information?

You or someone you care for would like support from a WCS service. You need to provide information to us so that we can provide services to you. We may need to share your information with other services or the Australian or ACT government to ensure the right services are getting to people who need them.

When handling your personal information, we follow strict privacy rules. These are part of a national law called the *Privacy Act 1988*. Under this law, we must tell you why we need your information and what we will do with it.

If you do not consent to providing the information needed by us you may not be able to receive assistance from WCS.

How will the information be used?

Information you provide will be needed to complete an assessment for a WCS service. You will be asked to take part in an assessment after you sign this form. The assessment will be used to help us find out if WCS is the right service for you or someone you care for.

The assessment will cover things like where you live and any special needs you have.

The information you provide may also be used by a government agency. They will use it for research, analysis and evaluation of services provided by agencies like WCS. This data helps government agencies know about the amount and type of assistance needed in different areas. It will also help to make services better for people in the future.

Is information about me given to anyone else?

It is usually only given to others **with** your consent. For example, we may need to share your information with other organisations that can help you, such as housing or employment agencies. Your WCS worker will talk to you about this first.

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- Your health or safety is involved
- The health or safety of others is involved
- There are serious criminal matters
- There is a court direction.

Can I see the personal information held by us?

Yes, we will give you information about how you can see your personal information and make sure it is right. We will also give you information about our privacy policy. You can contact the Privacy Officer, Woden Community Service, by email at: email: wcsadmin@wcs.org.au or write to PO Box 35 Woden ACT 2606 or phone 6282 2644.

Where can I learn more about privacy?

- You can ask your WCS worker.
- Read the WCS Privacy Policy on our website or ask for a copy.
- The Office of the Australian Information Commissioner can also explain your rights to privacy in more detail. Visit www.oaic.gov.au or call 1300 363 992.

File Note

Information Disclosure for HASS

12:05: 3 April 2019

Received email from Cate Hale WCS seeking clarification around disclosure / consent agreements when not yet working directly with the participant (e.g: [REDACTED])

Cate notes that she on behalf of WCS, will have the standard agreement with the participant but she requires clarity around the disclosure/ consent for working with the other agencies.


Actions:

Discussed briefly with Vojkan Stefanovic. Recommended seeking advice from Legal Policy Officer.

Discussed with Brett Purdue. Provided HASS project background, copy of contract and WCS email and WCS Consent form information sheet on to Brett for consideration.

- The standard WCS consent form is an appropriate tool for obtaining consent
- What do we consider to be private information
- WCS important to establish and maintaining rapport with the client.
- WCS will need regular consideration of what to share on clients behalf in relation to the HASS project. Important not to go into precise nature of all issues
- Best to put back to WCS they need to discern the threshold when sharing.

Woden Community Service Inc
 Proposal for Hoarding
 For the year ended 31 July 2019

Account	21 Jan 2019 to 31 July 2019
Personnel Costs	
Wages & Salary	
Annual Leave Loading	
Annual Leave Provision	
Long Service Leave Levy	
Superannuation Guarantee Exp	
Workers Compensation	
Total Personnel Costs	
Operating Costs	
Brokerage Costs - Counselling	
Brokerage - Protective Clothing	
Fees for Service - Program Evaluation	
Mobile & Internet	
Travel Expenses	
Total Operating Costs	
Corporate Charge-out	
Total Program Costs	

-- In confidence --

Summary of Hoarding Advocacy Support Service Trial: Final Report

Prepared by the Health Protection Service

The final report for the Hoarding Advocacy Support Service (HASS) trial has been prepared by Woden Community Service. A summary of the report is provided below, but it does not reflect the report in its entirety.

The focus of the trial was for the HASS Officer to provide:

- case management;
- advocate for clients;
- improve the hoarding circumstance of clients; and
- provide effective liaison between the clients, government regulators, government support services, community support services and businesses engaged to assist.

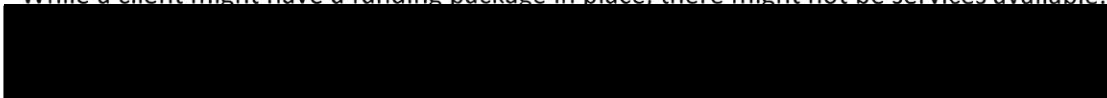
Due to funding limitations, the trial took place over three and a half months, focusing on just the three most severe cases being overseen by the Hoarding Case Management Group (HCMG).

It is important to manage contact carefully, to avoid additional trauma for hoarding clients. For this reason, the HASS trial officer did not work directly with two of the clients during the trial, but rather worked with support workers and government officers to provide case management and communication. If HASS was being provided over the long term, the HASS Officer would be able to form relationships with many of the clients and provide direct support.

Support that was provided by the HASS officer includes:

- established goals with a client;
- helped to source financial assistance;
- helped clients to find service providers;
- supported a client to meet court order requirements;
- helped service providers to understand provisions of a court order;
- support, mentoring and ongoing assistance for service providers and support workers;
- educated service providers about hoarding and squalor;
- arranged for a client to be assessed for a My Aged Care funding package;
- mapped existing services for a client and considered what needed to be added or adapted to improve the client's living conditions;
- established a multidisciplinary panel to support a client as a combined network;
- discovered that cleaners engaged under a funding package could not work without equipment on site (and purchased cleaning equipment for the property within HASS funding);
- ensured cleaning providers have contact numbers for funding coordinators;
- sourced funding for service providers; and
- negotiated a forensic cleaning arrangement and sourced personal protective equipment.

Some problems identified include:

- Clients may not know what services they need or how to access them.
- While a client might have a funding package in place, there might not be services available.
- 
- Service providers can be confused about government requirements relating to a client.

-- In confidence --

- Some service providers were unsure whether they should report to the client, non-government organisation, funding agency or ACT Government.
- [REDACTED]
- When a support worker leaves, it takes time for a new worker to build rapport with the client.
- Sadly, after so many advances during HASS, at the end of the trial one client's [REDACTED]. The HASS officer was unable to provide ongoing coordination to get things back on track, because the funded trial had ended.

Some outcomes from the trial:

- Clients showed pride as the condition of their property improved.
- For one property, neighbours reported positive changes.
- The HASS officer helped to build relationships between clients and service providers.
- Clients felt supported and saw that change was possible.
- Lowered stress levels for some hoarding residents.
- Reduced social isolation.
- Regular service visits scheduled for ongoing cleaning, pest control and maintenance.
- Reduction in odour from a property.
- One case progressed so well in the trial period that it was removed from the list of active cases overseen by the HCMG.

Some of the observations:

- All three clients assisted with clearing items for their properties and worked with support workers toward their goals.
- Workers felt supported; collaboration between services rose; and the client, not the property, was at the centre of discussions and decisions.
- Building of rapport is crucial to successful engagement with the clients. Experience has shown that most residents take time to build trust and rapport with support workers.
- Some residents do not cope well with changes, like sudden withdrawal of services or change of support worker.
- Support workers can guide the client and help them sort through their items, giving the client choice and control.
- Cleaners can be reluctant to remain engaged, unless they are offered ongoing case management.
- Barriers to progress were often easily identified once HASS engagement was established, but often the resources or pathways needed did not exist and had to be created.
- Staff working on hoarding cases are often isolated, inexperienced and unsupported.
- Having funding in place does not guarantee that services will be available.
- When support organisations cannot share client history due to privacy issues, it impacts on stakeholder communication and direct service delivery.
- When stakeholders are not aware of, or comfortable with, the language and issues associated with hoarding and squalor, these issues can be overlooked in NDIS or My Aged Care planning.
- The HASS officer received over 20 calls during the trial period, with support workers trying to refer hoarding cases. This flags the need for a clear referral mechanism if long-term HASS is established.

-- In confidence --

The report recommends that HASS should be extended, because intensive case management can make a significant difference for all stakeholders. A HASS project would work with clients and services to ensure consistent service delivery and better outcomes for clients.

Some recommendations from the report for a future hoarding support service are:

- HASS should be based in a community organisation, to assist client engagement.
- A clear referral pathway into HASS is needed to enhance effectiveness and timeliness of the work.
- Establishing and promoting a multidisciplinary panel for each case is essential to hoarding case management, to establish clarity between stakeholders and the client.
- Access to a brokerage fund for HASS, with eligibility guidelines for access, would help to remove obstacles and enable small wins for the worker and the client.
- There should be training, support and mentoring for staff working in the hoarding area, to enhance their work, make better use of resources, strengthen the knowledge base, promote staff retention and address the stigma often associated with hoarding work.
- There should be a focus on training, supporting and mentoring NDIS and My Aged Care providers.
- Ongoing consideration is needed about the restrictions placed on hoarding work due to confidentiality. This needs to be resolved for effective service delivery and consistency.

“A service is required that knows and maps the Canberra environment in the area of hoarding and squalor, communicating change and understanding and filling the gaps in service. Funding sources are often changing and providers are entering and leaving the space regularly so there is real benefit in a service that can monitor these changes and update all involved in this field.”

Hoarding Advocacy Support Service Trial: Final Report,
Woden Community Service

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Thursday, 4 April 2019 3:58 PM
To: Cate Hale
Cc: Pam Bover; Stefanovic, Vojkan (Health)
Subject: RE: [REDACTED] participant, HASS project [DLM=For-Official-Use-Only]

Hi Cate,

I have discussed with our legal policy officer and provide the following for your consideration:

- The HPS is undertaking the HASS trial on behalf of the HCMG.
- After the contract was signed by WCS, I obtained consent by email from each lead agency for the relevant case to participate in the HASS Trial. This includes:
 - [REDACTED] PS
 - [REDACTED] CCS and the Public Advocate
 - [REDACTED] MHJHAODS and Housing ACT
- As each lead agency is a member of HCMG, they have consented to information sharing between themselves, WCS as the HASS provider, the HPS and the broader HCMG for the purpose of the trial.
- Also note that the provisions of the Territory Privacy Principles (TPP) that apply to all government agencies *and private organisations performing obligations under an ACT Government contract*.
- We have had previous legal advice that disclosure of personal information to HCMG agencies for the purpose of managing potential insanitary conditions is unlikely to contravene the TPPs.
- The usual committee in-confidence rules apply in all instances and at all times for the HCMG. I will also be recommending that WCS will be given formal observer status at the upcoming HCMG meetings of April and June.
- WCS will need to execute sound judgment on the degree of information that is required to be shared for the purpose of the trial and to ensure compliance with the relevant ACT and Commonwealth privacy legislation. In general terms I would recommend keep information non-specific where ever possible. Avoid 'sensitive information' as described by the Privacy Act, in relation to an individual, means personal information that is—
 - (a) about the individual's—
 - (i) racial or ethnic origin; or
 - (ii) political opinions; or
 - (iii) membership of a political association; or
 - (iv) religious beliefs or affiliations; or
 - (v) philosophical beliefs; or
 - (vi) membership of a professional or trade association; or
 - (vii) membership of a trade union; or
 - (viii) sexual orientation or practices; or
 - (ix) criminal record; or
 - (x) genetic information about the individual; or
 - (xi) biometric information about the individual that is to be used for the purpose of automated biometric verification or biometric identification; or
 - (xii) a biometric template that relates to the individual.
- An extra degree caution would apply for disclosure to non-HCMG members /organisations. In this instance you could defer to a minimal 'need to know' principle and refer any residual information issues to the lead agency in the first instance.
- WCS may also wish to seek independent legal advice on this matter.

