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From: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>

Sent: Monday, August 5, 2019 12:17:15 PM

To: Barr, Conrad (Health) <Conrad.Barr@act.gov.au>

Subject: FW: HASS trial final report

UNCLASSIFIED

Hi Conrad,

As discussed, the self-evaluation report from the Hoarding Advocacy Support Service trial is in (attached).

Once you're happy, I can send it to the HCMG for their consideration before discussion at the 20 August 2019 meeting. PHRaP can prep some specific discussion points for the meeting so that we can get some outcomes to include in a briefing for the Minister.

Thanks,

Rebecca Stones

Assistant Director | Public Health Regulation & Projects

Health Protection Service | Public Health Protection & Regulation Division | ACTHealth

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: Kate West <[REDACTED]>

Sent: Wednesday, 31 July 2019 4:51 PM

To: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>

Subject: HASS trial final report

Hi Rebecca,

Once again, thank you for the opportunity of being part of the HASS trial. Please find attached a final report detailing the outcomes of the trial. If you have any questions or would like to discuss further, please let me know.

Kind regards

Kate West

Director Service Development

Woden Community Service | 26 Corinna St | Woden ACT 2606

W: wcs.org.au



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.

Pond, Aleks (Health)

From: De Ridder, Linda (Health) on behalf of ACTHealth, EH Policy
Sent: Monday, 12 August 2019 11:03 AM
To: Stones, Rebecca (Health)
Subject: HASS final report for HCMG consideration 20 August
Attachments: WCS HASS trial final report July 2019.pdf

UNCLASSIFIED Sensitive

Hi Bec,

I have drafted a message to send to HCMG with the HASS report. I could ask Bec Moroney to get clearance and send it on behalf of Conrad, to give it more weight.

What specifically do you want from members? Does these numbered points need tweaking?

Linda

Hello HCMG members

I have attached the final report for the Hoarding Advocacy Support Service (HASS) trial, that was undertaken by Woden Community Service.

As you are aware, HASS is not currently funded. The HASS trial took place with a short term allocation of funds that was sourced by the Health Protection Service (HPS). HPS is not resourced to continue funding HASS.

The report will be discussed at the Hoarding Case Management Group (HCMG) on 20 August. Please read over the report and come to the meeting with firm ideas on:

1. your agency's response to the report;
2. any recommendations from your agency on how to progress from here;
3. whether you think HCMG should support a Budget bid for ongoing HASS;
4. which agency you think would be best placed to oversee this whole-of-government initiative.

I look forward to seeing you at the meeting.

Kind regards,

Conrad Barr | Executive Branch Manager

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

PH 5124 9262 | FAX 6205 1705

25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611

E Conrad.Barr@act.gov.au W health.act.gov.au

Pond, Aleks (Health)

From: De Ridder, Linda (Health) on behalf of ACTHealth, EH Policy
Sent: Monday, 12 August 2019 4:14 PM
To: Barr, Conrad (Health); Kanellopoulos, Maria; Keene, Toby; Khalaf, Amaly (Health); Kneipp, Jason (Health); Mackey, Patricia; Meere, Patrick; Owens, Paul; Roberts, Rachael; Shaw, Wayne; Sloan, Sean; Stones, Rebecca (Health); SupportHPS; Taylor, Alex; Ujdur, Steve; Redmond, Margaret; Lhuede, Nick; Davis, Megan; Collins, Ellen; Stedman, Andrew (Health)
Subject: HCMG for action - HASS trial final report
Attachments: WCS HASS trial final report July 2019 - Committee in Confidence.pdf
Importance: High

UNCLASSIFIED Sensitive

Hello Hoarding Case Management Group (HCMG)

Please find attached the final report for the Hoarding Advocacy Support Service (HASS) trial that was undertaken by Woden Community Service. As you know, HASS is not currently funded. The HASS trial took place with a short term allocation of funds sourced by the Health Protection Service (HPS). HPS is not resourced to continue funding HASS.

ACTION REQUIRED: HCMG members will be asked to provide comments on the HASS final report and discuss the future of HASS at the 20 August 2019 HCMG meeting. As such, members should review the attached report and come to the meeting with firm ideas on:

1. your agency's response to the report;
2. any recommendations from your agency on how to progress from here (noting that the HASS is not currently funded);
3. whether you think HCMG should support a Budget bid for ongoing HASS; and
4. any other matters relevant to the future of a whole-of-government HASS.

Please note that this report is Committee-in-Confidence - for HCMG use only.