Happy to discuss with you further as required.

Regards

Chris

Chris Kelly | A/g Assistant Director

Public Health Regulation and Projects

Health Protection Service | Public Health Protection and Regulation | ACT Health

Ph: (02) 51249059

Mob: [REDACTED]

E: chris.kelly@act.gov.au

From: Cate Hale [mailto:[REDACTED]]
Sent: Tuesday, 2 April 2019 3:26 PM
To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Cc: Pam Boyer <[REDACTED]>
Subject: Lyneham participant, HASS project

Chris,

Today, I have met with the Clinical Manager and the NDIS Support Coordinator for the [REDACTED] HASS participant.

Once again, I have clarifications around disclosure / consent agreements when I am not yet working directly with the participant.

I, on behalf of WCS, will have the agreement with the participant but I require clarity around the disclosure/ consent for working with the other agencies.

I have attached our consent form for [REDACTED] so you are aware of what the agreement with WCS covers.

This has arisen as I have discussed the [REDACTED] participant with both agencies without the participant being aware of my existence.

This is likely to occur in each of the cases as they are referred from the HCMG and I will need to speak with the agencies involved before approaching the participant.

With thanks,

Cate Hale

Hoarding Advocacy Support Service (HASS) Project,

Mental Health and Wellbeing

Woden Community Service, 126 Corinna St | Woden ACT 2606

www.wcs.org.au

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Tuesday, 9 April 2019 10:42 AM
To: De Ridder, Linda (Health)
Subject: text

UNCLASSIFIED

Provision of time limited, hoarding advocacy support services (HASS) to three (3) clients experiencing severe complex hoarding and squalor issues. The HASS would support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG).

The key focus of the provision of targeted HASS case management is working with, and advocating for, clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

The HASS would be delivered to three (3) severe and complex hoarding cases managed by the HCMG during the first half of 2019 (from March to June 2019).

HASS would include, but not be limited to:

1. building relationships with severe hoarding clients;
2. acting as a case manager for severe hoarding clients managed by the HCMG (in collaboration with the relevant lead government agency);
3. providing targeted counselling, social and advocacy support to clients;
4. facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners);
5. assisting the client access and navigate existing supports, such as mental health teams and My Aged Care; and
6. providing primary day-to-day liaison between the hoarder and the regulator.

Pond, Aleks (Health)

From: Cate Hale <[REDACTED]>
Sent: Tuesday, 9 April 2019 10:55 AM
To: Kelly, Chris (Health)
Subject: RE: call

I understand. It does seem like a great opportunity to raise the HASS trial though.

Cate

From: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Sent: Tuesday, 9 April 2019 10:56 AM
To: Cate Hale <[REDACTED]>
Subject: RE: call

UNCLASSIFIED

Noted with thanks Cate.

Just by way of clarification I'm not certain that the HASS trail is a specific item for discussion. We have just been asked to provide an update on HCMG activities - which will include the trial.

Regards

Chris

From: Cate Hale <[REDACTED]>
Sent: Tuesday, 9 April 2019 10:47 AM
To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Subject: RE: call

Chris,

It seems to be a standing meeting with our CEO so Jenny Kitchin will be meeting Minister Ramsey on April 29.

Pam is following up with her to see if she is aware the trial will be discussed at the meeting and so we can brief her beforehand.

I will let you know if I hear more,

Cate

From: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Sent: Tuesday, 9 April 2019 10:12 AM
To: Cate Hale <[REDACTED]>
Subject: call

UNCLASSIFIED

Hi Cate,

Your desk phone extension is still out of order, diverts to recorded message saying this number is not connected. I'm hesitant to call your mobile unless urgent just in case you are in the field.

Could you give me quick call today when you get a moment (51249059)

With thanks

Chris

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Pond, Aleks (Health)

From: De Ridder, Linda (Health)
Sent: Tuesday, 9 April 2019 1:16 PM
To: Kelly, Chris (Health)
Subject: Info for Access Canberra to advise Minister Ramsay re hoarding

Importance: High

UNCLASSIFIED For-Official-Use-Only

Hi Chris

As advised, Belinda Josey works in the building compliance area of Access Canberra. She has asked for information about hoarding cases to inform dot points for Minister Ramsay's meeting with Woden Community Service later this month. Belinda's number is x70382.

Please see the link to the draft document. It is longer than I thought it would be, but I think we need to cover off on three areas – info about HCMG, info about cases, info about WCS and the HASS trial. Then Belinda can choose what information to include in her dot points.

[Q:\CS\HPS\P&EHS\EH Project Team\10. Meetings & Committees\3. Environment\Hoarding Case Management Group\Access Canberra request for hoarding info for Minister Ramsay dot points - meeting with Woden Community Service.docx](#)

Please advise of any changes and then we will need to go through approval processes.

Thanks,
Linda

Linda de Ridder | Project Officer
Health Protection Service | Public Health, Protection and Regulation | ACT Health
PH 02 5124 9222 | FAX 02 5124 9305
25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611
E linda.deridder@act.gov.au **W** health.act.gov.au

Pond, Aleks (Health)

From: De Ridder, Linda (Health)
Sent: Friday, 12 April 2019 9:22 AM
To: ACT Health DLO
Subject: FW: Advice on process please - Access Canberra requested information from us
Attachments: Access Canberra request for hoarding info for Minister Ramsay dot points - meeting with Woden Community Service.docx

Importance: High

UNCLASSIFIED

Hi, I had an out of office message from Chadia. Who should I speak to about this?

Regards,
 Linda de Ridder

From: De Ridder, Linda (Health)
Sent: Thursday, 11 April 2019 5:10 PM
To: Rad, Chadia (Health) <Chadia.Rad@act.gov.au>
Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: Advice on process please - Access Canberra requested information from us
Importance: High

UNCLASSIFIED

Hi Chadia

I missed you on the phone, so I am emailing because I am about to head off for the day.

I work for Vojkan Stefanovic's team at the Health Protection Service. One of my roles is Secretariat for the Hoarding Case Management Group.

On Wednesday, I had a call from Belinda Josey in Access Canberra, asking for information on hoarding cases to help her write dot points for Minister Ramsay's meeting with Woden Community Service later this month. Vojkan and Conrad Barr have cleared the information I drafted but, because this kind of request normally comes through official channels, we figure it should probably go up through official channels now it is drafted.

As DLO, are you able to advise the process for getting this information to Access Canberra? And what level of clearance it requires? I have attached the paper for your information.

I do not have a due date for the information, Ms Josey just said she needs it asap.

Hopefully I can chat to you tomorrow.

Kind regards,
 Linda

Secretariat, Hoarding Case Management Group
 Health Protection Service | Public Health, Protection and Regulation | ACT Health
 PH 02 5124 9222 | FAX 02 5124 9305
 25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611
 E EHPolicy@act.gov.au W health.act.gov.au

Information for Access Canberra from the Hoarding Case Management Group secretariat, concerning hoarding in the ACT

Hoarding Case Management Group

The Hoarding Case Management Group (HCMG) manages complex cases of hoarding and squalor that require a multi-agency response. It is a collaborative group, comprised of representatives from across a range of Government Directorates.

The Health Protection Service (HPS) in the ACT Health Directorate chairs the HCMG. However, relatively few hoarding cases fall under the responsibilities of the ACT Health Directorate.

Each hoarding case has a lead government agency that refers the case to the HCMG. Government agencies involved in hoarding cases in the ACT include (there may be others):

- Housing ACT
- Access Canberra
- Transport Canberra and City Services (TCCS)
- TCCS – Waste Regulation
- ACT Fire and Rescue
- ACT Ambulance Service
- Public Advocate - ACT Human Rights Commission
- Public Trustee and Guardian – Justice and Community Safety Directorate
- Canberra Health Services - Mental Health, Justice Health and Alcohol and Drug Services
- ACT Health Directorate - Health Protection Service
- Community Services Directorate - Child and Youth Protection Services (for child safety issues)

Cases being managed by the Hoarding Case Management Group (HCMG) include:

- [REDACTED] The main Government agencies involved are Transport Canberra and City Services (TCCS) and Access Canberra.
- [REDACTED] The main Government agency involved has been Transport Canberra and City Services (TCCS). The Public Advocate is supporting the client. At the last HCMG meeting, Mental Health, Justice Health and Alcohol and Drug Services agreed to look into the case.
We understand that the ACT Disability, Aged and Carer Advocacy Service (ADACAS) is also involved with this resident.
- [REDACTED] The Health Protection Service continues to manage this case and [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED] The main Government agency involved is Mental Health, Justice Health and Alcohol and Drug Services.
- [REDACTED] The main Government agencies involved are Housing ACT, the Public Trustee and Guardian, and the Public Advocate.

Hoarding Advocacy Support Services (HASS) – Woden Community Service

In December 2018, the Health Protection Service sought quotations from three NGOs to procure the Hoarding Advocacy Support Services (HASS) trial. Woden Community Service (WCS) was the successful provider.

The Health Protection Service was able to secure limited funding to undertake the HASS trial from March to June 2019.

Under the trial, WCS has been funded to provide time-limited HASS to three clients experiencing severe complex hoarding and squalor issues [REDACTED]

The key focus of the provision of targeted HASS case management is working with, and advocating for, clients to improve their hoarding circumstances and to provide effective liaison between the individuals, government regulators, government support services and community support services. The HASS is expected to support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the HCMG.

HASS will include, but not be limited to:

1. building relationships with severe hoarding clients;
2. acting as a case manager for severe hoarding clients managed by the HCMG (in collaboration with the relevant lead government agency);
3. providing targeted counselling, social and advocacy support to clients;
4. facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners);
5. assisting the client to access and navigate existing supports, such as mental health teams and My Aged Care; and
6. providing primary day-to-day liaison between the hoarder and the regulator.

WCS will provide a report to the HCMG upon trial completion in June 2019 and the HCMG will be asked to assess the trial report. The HCMG will consider if the trial was a success and whether an ongoing HASS program is viable and, if so, how this cost could be shared across Government agencies.

WCS was previously a member of the HCMG and provided limited case management support to some cases managed by the HCMG. WCS formally withdrew from the HCMG in February 2018 citing that their ongoing participation was unsustainable.

Pond, Aleks (Health)

From: De Ridder, Linda (Health)
Sent: Friday, 12 April 2019 3:26 PM
To: SupportHPS
Subject: RE: Directorate Input - Hoarding case management
Attachments: ACT Health Diretorate Input to Access Canberra - hoarding case management.docx;
Attachment A - ACT Health Directorate Input to Access Canberra - hoarding case management.docx

UNCLASSIFIED

Thanks Bec! 😊

From: Moroney, Rebecca (Health) **On Behalf Of** ED-HPS-Support
Sent: Friday, 12 April 2019 3:25 PM
To: De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>
Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: Directorate Input - Hoarding case management
Importance: High

UNCLASSIFIED

Hi Linda

Conrad has cleared – please could you send me the Word versions asap ? (cover sheet and Att A)

Thank you – Bec 😊

Rebecca Moroney | Personal Assistant to Executive Branch Manger
Health Protection Service | Public Health, Protection and Regulation | ACT Health
PH 5124 9252 | FAX 6205 1705
25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611
E Rebecca.L.Moroney@act.gov.au W health.act.gov.au



ACT
Government

ACT Health

DIRECTORATE INPUT

UNCLASSIFIED

Purpose:	To seek clearance on information to be provided to Access Canberra
Topic:	Hoarding case management
Requested by:	Belinda Josey, Access Canberra
Requested date:	ASAP
Date due to MAGS:	Monday 15 April 2019
Date due to requester:	Wednesday 17 April 2019
TRIM Ref:	

Director-General, ACT Health _____ / ____ / _____

Request details:

- Minister Ramsay will be meeting with Woden Community Service during April. Access Canberra will prepare dot points for the Minister.
- Ms Belinda Josey, Access Canberra requested information on hoarding cases from the Secretariat of the Hoarding Case Management Group, Health Protection Service.

Content for Clearance:

- De-identified information on hoarding cases has been prepared, accompanied by information about the Hoarding Case Management Group and the Hoarding Advocacy Support Services trial currently being undertaken by Woden Community Service.
- The information for clearance is provided at Attachment A.

DDG Clearance: _____ / ____ / _____

Line Management Clearance: _____ / ____ / _____

Action Officer: Linda de Ridder Ext: x 49222



ACT Health

Information for Access Canberra from the Hoarding Case Management Group secretariat, concerning hoarding in the ACT

Hoarding Case Management Group

The Hoarding Case Management Group (HCMG) manages complex cases of hoarding and squalor that require a multi-agency response. It is a collaborative group, comprised of representatives from across a range of Government Directorates.

The Health Protection Service (HPS) in the ACT Health Directorate chairs the HCMG. However, relatively few hoarding cases fall under the responsibilities of the ACT Health Directorate.

Each hoarding case has a lead government agency that refers the case to the HCMG. Government agencies involved in hoarding cases in the ACT include (there may be others):

- Housing ACT
- Access Canberra
- Transport Canberra and City Services (TCCS)
- TCCS – Waste Regulation
- ACT Fire and Rescue
- ACT Ambulance Service
- Public Advocate - ACT Human Rights Commission
- Public Trustee and Guardian – Justice and Community Safety Directorate
- Canberra Health Services - Mental Health, Justice Health and Alcohol and Drug Services
- ACT Health Directorate - Health Protection Service
- Community Services Directorate - Child and Youth Protection Services (for child safety issues)

Cases being managed by the Hoarding Case Management Group (HCMG) include:

- [REDACTED] The main Government agencies involved are Transport Canberra and City Services (TCCS) and Access Canberra.
- [REDACTED] The main Government agency involved has been Transport Canberra and City Services (TCCS). The Public Advocate is supporting the client. At the last HCMG meeting, Mental Health, Justice Health and Alcohol and Drug Services agreed to look into the case. We understand that the ACT Disability, Aged and Carer Advocacy Service (ADACAS) is also involved with this resident.
- [REDACTED] The Health Protection Service continues to manage this case and has [REDACTED]

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

[REDACTED] The main Government agency involved is Mental Health, Justice Health and Alcohol and Drug Services.

[REDACTED] The main Government agencies involved are Housing ACT, the Public Trustee and Guardian, and the Public Advocate.

Hoarding Advocacy Support Services (HASS) – Woden Community Service

In December 2018, the Health Protection Service sought quotations from three NGOs to procure the Hoarding Advocacy Support Services (HASS) trial. Woden Community Service (WCS) was the successful provider.

The Health Protection Service was able to secure limited funding to undertake the HASS trial from March to June 2019.

Under the trial, WCS has been funded to provide time-limited HASS to three clients experiencing severe complex hoarding and squalor issues - [REDACTED]

The key focus of the provision of targeted HASS case management is working with, and advocating for, clients to improve their hoarding circumstances and to provide effective liaison between the individuals, government regulators, government support services and community support services. The HASS is expected to support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the HCMG.

HASS will include, but not be limited to:

1. building relationships with severe hoarding clients;
2. acting as a case manager for severe hoarding clients managed by the HCMG (in collaboration with the relevant lead government agency);
3. providing targeted counselling, social and advocacy support to clients;
4. facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners);
5. assisting the client to access and navigate existing supports, such as mental health teams and My Aged Care; and
6. providing primary day-to-day liaison between the hoarder and the regulator.

WCS will provide a report to the HCMG upon trial completion in June 2019 and the HCMG will be asked to assess the trial report. The HCMG will consider if the trial was a success and whether an ongoing HASS program is viable and, if so, how this cost could be shared across Government agencies.

WCS was previously a member of the HCMG and provided limited case management support to some cases managed by the HCMG. WCS formally withdrew from the HCMG in February 2018 citing that their ongoing participation was unsustainable.



Hoarding Case Management Group (HCMG)

Meeting Agenda

16 April 2019

2.30 – 4.30pm

Health Protection Service, 25 Mulley Street, Holder

1. Attendance/apologies
2. Conflicts of interest
3. Endorsement of meeting minutes from 14 February 2019
4. Actions arising from previous meeting

Action	Member/Agency Responsible	Status
[REDACTED] further discussion at item 5.1		
Access Canberra to consider regulatory options and report back to HCMG. (ongoing action)	AC	Complete / not complete
[REDACTED] further discussion at item 5.3		
ACT Fire & Rescue will be invited to the next inspection by TCCS. (ongoing action)	TCCS	Complete / not complete
Further collaboration between AC and TCCS. (ongoing action)	AC, TCCS	Complete / not complete
[REDACTED]	AC, TCCS	Complete / not complete
Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective.	TCCS & TCCS (Waste Regulation)	Complete / not complete
[REDACTED] further discussion at item 5.4		
Secretariat to return this property to the list of active cases.	HPS	Complete / not complete
Secretariat to ask Access Canberra out of session for an update about how they are addressing this property.	HPS	Complete / not complete
[REDACTED] further discussion at item 5.5		
Mental Health Team and Housing ACT to liaise on this case and seek information from WCS about the cleaning service funded by the NDIS.	Mental Health Team and Housing ACT	Complete / not complete
Housing ACT will undertake an inspection.	Housing ACT	Complete / not complete
Housing ACT to ask Property Services to replace the carpet.	Housing ACT	Complete / not complete

Committee-In-Confidence

[REDACTED] - further discussion at item 5.6		
Public Trustee and Guardian, Public Advocate and Housing ACT will continue to manage this case and liaise with each other, as appropriate. (ongoing action)	Public Trustee & Guardian, Public Advocate, Housing ACT	Complete / not complete
[REDACTED] further discussion at item 5.7		
Mental Health Team and Public Advocate to discuss out of session.	Mental Health Team and Public Advocate	Complete / not complete
Members to keep Secretariat updated on progress in this case.	All agencies involved	Complete / not complete
General		
Ben Green to provide draft outline of regulatory options to the Secretariat for circulation to members. (ongoing action)	AC	Complete / not complete
Funding for NGO support services – further discussion at item 6.1		
Chris Kelly will send something out to members concerning the risk rating and the three cases recommended for short term HASS.	HPS	Complete / not complete
Watch and wait		
[REDACTED] Review property in six months (April 2019) with a view to removing it from the group.	HCMG	Remove / keep on list

5. Update on current hoarding incidents

- 5.1 [REDACTED] - ACTFR / AC
- 5.2 [REDACTED] - HPS
- 5.3 [REDACTED] - TCCS / AC
- 5.4 [REDACTED] - AC
- 5.5 [REDACTED] - MHJHADS / Housing ACT
- 5.6 [REDACTED] - Housing ACT / Public Advocate
- 5.7 [REDACTED] - TCCS

6. New Business

- 6.1 Hoarding Advocacy Support Service (HASS) trial – HPS/WCS

7. Action Items, Next Meeting and venue

Next meeting: 25 June 2019
 2.30pm - 4.30pm
 Health Protection Service, 25 Mulley St Holder

Hoarding Case Management Group (HCMG)

Meeting Minutes

14 February 2019

Health Protection Service, 25 Mulley Street, Holder

1. Attendance and Apologies

Name	Work Area	Attended	Apology
Conrad Barr, Chair	Health Protection Service		Apology
Vojkan Stefanovic	Health Protection Service, Public Health Regulation & Projects (PHRaP)	Attended	
Chris Kelly	Health Protection Service, PHRaP	Attended	
Andrew Stedman	Health Protection Service, Environmental Health	Attended	
Faith Bvirakare	Health Protection Service, Environmental Health	Attended	
Ben Green	Access Canberra		Apology
Toby Keene	ACT Ambulance Service		Apology
Patrick Meere	ACT Ambulance Service		Apology
Wayne Shaw	ACT Fire & Rescue		Apology
Scott Weston	ACT Fire & Rescue	Attended	
Patricia Mackey	ACT Human Rights Commission	Attended	
Rachael Roberts	Child and Youth Protection Services		Apology
Steve Ujdur	Housing ACT	Attended	
Bruno Aloisi	Mental Health, Justice Health and Alcohol & Drug Services		Apology
Katrina Bracher	Mental Health, Justice Health and Alcohol & Drug Services		Apology
Rachael McMahon	Mental Health, Justice Health and Alcohol & Drug Services	Attended	
Joshua O'Neill	Mental Health, Justice Health and Alcohol & Drug Services	Attended	
Sean Sloan	Transport Canberra and City Services	Attended	
Alex Taylor	Transport Canberra and City Services, Waste Regulation	Attended	
Ellen Collins	Transport Canberra and City Services, Waste Regulation	Attended	
Secretariat	Work Area		
Linda de Ridder	Health Protection Service		

2. Conflicts of interest

Members did not declare any conflicts of interest.