I will send an agenda for next week's meeting over coming days. We look forward to seeing you at the 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

Pond, Aleks (Health)

From: De Ridder, Linda (Health) on behalf of ACTHealth, EH Policy
Sent: Tuesday, 13 August 2019 12:39 PM
To: Barr, Conrad (Health); Kanellopoulos, Maria; Khalaf, Amaly (Health); Kneipp, Jason (Health); Lhuede, Nick; Meere, Patrick; Owens, Paul; Redmond, Margaret; Roberts, Rachael; Shaw, Wayne; Sloan, Sean; Stedman, Andrew (Health); Stones, Rebecca (Health); SupportHPS; Taylor, Alex; Ujdur, Steve; Davis, Megan
Cc: Berry, Martin; O'Shea, Stephen; Collins, Ellen
Subject: Agenda for Hoarding Case Management Group (HCMG) next Tuesday
Attachments: HCMG - Agenda - 20 August 2019.pdf; HCMG - Draft Minutes - 25 June 2019.pdf

UNCLASSIFIED Sensitive

Hello HCMG

I have attached the Agenda for our meeting next Tuesday, 20 August 2.30pm. I have also attached the draft Minutes from the previous meeting.

I sent the HASS report in a separate email yesterday, requesting your actions to prepare for the meeting.

Thank you to those who have confirmed attendance or provided an apology for the 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
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Hoarding Case Management Group (HCMG)

Meeting Agenda

20 August 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 25 June 2019
4. Actions arising from previous meeting

Action	Member/Agency Responsible	Status
Convene a small working group out-of-session, to discuss content of the hoarding code of practice that will be required if the Litter Legislation Amendment Bill 2019 is passed.	TCCS and Secretariat	Ongoing
Reassess [REDACTED] in 6 months (December 2019), with a view to removing the property from the list of HCMG cases.	HCMG	Not yet due

5. Update on current hoarding incidents

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

6. New Business

- 6.1 Hoarding Advocacy Support Service Trial: Final Report

7. Other business

8. Action Items, Next Meeting and venue

Next meeting: 16 October 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

25 June 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)	✓	
Rebecca Stones	Health Protection Service, PHRaP	✓	
Andrew Stedman	Health Protection Service, Environmental Health	✓	
Ben Green	Access Canberra		✓
Krystal Eppelstun	Access Canberra	✓	
Megan Davis	ACT Ambulance Service	✓	
Patrick Meere	ACT Ambulance Service		✓
Wayne Shaw	ACT Fire & Rescue		✓
Paul Owens	ACT Fire & Rescue	✓	
Patricia Mackey	ACT Human Rights Commission		✓
Steve Ujdur	Housing ACT	✓	
Sean Sloan	Transport Canberra and City Services	✓	
Martin Berry	Transport Canberra and City Services	✓	
Steve O'Shea	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	✓	
Jenny Kitchin	Woden Community Service	✓	
Pam Boyer	Woden Community Service	✓	
Kate West	Woden Community Service	✓	Attended for Item 5.2
Jaime Bingham	Mental Health, Justice Health and Alcohol & Drug Services		
Secretariat	Work Area		
Linda de Ridder	Health Protection Service, PHRaP		

2. Conflicts of interest



3. Endorsement of meeting minutes from 16 April 2019

The Minutes from the meeting of 16 April 2019 were accepted.

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4. Actions arising from previous meeting

Progress of action items from the previous meeting was reviewed.

Action	Status update
[REDACTED]	Sean Sloan suggested that these actions be suspended. TCCS has presented a Bill to amend the <i>Litter Act 2004</i> , to enable better management of cases like this.
ACT Fire & Rescue will be invited to the next inspection by TCCS	
Further collaboration between AC and TCCS (AC, TCCS)	
[REDACTED]	Action on this property has slowed while TCCS awaits better enforcement tools.
Alex Taylor and Sean Sloan to discuss ways to progress with this case from a TCCS perspective (TCCS & TCCS Waste Regulation)	<i>Reassess the approach to this property in 6 months.</i>

5. New business**5.1 Use of resident names during meetings**

Conrad Barr explained that after the previous meeting, several agencies advised that they cannot follow the discussions in HCMG meetings because they only know clients by their full name and not by the address.

It was agreed that the names of clients should be referred to in the meeting as well as the property address, so that all members can know which case is being referred to. Client names will not be recorded and the Minutes will identify the property by location only.

5.2 Hoarding Advocacy Support Service (HASS) trial – update

Cate delivered a presentation and paper about the 3.5-month HASS trial that will soon finish.

The HASS trial has assisted communication between support services, clients and Government. The HASS officer has helped to engage cleaners and other supports under NDIS and My Aged Care funding.

Where support was already in place, the HASS officer coordinated with, and supported, existing workers rather than trying to establish relationships directly with clients in the short timeframe of the trial.

HASS in [REDACTED]

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HASS in [REDACTED]

The client has long term [REDACTED] funding and many supports, but the services were not talking to each other (only the Mental Health Team and Housing ACT were communicating). Cate liaised with the various agencies, but not directly with the client.