3. Actions arising from previous meeting

Progress of action items from the previous meeting was reviewed.

The following items have been completed:

- [REDACTED] HPS and other agencies to share information with Public Advocate office.
- [REDACTED] Agencies to continue to liaise regarding this property.

- [REDACTED] - Housing ACT and ACT Human Rights Commission will discuss options out-of-session to do a clean-up/remove items from the property.
- [REDACTED] - ACT Human Rights Commission to pursue the [REDACTED] property with the Public Trustee and Guardian.
- [REDACTED] - ACT Fire & Rescue to share information about this property with Access Canberra.
- [REDACTED] - ACT Health to share ACT Fire & Rescue video with AC.
- [REDACTED] - Andrew Stedman and Louise Crossman to discuss the best way forward.
HPS inspection report was provided to Louise and AC and TCCS are proceeding. HPS has no ongoing role.
- [REDACTED] - HPS to provide the inspection report to the Public Advocate & Access Canberra.
- [REDACTED] - Agencies to brief the Public Advocate of communications/actions that are taken in relation to the client.
- [REDACTED] - Appears resolved. Housing to confirm at next meeting that we should remove the property from HCMG.
Resolved. Property was cleared. Wide passageways now and clothes in plastic containers. Remove from HCMG list.

The following items are ongoing:

- [REDACTED] - ACT Fire & Rescue will be invited to the next inspection by TCCS.
 - [REDACTED] - Further collaboration between AC and TCCS.
 - [REDACTED]
- Unsure if this has occurred, as staff have transitioned out of the area. Sean to follow up and advise Secretariat.*
- [REDACTED] - Public Trustee & Guardian, Public Advocate and Housing ACT will continue to manage this case and liaise with each other, as appropriate.
This has been taking place and is ongoing.
 - [REDACTED] - Access Canberra to consider regulatory options and report back to HCMG.
Secretariat to seek update from Access Canberra out of session.
 - General actions - Ben Green to provide draft outline of regulatory options to the Secretariat for circulation to members.
 - [REDACTED] - Review property in six months (February 2019).
Sean Sloan advised that this case is not resolved. Return it to the list of active cases.

4. Endorsement of meeting minutes from 16 October 2018

Members endorsed the meeting minutes of 16 October 2018.



5. Update on current hoarding incidents

5.1 [redacted] property

[redacted]

5.2 [redacted]

[redacted]

Action: Alex Taylor and Sean Sloan to discuss ways to progress with this case.

5.3 [redacted] property

[redacted]



[Redacted content]

5.4 [Redacted] property

[Redacted content]

5.5 [Redacted] property

[Redacted content]

Action: Mental Health Team and Public Advocate to discuss out of session.

Action: Members to keep Secretariat updated on progress in this case.

5.6 [REDACTED]

Action: Secretariat to keep this property on the list of active cases.

Action: Secretariat to ask Access Canberra out of session for an update about how they are addressing this property.

6. New Business

6.1 Funding for Non-Government Organisation support services

Agenda paper provided for this item.

Short term procurement for HASS until end of financial year (June 2019)

Request for quote went to three service providers and two quotes were provided. Quotes were higher than anticipated. HPS can ask them to re-quote, based on supporting only three clients rather than six. It would be good if HCMG can advise which three cases to focus on.

Cost intensive process. Quoted amount per person over a year. Quotes suggest two full time positions are needed. It seems over-the-top, seeing there are already other community support agencies involved in these cases. Each case will require a different approach and different support services.

Chris will start contract negotiation tomorrow to see if the service provider will reduce their fee and only support 3 cases. Which cases? [REDACTED]

Trish said that [REDACTED] resident is probably okay with the ongoing involvement of the Public Advocate.

[REDACTED] resident has coordination by ADACAS, Public Advocate and others, but would benefit from ongoing support.

Need for ongoing funding

The budget bid put up by HPS for ongoing budget appropriation for Hoarding Advocacy Support Services (HASS) was not successful. Options for funding ongoing support are outlined on the back of agenda paper 6.1.

What do other jurisdictions do? There is not much information about the crossover between regulatory and community approaches. Other jurisdictions have more layers of government.

We can influence policy direction in the ACT. If it doesn't work then we should change the legislation. Sean said that the *Litter Act 2004* is being amended so that littering does not just apply to public land but to private land as well.

We can pursue costs as a debt to the Territory for costs incurred (e.g. claim a right of entitlement that the Territory can claim back on the sale of a property). Although the Human Rights commission might have a say in that.

Option 1 is not working. Relying on status quo would be going backwards.

Option 4 may be good, but why wait so long for budget bid? Vojkan said that we did a budget bid, but it was rejected.

Rachael said that funding case-by-case might be good, because cases are all so different. Some things might be partly covered by NDIS funding.

Action: Chris will send something out to members concerning the risk rating and the three cases recommended for short term HASS.

6.2



Action: Mental Health Team and Housing ACT to liaise on this case and seek information from WCS about the cleaning service funded by the NDIS.

Action: Housing ACT will undertake an inspection.

Action: Housing ACT to ask Property Services to replace the carpet.

7. Action Items

Action	Member/Agency Responsible
[REDACTED] - ACT Fire & Rescue will be invited to the next inspection by TCCS. (ongoing action)	TCCS
[REDACTED] - Further collaboration between AC and TCCS. (ongoing action)	AC, TCCS
[REDACTED]	AC, TCCS
[REDACTED] - Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective.	TCCS & TCCS (Waste Regulation)
[REDACTED] Public Trustee and Guardian, Public Advocate and Housing ACT will continue to manage this case and liaise with each other, as appropriate. (ongoing action)	Public Trustee & Guardian, Public Advocate, Housing ACT
[REDACTED] - Access Canberra to consider regulatory options and report back to HCMG. (ongoing action)	AC
[REDACTED] Mental Health Team and Public Advocate to discuss out of session.	Mental Health Team and Public Advocate
[REDACTED] - Members to keep Secretariat updated on progress in this case.	All agencies involved
[REDACTED] - Secretariat to return this property to the list of active cases.	HPS
[REDACTED] - Secretariat to ask Access Canberra out of session for an update about how they are addressing this property.	HPS
[REDACTED] - Mental Health Team and Housing ACT to liaise on this case and seek information from WCS about the cleaning service funded by the NDIS.	Mental Health Team and Housing ACT
[REDACTED] - Housing ACT will undertake an inspection.	Housing ACT
[REDACTED] - Housing ACT to ask Property Services to replace the carpet.	Housing ACT
Ben Green to provide draft outline of regulatory options to the Secretariat for circulation to members. (ongoing action)	AC
Funding for NGO support services - Chris Kelly will send something out to members concerning the risk rating and the three cases recommended for short term HASS.	HPS

<i>Watch and wait</i>	
<p>██████████ <i>Review property in six months (April 2019), with a view to removing it from the group.</i></p>	<i>HCMG</i>

8. Next Meeting and venue

Tuesday 16 April 2019, 2.30pm – 4.30pm

Health Protection Service, 25 Mulley St Holder

DRAFT

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Wednesday, 17 April 2019 3:27 PM
To: Cate Hale
Cc: Stefanovic, Vojkan (Health)
Subject: RE: HASS blurb for signature block and Linked In

UNCLASSIFIED For-Official-Use-Only

Apologies for my delayed reply Cate, busy day!

How's this: *The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.*

I'll be taking leave from this afternoon and back on Friday 26 April. I should be in a position to confirm if I will remain the HPS POC for HASS upon my return.

If you have any urgent issues that arise during business hours before I return please contact Vojkan (62051727) in my absence.

I hope you have a relaxing Easter!

Regards

Chris

From: Cate Hale [REDACTED]
Sent: Wednesday, 17 April 2019 10:22 AM
To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Subject: HASS blurb for signature block and Linked In

Chris,

I have simply taken the wording from the contract to draft a short explanation. I don't think this will impact the contact from individuals in the community as that comes from word of mouth but it should slow other organisations and government departments.

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government . *Do you want me to put in something here about the HCMG? More for Linked In then signature block*

HASS is a short term trial providing hoarding advocacy and support to 3 clients who are experiencing severe complex hoarding and squalor issues and have been identified by the Hoarding Case Management Group (HCMG) of the ACT Government.

The key focus of the targeted HASS trial is working with, and advocating for, clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

With thanks,

Cate Hale
Hoarding Advocacy Support Service (HASS)Project,

Mental Health and Wellbeing

Woden Community Service | 26 Corinna St | Woden ACT 2606

 www.wcs.org.au

Pond, Aleks (Health)

From: Stones, Rebecca (Health)
Sent: Tuesday, 14 May 2019 10:37 AM
To: Stefanovic, Vojkan (Health)
Subject: FW: Hoarding Case Management group funding

UNOFFICIAL

FYI

From: Cate Hale <[REDACTED]>
Sent: Friday, 10 May 2019 12:18 PM
To: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Cc: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>; Pam Boyer <[REDACTED]>
Subject: FW: Hoarding Case Management group funding

Rebecca,

I have re-read the email from the ADACAS CEO and believe it is something we need to discuss in more detail and would appreciate advice from HPS and HCMG before contacting Michael directly.

We are unclear on how much information is public knowledge and how best to respond as there is a clear misunderstanding of the capacity of the HASS trial.

With thanks,

Cate Hale

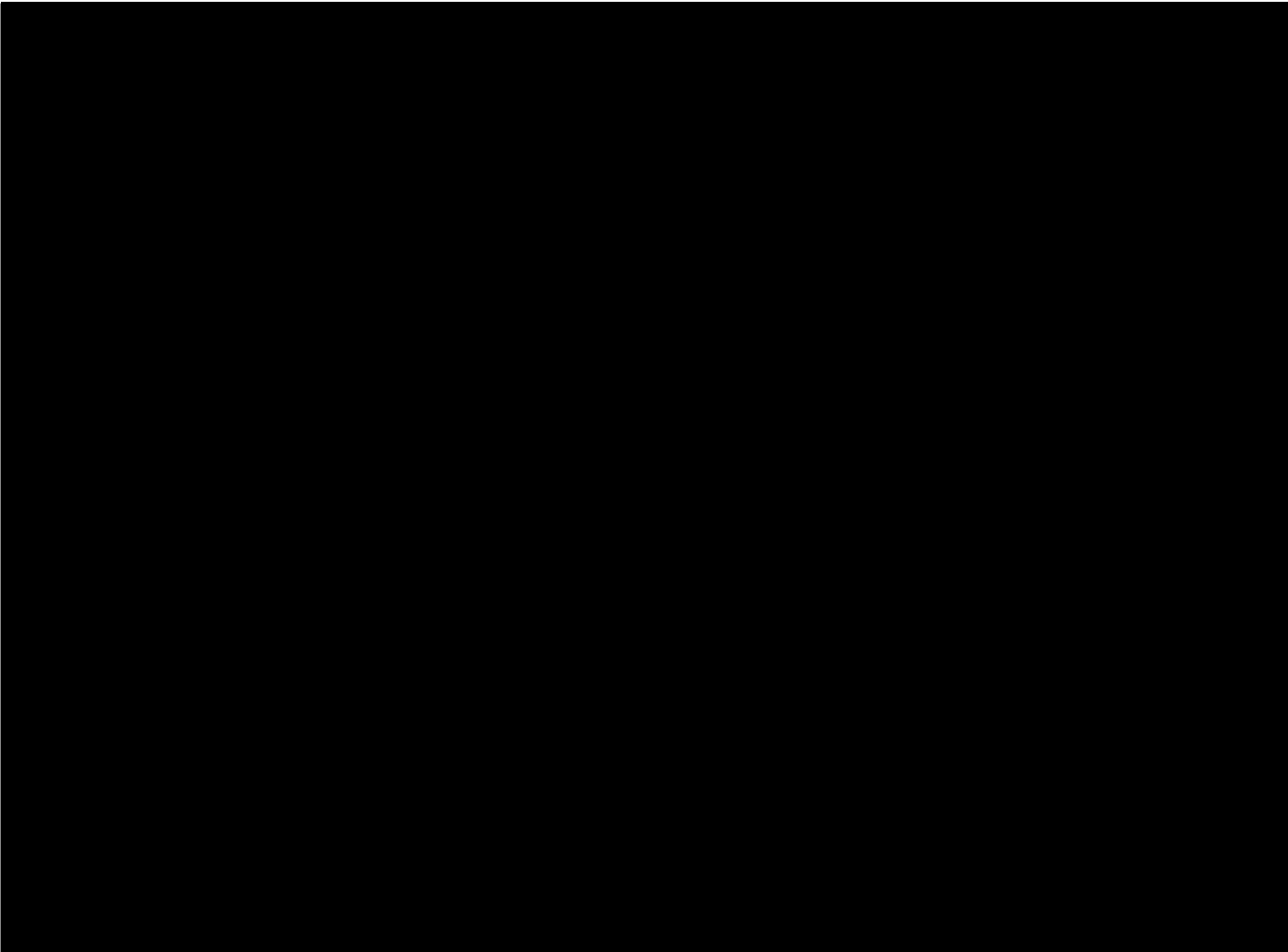
Hoarding Advocacy Support Service (HASS) Project,
 Mental Health and Wellbeing
 Woden Community Service | 26 Corinna St | Woden ACT 2606
 [REDACTED] www.wcs.org.au

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.

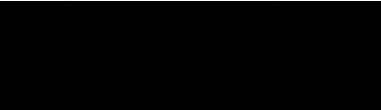
The key focus of the targeted HASS trial is working with, and advocating for, specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

From: Michael Bleasdale <[REDACTED]>
Sent: Thursday, 2 May 2019 3:16 PM
To: Cate Hale <[REDACTED]>
Cc: Pam Boyer <[REDACTED]>
Subject: Hoarding Case Management group funding

Hi Cate,



Michael Bleasdale
Chief Executive Officer



<http://www.adacas.org.au>
<http://www.support-my-decision.org.au>

Please note that ADACAS has moved: our new location and contact details are as follows:

New location: ADACAS, Unit 14, Weston Community Hub, Gritten Street, Weston ACT 2611

New postal address: PO Box 3167, Weston Creek ACT 2611



I acknowledge the Traditional Owners of the land on which I live and work. I pay my respects to their Elders, past and present, and the Elders from other Aboriginal and Torres Strait Islander communities.



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Pond, Aleks (Health)

From: Stefanovic, Vojkan (Health)
Sent: Thursday, 16 May 2019 11:52 AM
To: Stones, Rebecca (Health)
Subject: RE: HASS project

UNCLASSIFIED

Hi Rebecca

As you would be aware, we just spoke to Tim Roach from the Procurement Service regarding the contract with WCS. Tim has clarified for us that the scope of the project includes the ability to pay (from the existing contract money) for e.g. cleaning services as indicated on page 2 of the contract with WCS.
 Could you please discuss this with Pam (including the possible extension of the contract).

Cheers
 Vojkan

From: Stones, Rebecca (Health)
Sent: Thursday, 16 May 2019 11:17 AM
To: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: FW: HASS project

UNCLASSIFIED

FYI

Rebecca Stones

Assistant Director | Public Health Regulation & Projects
 Health Protection Service | Public Health Protection & Regulation Division | ACT Health
 25 Mulley Street Holder ACT | Locked Bag 5005 Weston Creek ACT 2611
 T 02 5124 9848 | E Rebecca.Stones@act.gov.au | [HPS Website](#)

From: Stones, Rebecca (Health)
Sent: Thursday, 16 May 2019 10:09 AM
To: Wilke, Annette (Health) <Annette.Wilke@act.gov.au>
Subject: FW: HASS project

UNCLASSIFIED

Hi Annette, as discussed there are a few things I want to clarify about the below email and you may be able to help me. I have highlighted the issues, which are:

1. Can we give an extension? I understand we could if EBM agrees plus we would need to get the invoices dated for 30 June or before...would we need to seek agreement/or advise that other finance person who oversees both areas?
2. Brokerage – I think they mean money for sub-contractors to provide services (eg cleaning) but not sure...do you understand this aspect? And is there anything specific that we would need to do other than getting EBM's agreement to this (is there a specific form for making this contract adjustment?)

Thanks,

Bec

From: Pam Boyer <[REDACTED]>
Sent: Wednesday, 15 May 2019 1:56 PM
To: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Cc: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kate West <[REDACTED]>
Subject: RE: HASS project

Hi Vojkan,

Thank you for getting in touch regarding the HASS project, we have certainly been considering options for the project with [REDACTED] to the office today which we are really looking forward to.

We do share your concerns about completing the project on time. Cate is [REDACTED] and [REDACTED] with support from others in the organisation. We have considered if there are other workers within the organisation that could provide practical support to Cate in this project, however due to the short nature of the project and the investment of time required to build a relationship with the participants, in most cases this won't be suitable. We are helping her where we can.

Is there any possibility of a short extension through to end of July? We know how important this project is and want to make sure that we complete the work required to demonstrate its importance. We will still do our best to complete the project on time, however the [REDACTED] [REDACTED] will have a small impact on the outcome and it would be good to be able to make maximum use of all the resources available to us.

We have also been approached by another organisation to supply some brokerage to a participant of the project. During the contract negotiations the funding for brokerage was taken out of the budget. It has become apparent during the project that this brokerage is essential in some of the cases to make a real difference. With your approval could we use some of the funding we have saved due to [REDACTED] to support participants through brokerage? We would need your permission to be able to redirect these funds.

I look forward to hearing from you about these requests and am willing to discuss these issues in person if that is useful.

Pam

Pam Boyer

Senior Manager - Mental Health and Wellbeing
Woden Community Service Inc



Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.

From: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Sent: Tuesday, 14 May 2019 12:09 PM
To: Pam Boyer [REDACTED]
Cc: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: HASS project

UNOFFICIAL

Good afternoon Pam

[REDACTED]

Given this, are you able to advise on the impact the [REDACTED] will have on the HASS project? Are there any reallocation options you are considering for the HASS funding (that would otherwise have funded Ms Hale's position) that would still fit the remit of the HASS contract?

Thank you very much and please do not hesitate to contact me if you have any questions.

Regards
Vojkan Stefanovic

Vojkan Stefanovic | Director Public Health Regulation and Projects
Health Protection Service | Public Health, Protection and Regulation | ACT Health
Phone (02) 5124 9086 | Fax: (02) 6205 1705
25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611

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Pond, Aleks (Health)

From: Cate Hale <[REDACTED]>
Sent: Friday, 17 May 2019 1:38 PM
To: Stones, Rebecca (Health)
Subject: RE: HASS contract and brokerage

Thanks for clearing all that up, Rebecca.

I will look at the figures and see if we can assist the [REDACTED] property by covering the costs of the cleaner and will email you next week when we are clear of the details of the request.

I am back at my desk for [REDACTED] Mobile or email will still be the best way to contact me across the next few weeks as the hours are sporadic and a little unpredictable. I will be using the time to meet with the clients and stakeholders as needed.

With thanks,

Cate Hale

Hoarding Advocacy Support Service (HASS) Project,
 Mental Health and Wellbeing
 Woden Community Service | 26 Corinna St | Woden ACT 2606
 [REDACTED] www.wcs.org.au

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.

The key focus of the targeted HASS trial is working with, and advocating for, specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

From: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Sent: Thursday, 16 May 2019 4:55 PM
To: Cate Hale <[REDACTED]>
Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Pam Boyer <[REDACTED]>
Subject: HASS contract and brokerage

UNCLASSIFIED

Hi Cate,

We've had a chat with our finance people and procurement staff about the HASS contract. Due to the contract coinciding with the EOFY, we are unable to extend the contract. However, as we understand there will be some unspent money from the existing contract allocation, we sought clarification about whether this could be spent on matters such as cleaners.

Procurement has advised that this is provided for within the existing HASS contract. For example, on page 2 it states that HASS includes, but is not limited to "facilitating the provision of domestic services (such as the sub-contracting of cleaners or gardeners)."

I have spoken with Pam about this, and recommended that if there are large brokerage items being sort, send an email to Vojkan or myself so that we can agree in writing that it falls within the remit of the contract. This should provide surety to WCS that they can invoice the government for these items.

Hopefully this bit of flexibility will be of benefit to the HASS participants. Happy to discuss if at all unclear.

Regards,

Rebecca Stones

Assistant Director | Public Health Regulation & Projects
Health Protection Service | Public Health Protection & Regulation Division | ACT Health
25 Mulley Street Holder ACT | Locked Bag 5005 Weston Creek ACT 2611
T 02 5124 9848 | E Rebecca.Stones@act.gov.au | [HPS Website](#)

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Pond, Aleks (Health)

From: Cate Hale [REDACTED]
Sent: Thursday, 30 May 2019 11:20 AM
To: Stones, Rebecca (Health)
Subject: Staff survey for HASS Project

Rebecca,

At the start of the HASS project, I discussed sending a survey monkey survey to all organisational stakeholders to determine what, if any, difference the HASS role made to supporting them and progressing their cases.

I am still interested in doing this but wondered if it would be more beneficial for effective and confidential feedback if it came from HPS as the Secretariat of the HCMG.

I don't want to give you extra work to do but think it may be another valuable way of evaluating the project and its impacts.

Let me know what you think ,

Cate Hale

Hoarding Advocacy Support Service (HASS) Project,
Mental Health and Wellbeing
Woden Community Service | 26 Corinna St | Woden ACT 2606
[REDACTED] www.wcs.org.au

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.

The key focus of the targeted HASS trial is working with, and advocating for, specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

Pond, Aleks (Health)

From: Stones, Rebecca (Health)
Sent: Wednesday, 5 June 2019 4:52 PM
To: Cate Hale
Cc: Stefanovic, Vojkan (Health)
Subject: RE: HASS
Attachments: Hoarding Assesment for HCMG V2.docx

UNCLASSIFIED

Hi Cate,

No, the Risk Matrix you sent me was not public as it has the clients ratings on the back page. However, I have cleaned it up so you can have just the front page matrix to discuss with the group tomorrow. Please see attached. I believe this should meet your needs.

Regards,

Rebecca Stones

Assistant Director | Public Health Regulation & Projects
 Health Protection Service | Public Health Protection & Regulation Division | ACT Health
 25 Mulley Street Holder ACT | Locked Bag 5005 Weston Creek ACT 2611
 T 02 5124 9848 | E Rebecca.Stones@act.gov.au | [HPS Website](#)

From: Cate Hale <[REDACTED]>
Sent: Wednesday, 5 June 2019 4:32 PM
To: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: FW: HASS

Rebecca,

Tomorrow, we are having a Multidisciplinary meeting with all agencies involved in [REDACTED]

One of the agencies has requested to see the Risk matrix used to identify the clients for this project.

Is this a public document and therefore able to be shared?

Thanks, Cate

From: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Sent: Friday, 22 March 2019 4:44 PM
To: Cate Hale <[REDACTED]>
Cc: Pam Boyer <[REDACTED]>
Subject: HASS

Hello Cate,

As previously discussed please find attached documentation in relation to the proposed participants in the Hoarding Advocacy Support Services trial. The HCMG has approved the recommended three cases. A modified risk assessment ranking is attached for your reference.

The following contact points are provided:

[REDACTED]
Andrew Stedman
A/g Manager Environment
Health Protection Service
Andrew.Stedman@act.gov.au
(02) 5124 9087

[REDACTED]
Patricia Mackey | Deputy Public Advocate
Public Advocate of the ACT/Children & Young People Commission
Human Rights Commission
Patricia.Mackey@act.gov.au
(02) 6205 2222

[REDACTED]
TBA

I will follow up with an additional email early next week to confirm disclosure agreement details. I am also organising the first scheduled payment for next week.

Kind regards

Chris
Chris Kelly | A/g Assistant Director
Public Health Regulation and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
Ph: (02) 51249059
Mob: [REDACTED]
E: chris.kelly@act.gov.au

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Pond, Aleks (Health)

From: Watt, Stephen (Health)
Sent: Monday, 17 June 2019 1:59 PM
To: Kelly, Chris (Health)
Cc: Pearson, Karen (Health)
Subject: RE: CHS Input to QON 2555 - input required - Delay in payments to invoices [DLM=For-Official-Use-Only]

UNCLASSIFIED For-Official-Use-Only

Many thanks.
 Have included Karen into this.
 R
 Steve

Stephen Watt
 Direct Phone: 02 5124 9722 | Direct Email: stephen.watt@act.gov.au
Business Manager | Finance & Business Intelligence | Canberra Health Services
 Level 1, Building 6, Canberra Hospital, Yamba Drive, WODEN 2606
www.health.act.gov.au

From: Kelly, Chris (Health)
Sent: Monday, 17 June 2019 12:16 PM
To: Wang, Harry (Health) <Harry.Wang@act.gov.au>
Cc: Watt, Stephen (Health) <Stephen.Watt@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>
Subject: RE: CHS Input to QON 2555 - input required - Delay in payments to invoices [DLM=For-Official-Use-Only]

UNCLASSIFIED For-Official-Use-Only

Hi Harry,

The invoice in question to WCS was an installment for a Hoarding Advocacy Support Services (HASS) trial for clients experiencing severe complex hoarding and squalor issues. The HASS supports and complements the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG).

Regards

Chris
Chris Kelly | A/g Assistant Director
Public Health Regulation and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
 Ph: (02) 51249059
 Mob: [REDACTED]
 E: chris.kelly@act.gov.au

From: Wang, Harry (Health)
Sent: Monday, 17 June 2019 9:44 AM
To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>
Cc: Watt, Stephen (Health) <Stephen.Watt@act.gov.au>
Subject: FW: CHS Input to QON 2555 - input required - Delay in payments to invoices [DLM=For-Official-Use-Only]


UNCLASSIFIED For-Official-Use-Only

Hi Chris,

In order to response a QON attached from the Minister.

For item (5) attached in relation to an invoice INV-1097 (with dollar amount \$30,000.00)


I can see this invoice with your initials attached from APIAS. (the invoice might send to you initially).

	428311	24/05/2019	ACTGOV GR	80527241761	INV- 1097	19056039	H1927048
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Supplier name : WODEN COMMUNITY SERVICE INC

Description: HORDING ADVOCACY SUPPORT SERVICES RFQ 2018 5418

Batch Name	Date Inv Received	Type	PO Number	Supplier	Supplier Num	S
HA181900672	24-MAY-2019 00:	Standard		WODEN COMMUNITY SERVICE	8677	H

1 General		2 Lines		3 Holds		4 View Payments		5 Scheduled	
 AP_LINES_R12				Total		Gross		Retained	
						30,000.00			
Num	Type	Amount	Tax Classification Code	Description	Default D				
1	Item	27,272.73	10% AP	HORDING ADVOCACY SUPPORT SE	600.6695				
2	Tax	2,727.27		AU-Tax - AP-GST					

Can you please advise on the questions from below?

- (5) Why were the payments made to Woden Community Service Inc (\$30 000.00) and/or services were supplied for those payments.

If you are not the correct contact person, can you please redirect to the relevant person for answers?

Please let me or Steve know if you have any questions.

Thank you

Hi Steve,

This invoice INV-1097 is actually paid with the correct account code "712101", as it is PO related invoice so the notifiable invoice list capture the wrong account code.

Could you please review and let me know if this has been allocated incorrectly.

The cleared input is due to me no later than **Monday 17 June 2019**.

Many thanks

KP

Karen Pearson
Assistant Director
Assembly and Ministerial Liaison
Communications and Government Relations Unit
Canberra Health Services
Phone: 02 5124 9524 | Email: CHS.Ministerial@act.gov.au

Care ▲ Excellence ▲ Collaboration ▲ Integrity

Pond, Aleks (Health)

From: Kelly, Chris (Health)
Sent: Tuesday, 18 June 2019 11:27 AM
To: Stones, Rebecca (Health)
Subject: FW: HASS First Payment [DLM=For-Official-Use-Only]
Attachments: H1927048.pdf

UNCLASSIFIED

FYI

From: Kelly, Chris (Health)
Sent: Wednesday, 27 March 2019 3:35 PM
To: Cate Hale <[REDACTED]>
Cc: Pam Boyer <[REDACTED]>
Subject: HASS First Payment [DLM=For-Official-Use-Only]

Hi Cate,

I've just met with our finance section regarding the first payment for HASS.

In accordance with the purchase order (attached) I will need an invoice from WCS for \$30,000 for commencement of HASS to process the first payment.

Invoices will be also be required for the 2nd and final payment due on 2 May and 27 June respectively.

Regards

Chris
Chris Kelly | A/g Assistant Director
Public Health Regulation and Projects
Health Protection Service | Public Health Protection and Regulation | ACT Health
Ph: (02) 51249059
Mob: [REDACTED]
E: chris.kelly@act.gov.au

Pond, Aleks (Health)

From: De Ridder, Linda (Health) on behalf of ACTHealth, EH Policy
Sent: Tuesday, 18 June 2019 2:55 PM
To: Cate Hale
Cc: Stones, Rebecca (Health)
Subject: FW: Hoarding Case Management Group (HCMG) next Tuesday
Attachments: HCMG - Agenda - June 2019.pdf; HCMG - Draft Minutes - 16 April 2019.pdf

UNCLASSIFIED

Hi Cate

Feel free to bring someone from Woden Community Service to the meeting if you want, seeing that you will be talking about the HASS trial.

Cheers,
Linda

From: De Ridder, Linda (Health) **On Behalf Of** ACTHealth, EH Policy
Sent: Tuesday, 18 June 2019 2:54 PM
To: Alex Taylor <alex.taylor@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>; Bingham, Jaime (Health) <Jaime.Bingham@act.gov.au>; ED-HPS-Support <ED-HPS-support@act.gov.au>; Green, Ben <Ben.Green@act.gov.au>; Kanellopoulos, Maria <Maria.Kanellopoulos@act.gov.au>; Mackey, Patricia <Patricia.Mackey@act.gov.au>; Meere, Patrick <Patrick.Meere@act.gov.au>; Owens, Paul <Paul.Owens@act.gov.au>; Roberts, Rachael <Rachael.Roberts@act.gov.au>; Shaw, Wayne <Wayne.Shaw@act.gov.au>; Sloan, Sean <Sean.Sloan@act.gov.au>; Stedman, Andrew (Health) <Andrew.Stedman@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Ujdur, Steve <Steve.Ujdur@act.gov.au>; Cate Hale <Cate.Hale@act.gov.au>; Davis, Megan <Megan.Davis@act.gov.au>; Curtin, Daniel (Health) <Daniel.Curtin@act.gov.au>
Cc: Collins, Ellen <Ellen.Collins@act.gov.au>
Subject: Hoarding Case Management Group (HCMG) next Tuesday

UNCLASSIFIED

Hello HCMG

We will be meeting will be next Tuesday, 25 June at 2.30pm. 25 Mulley Street, Holder.

I have attached the Agenda and the Minutes from the last meeting.

I hope to see you there.

Thanks to those who have advised me of apologies and proxies for this meeting.

Kind regards,
Linda

Linda de Ridder
 Secretariat, Hoarding Case Management Group
 Health Protection Service | Public Health, Protection and Regulation | ACT Health
 PH 02 5124 9222 | FAX 02 5124 5554

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611
E EHPolicy@act.gov.au W health.act.gov.au



Hoarding Case Management Group (HCMG)

Meeting Agenda

25 June 2019

2.30 – 4.30pm

Health Protection Service, 25 Mulley Street, Holder

1. Attendance/apologies
2. Conflicts of interest
3. Endorsement of meeting minutes from 16 April 2019
4. Actions arising from previous meeting

Action	Member/Agency Responsible	Status
[REDACTED] further discussion at item 5.2		
ACT Fire & Rescue will be invited to the next inspection by TCCS. (ongoing action)	TCCS	Complete / not complete
Further collaboration between AC and TCCS. (ongoing action)	AC, TCCS	Complete / not complete
[REDACTED]	AC, TCCS	Complete / not complete
Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective. (ongoing action)	TCCS & TCCS (Waste Regulation)	Complete / not complete

5. New Business

- 5.1 Use of resident names during meetings
- 5.2 Hoarding Advocacy Support Service (HASS) trial - update

6. Update on current hoarding incidents

- 6.1 [REDACTED] – HPS
- 6.2 [REDACTED] – TCCS / AC
- 6.3 [REDACTED] AC
- 6.4 [REDACTED] MHJHADS / Housing ACT
- 6.5 [REDACTED] – Housing ACT / Public Advocate
- 6.6 [REDACTED] TCCS

7. Action Items, Next Meeting and venue

Next meeting: 20 August 2019, 2.30pm - 4.30pm
Health Protection Service, 25 Mulley St Holder



ACT
Government

ACT Health

Committee-In-Confidence

Hoarding Case Management Group (HCMG)

Meeting Minutes

16 April 2019

Health Protection Service, 25 Mulley Street, Holder

1. Attendance and Apologies

Name	Work Area	Attended	Apology
Conrad Barr, Chair	Health Protection Service	✓	
Vojkan Stefanovic	Health Protection Service, Public Health Regulation & Projects (PHRaP)	✓	
Chris Kelly	Health Protection Service, PHRaP	✓	
Andrew Stedman	Health Protection Service, Environmental Health	✓	
Ben Green	Access Canberra		✓
Krystal Eppelstun-Lee	Access Canberra	✓	
Toby Keene	ACT Ambulance Service		✓
Patrick Meere	ACT Ambulance Service	✓	
Wayne Shaw	ACT Fire & Rescue		✓
Matt Shonk	ACT Fire & Rescue	✓	
Patricia Mackey	ACT Human Rights Commission	✓	
Rachael Roberts	Child and Youth Protection Services		✓
Steve Ujdur	Housing ACT	✓	
Jaime Bingham	Mental Health, Justice Health and Alcohol & Drug Services	✓	
Zoe Pope	Mental Health, Justice Health and Alcohol & Drug Services	✓	
Sean Sloan	Transport Canberra and City Services		✓
Alex Taylor	Transport Canberra and City Services, Waste Regulation		✓
Ellen Collins	Transport Canberra and City Services, Waste Regulation	✓	
Cate Hale	Woden Community Service	✓	
Secretariat	Work Area		
Linda de Ridder	Health Protection Service		

2. Conflicts of interest



3. Actions arising from previous meeting

Progress of action items from the previous meeting was reviewed.

Action	Status update
[Redacted] - ACT Fire & Rescue will be invited to the next inspection by TCCS. (TCCS)	Attendees unsure on progress. Ongoing.

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██████████ - Further collaboration between AC and TCCS. (AC, TCCS)	Attendees unsure on progress. Ongoing.
██████████ ██████████	Attendees unsure on progress. Ongoing.
██████████ - Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective. (TCCS & TCCS Waste Regulation)	Attendees unsure on progress. Ongoing.
██████████ - Public Trustee and Guardian, Public Advocate and Housing ACT will continue to manage this case and liaise with each other, as appropriate. (Public Advocate, Public Trustee & Guardian and Housing ACT)	Yes, this has been occurring. Ongoing as usual-business, so will be removed from action list.
██████████ - Access Canberra to consider regulatory options and report back to HCMG. (AC)	This property is being removed from the list of active cases. It is a derelict property issue, not hoarding.
██████████ - Mental Health Team and Public Advocate to discuss out of session. (Mental Health Team & Public Advocate)	Complete.
██████████ - Members to keep Secretariat updated on progress in this case. (All agencies involved)	Has not occurred, but agencies have been liaising with each other in relation to the property. Remove from action list.
██████████ - Secretariat to return this property to the list of active cases. (Secretariat)	Complete.
██████████ - Secretariat to ask Access Canberra out of session for an update about how they are addressing this property. (Secretariat)	Complete - information requested. Update provided during this meeting (see item 5.4).
██████████ - Mental Health Team and Housing ACT to liaise on this case and seek information from WCS about the cleaning service funded by the NDIS. (Mental Health Team & Housing ACT)	Complete.
██████████ - Housing ACT will undertake an inspection. (Housing ACT)	Complete.
██████████ - Housing ACT to ask Property Services to replace the carpet. (Housing ACT)	Complete. Housing ACT is working on options to replace flooring with lino.
Ben Green to provide draft outline of regulatory options to the Secretariat for circulation to members. (AC)	Not received. May as well remove from action list.
Funding for NGO support services - Chris Kelly will send something out to members concerning the risk rating and the three cases recommended for short term HASS. (HPS)	Complete.
██████████ Review property in six months (April 2019), with a view to removing it from the group.	Agreement to remove this property from the list of active cases.

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4. Endorsement of meeting minutes from 14 February 2019

The Minutes from the meeting of 14 February 2019 were accepted.

5. Update on current hoarding incidents**5.1** 

Conrad Barr suggested that this property be removed from HCMG, as it is a derelict property, not hoarding. There was no dissent. The property will be removed from the list of HCMG active cases.

5.2 


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5.3

[Redacted]

[Redacted]

5.4

[Redacted]

[Redacted]

5.5

[Redacted]

[Redacted]

Committee-In-Confidence

[Redacted]

5.6

[Redacted]

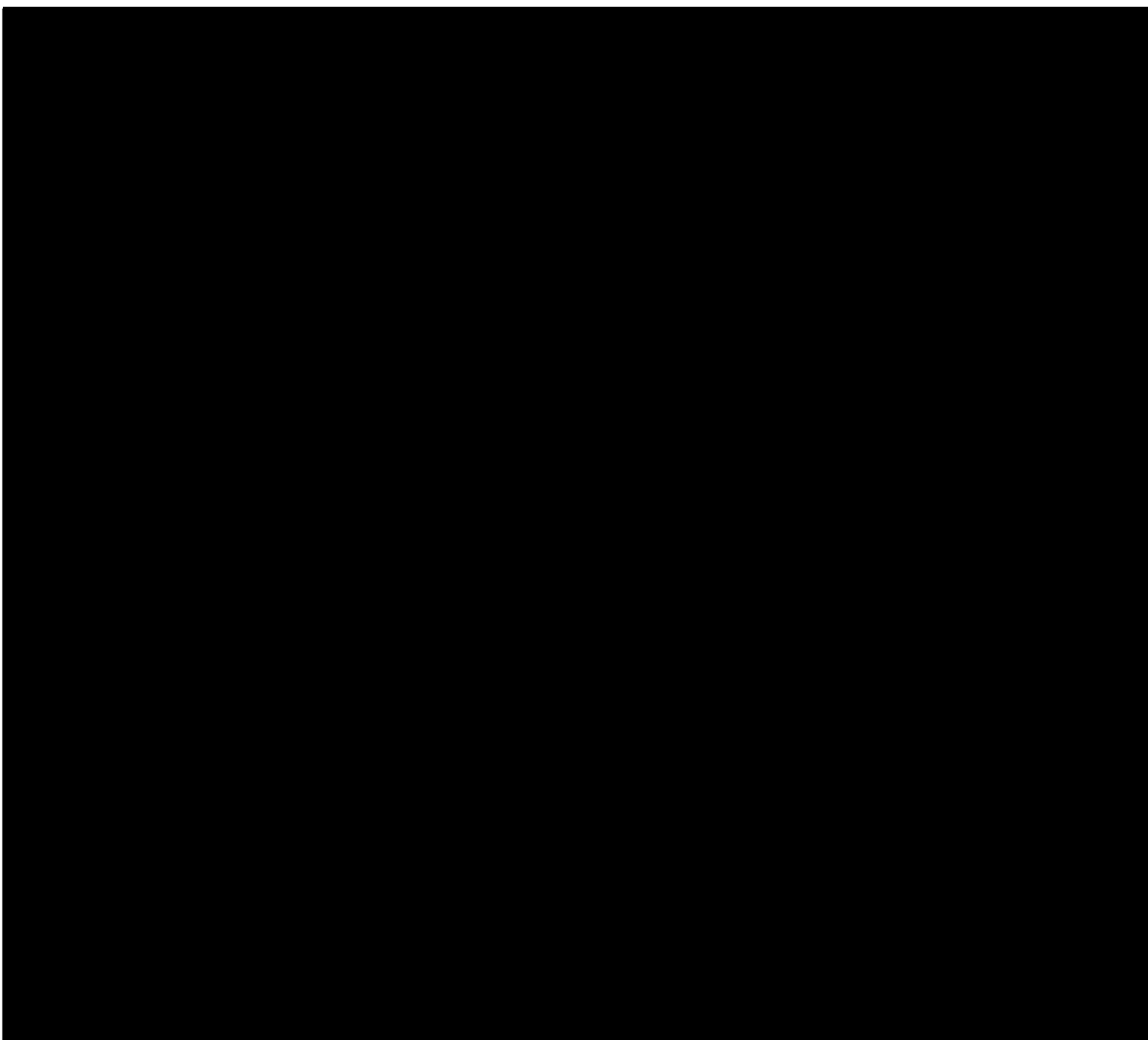
[Redacted]

5.7

[Redacted]

[Redacted]

Committee-In-Confidence



Cate questioned whether some of the HASS funding could be used by WCS to pay the cleaner.

6. New Business

6.1 Hoarding Advocacy Support Service (HASS) trial

Cate Hale is working for WCS, to undertake the short-term HASS trial for HCMG.

Chris Kelly explained that, due to funding limitations, the HASS trial is for a shorter time than HPS had wanted (3½ months) and can only cover three properties. Properties were ranked across categories and the three top-rated properties were selected - [REDACTED]

WCS will report on the trial and HCMG will be asked to consider the report. It will be circulated out-of-session in July.

Cate said she is mainly focusing on what causes delays and how to approach these things with the clients. For example, she is working with the Public Advocate. It will be good to survey those staff on how the trial goes.

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Cate has a two-and-a-half-year relationship with the [REDACTED] resident from when she previously worked for WCS. [REDACTED] has welcomed her back after the 12-month gap.

For the [REDACTED] property, Cate is working in the background.

For the [REDACTED] property, Cate is working out how best to work with the agencies who are providing support [REDACTED]. The client seems willing to meet and work with Cate.

Cate has been receiving a lot of organisational referrals, now that she is back at WCS. These take up a lot of her time and she must refer them on. She will add something to her signature block and Linked In about her working on the specific short-term HASS trial and being unable to take any referrals.

7. Action Items

Action	Member/Agency Responsible
[REDACTED] ACT Fire & Rescue will be invited to the next inspection by TCCS. (ongoing action)	TCCS
[REDACTED] Further collaboration between AC and TCCS. (ongoing action)	AC, TCCS
[REDACTED]	AC, TCCS
[REDACTED] Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective.	TCCS & TCCS (Waste Regulation)

8. Next Meeting and venue

Tuesday 25 June 2019, 2.30pm – 4.30pm
Health Protection Service, 25 Mulley St Holder

Pond, Aleks (Health)

From: Stones, Rebecca (Health)
Sent: Friday, 21 June 2019 10:10 AM
To: Clouten, Jody (Health)
Cc: Christensen, Tory (Health)
Subject: FW: HASS Trial Stakeholder survey questions
Attachments: Stakeholders survey list.xlsx

UNCLASSIFIED

Hi Jody,

As discussed, can you please confirm my understanding of what cate wants and put it together when you have time?

Happy to discuss.

Cheers,

Rebecca Stones

Assistant Director | Public Health Regulation & Projects
 Health Protection Service | Public Health Protection & Regulation Division | ACT Health
 25 Mulley Street Holder ACT | Locked Bag 5005 Weston Creek ACT 2611
 T 02 5124 9848 | E Rebecca.Stones@act.gov.au | [HPS Website](#)

From: Cate Hale [REDACTED]
Sent: Thursday, 13 June 2019 4:22 PM
To: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: HASS Trial Stakeholder survey questions

Rebecca,

See below for the survey questions.

I am happy for these to be adapted or condensed as required to suit your needs and the Survey monkey requirements .

I am wondering about closing response as late as **July 5** to accommodate different stakeholders we know to be on leave. This impacts three or more stakeholders involved in at least two of the three cases. In particular, the two women from Older Persons Mental Health Hoarding team will be away from their desks for the next few weeks so I have added their manager, Kylie Henson, to the stakeholder contact list. She will make the decision to forward it to them on their private emails if required. This is based on the assumption that you can forward Survey Monkey requests and it is not linked to the email address.

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.

The key focus of the targeted HASS trial is working with, and advocating for, 3 specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services

You have been selected to participate in this survey due to your clients participation in the HASS trial.

The following questions are regarding your contact and involvement with the role of the HASS Project Officer.

1. Please state your role or involvement in the HASS trial. (This could be a drop down menu but may be faster to just have them type it in then trying to capture all roles involved.)
2. Has the role of the HASS project officer assisted you in provision of services to your client?
3. What specific supports given best assisted you or your client?
4. What would you improve about the HASS project officer role?
5. If you could, would you utilize the services of the HASS project officer in the future?

I have also attached a spreadsheet of the key stakeholders involved in each case. I am waiting on a response from Whip It and R&R respite for an email contact and I apologise but I have forgotten your colleague, Kate's surname. She has attended a few inspections at the [REDACTED] property and will update this as soon as I have the information.

I haven't determined yet whether to speak to the family members separately or include them in this survey monkey?

My opinion would be to leave them out of this survey and instead ask them to send feedback directly to an email address. I am aware that both [REDACTED] are keen to feedback on the HASS trial.

[REDACTED] is the only case where I have had direct contact with the family so it is only his family members this would apply to.

Looking forward to your feedback on the above, and I will be in the office tomorrow afternoon from 1pm.

With thanks,

Cate Hale

Hoarding Advocacy Support Service (HASS) Project,
Mental Health and Wellbeing

Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] www.wcs.org.au

The HASS (Hoarding, Advocacy Support Service) trial is an initiative of the ACT government Hoarding Case Management Working Group (HCMG), responsible for a whole-of-government approach to the management of complex hoarding and domestic squalor cases.

The key focus of the targeted HASS trial is working with, and advocating for, specific clients to improve their particular hoarding circumstance and to provide effective liaison between the individuals, government regulators, government support services and community support services.

HASS Trial Stakeholder contact list

Name	Organisation	Email
[REDACTED]		
Andrew Stedman	Health Protection Service	andrew.stedman@act.gov.au
Faith Bvirakare	Health Protection Service	faith.bvirakare@act.gov.au
Kate	Health Protection Service	
Caitlin Levey	Health Protection Service	caitlin.levey@act.gov.au
Carli McIntyre	Older Persons MH team	Carli.I.McIntyre@act.gov.au
Veronique Clyde	Older Persons MH team	Veronique.I.Clyde@act.gov.au
Kylie Henson	Older Persons MH team	kylie.henson@act.gov.au
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		
Name	Organisation	Email
Josh O'Neill	City Mental Health NDIS team , WCS NDIS team, WCS	Joshua.O'Neill@act.gov.au
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Samantha Hoekstra	TISCO, Housing ACT	sam.hoekstra@act.gov.au
Steve Ujdur	TISCO , Housing ACT	steve.ujdur@act.gov.au
[REDACTED]	[REDACTED]	[REDACTED]
Name	Organisation	Email
Patricia Mackey	Public Advocate	Patricia.Mackey@act.gov.au
[REDACTED]	[REDACTED]	[REDACTED]

Pond, Aleks (Health)

From: Cate Hale <[REDACTED]>
Sent: Monday, 24 June 2019 8:50 AM
To: Stones, Rebecca (Health)
Subject: FW: Change to littering legislation will impact HASS trial

Rebecca,

Here is the link to the Canberra times article I was speaking about last week.

WCS is aware that we are a visitor to the HCMG so do not intend to raise it a formal agenda item but we are concerned and would like ti discussed. What are your thoughts?

I haven't checked to see if it is the same journalist as at the end of last year.

Thanks, Cate

From: Cate Hale [REDACTED]
Sent: Friday, 7 June 2019 4:06 PM
To: Jenny Kitchin [REDACTED]; Kate West [REDACTED]; Pam Boyer [REDACTED]
Subject: Change to littering legislation will impact HASS trial

<https://www.canberratimes.com.au/story/6203468/500-for-dropping-one-butt-act-wants-to-get-tough-on-littering/?cs=14329>

Hi All,

A very interesting article that highlights changes that will impact the HASS project and adds layers to the legislation for regulatory responses against hoarders in the ACT.

These changes will have been made to tackle one particular hoarding case on the HCMG but could have wide ranging consequences for many years. I am happy to speak with you about the case in more detail as it will put the changes into context . WCS and Chris Redmond have been involved with this case in the past.

I think this would warrant a response from us and a question to the HCMG.

Thanks, Cate

Sent from my Samsung Galaxy smartphone.

Pond, Aleks (Health)

From: Cate Hale <[REDACTED]>
Sent: Tuesday, 25 June 2019 10:47 AM
To: ACTHealth, EH Policy
Cc: Stones, Rebecca (Health)
Subject: RE: Hoarding Case Management Group (HCMG) next Tuesday
Attachments: WCS HASS 2019 HCMG Pres Powerpoint.pptx; HCMG Handout Final 250619.docx

Linda and Rebecca,

Attached is the PowerPoint for today's presentation and the handout containing more detail of the HASS trial. Linda, are you happy to do printouts of the handout for the meeting or would you like me to? If so, how many are needed?

Also, I have confirmed that the following people will be accompanying me from Woden Community Service –
 Kate West, Director, Service Development
 Pam Boyer, Manager, Mental Health and Wellbeing,
 Jenny Kitchin, CEO.

Pam and Kate will need to leave after the HASS presentation to attend another meeting.

Thanks, and see you this afternoon,

Cate

From: De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au> **On Behalf Of** ACTHealth, EH Policy
Sent: Wednesday, 19 June 2019 11:53 AM
To: Cate Hale <[REDACTED]>
Cc: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: RE: Hoarding Case Management Group (HCMG) next Tuesday

UNCLASSIFIED

Hi Cate

Handouts will be fine.

If you want, I can send an electronic version to members who cannot attend on the day. Or I could scan the document and email it to them.

Regards,
 Linda

From: Cate Hale <[REDACTED]>
Sent: Wednesday, 19 June 2019 11:26 AM
To: ACTHealth, EH Policy <EHPolicy@act.gov.au>
Cc: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: RE: Hoarding Case Management Group (HCMG) next Tuesday

Linda and Rebecca,

On a practical note, I was planning to just do a physical handout for the meeting rather than a powerpoint.

Please let me know if you have a preference and if you would like it electronically on the day to distribute to all HCMG members.

Thanks,

Cate

From: De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au> **On Behalf Of** ACTHealth, EH Policy
Sent: Tuesday, 18 June 2019 2:55 PM
To: Cate Hale [REDACTED]
Cc: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Subject: FW: Hoarding Case Management Group (HCMG) next Tuesday

UNCLASSIFIED

Hi Cate

Feel free to bring someone from Woden Community Service to the meeting if you want, seeing that you will be talking about the HASS trial.

Cheers,
Linda

From: De Ridder, Linda (Health) **On Behalf Of** ACTHealth, EH Policy
Sent: Tuesday, 18 June 2019 2:54 PM
To: Alex Taylor <alex.taylor@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>; Bingham, Jaime (Health) <Jaime.Bingham@act.gov.au>; ED-HPS-Support <ED-HPS-support@act.gov.au>; Green, Ben <Ben.Green@act.gov.au>; Kanellopoulos, Maria <Maria.Kanellopoulos@act.gov.au>; Mackey, Patricia <Patricia.Mackey@act.gov.au>; Meere, Patrick <Patrick.Meere@act.gov.au>; Owens, Paul <Paul.Owens@act.gov.au>; Roberts, Rachael <Rachael.Roberts@act.gov.au>; Shaw, Wayne <Wayne.Shaw@act.gov.au>; Sloan, Sean <Sean.Sloan@act.gov.au>; Stedman, Andrew (Health) <Andrew.Stedman@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Ujdur, Steve <Steve.Ujdur@act.gov.au>; Cate Hale [REDACTED] Davis, Megan <Megan.Davis@act.gov.au>; Curtin, Daniel (Health) <Daniel.Curtin@act.gov.au>
Cc: Collins, Ellen <Ellen.Collins@act.gov.au>
Subject: Hoarding Case Management Group (HCMG) next Tuesday

UNCLASSIFIED

Hello HCMG

We will be meeting will be next Tuesday, 25 June at 2.30pm. 25 Mulley Street, Holder.

I have attached the Agenda and the Minutes from the last meeting.

I hope to see you there.

Thanks to those who have advised me of apologies and proxies for this meeting.

Kind regards,
Linda

Linda de Ridder
Secretariat, Hoarding Case Management Group
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