HASS in [REDACTED]

Some findings from the trial

- There is great demand for HASS - Cate received more than 20 enquiries over three months, but the HASS trial did not allow for other cases to be taken on.
- Multi-disciplinary planning is essential.
- Funding for small purchases builds rapport with support workers and clients and can overcome barriers.
- The inability to share client history impacts communication between stakeholders.
- Having funding in place does not guarantee that services will be accessible.
- There is a need for training of stakeholders concerning language used around hoarding and squalor issues (e.g. issues can be overlooked during NDIS or My Aged Care planning).
- There is a need for training, support and mentoring of staff working with hoarding.
- There are issues concerning confidentiality and information exchange between stakeholders assisting in hoarding cases. Information exchange was not a problem for Cate when liaising with HCMG members; but it was a problem when liaising with those outside the HCMG group.

WCS will send out a staff survey about HASS to those involved with the three clients.

Conrad said there was positive feedback from some of the neighbours. He thanked Cate for her involvement and for the update.

5.3 Litter Legislation Amendment Bill 2019

Transport Canberra and City Services discussed the Litter Legislation Amendment Bill 2019 and development of a hoarding code of practice, which will be a mandatory if the Bill is passed.

Sean explained that the Bill looks to change what triggers an offence and provide more tools for dealing with litter, including litter on private property if it affects the amenity of others.

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In the event of legal action, TCCS would be able to demonstrate to a court that the steps outlined in the code of practice have been undertaken.

The code of practice should use a balanced approach to hoarding, considering the impact on neighbours as well as the mental health needs of the resident. It should align with government policy and Ministerial expectations.

Martin Berry and Steve O'Shea will be drafting the code of practice under the Litter Act. Martin said that TCCS would appreciate input from HCMG in developing the code.

The code should be a step by step guide on how to progress through a case. Development of the code will need to consider the intent, preferred framework and who to involve. It would be hard to mandate that an external agency should take part. Every case is different, so the code will need to be high-level.

Action: Secretariat to assist TCCS to convene a small working group out-of-session to discuss content of the hoarding code of practice that will be required if the Litter Legislation Amendment Bill 2019 is passed.

6. Update on current hoarding incidents

6.1

[REDACTED]

6.2

[REDACTED]

Periodic inspections are undertaken.

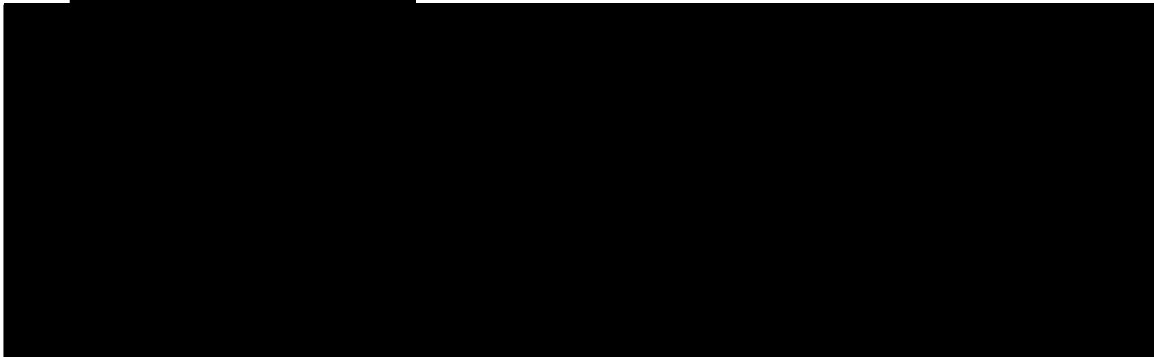
[REDACTED]

6.3

[REDACTED]

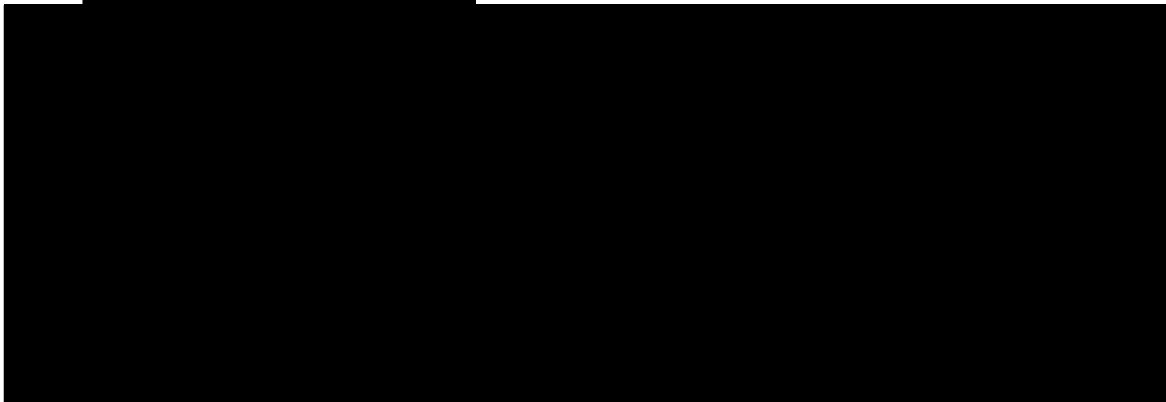
Committee-In-Confidence

6.4

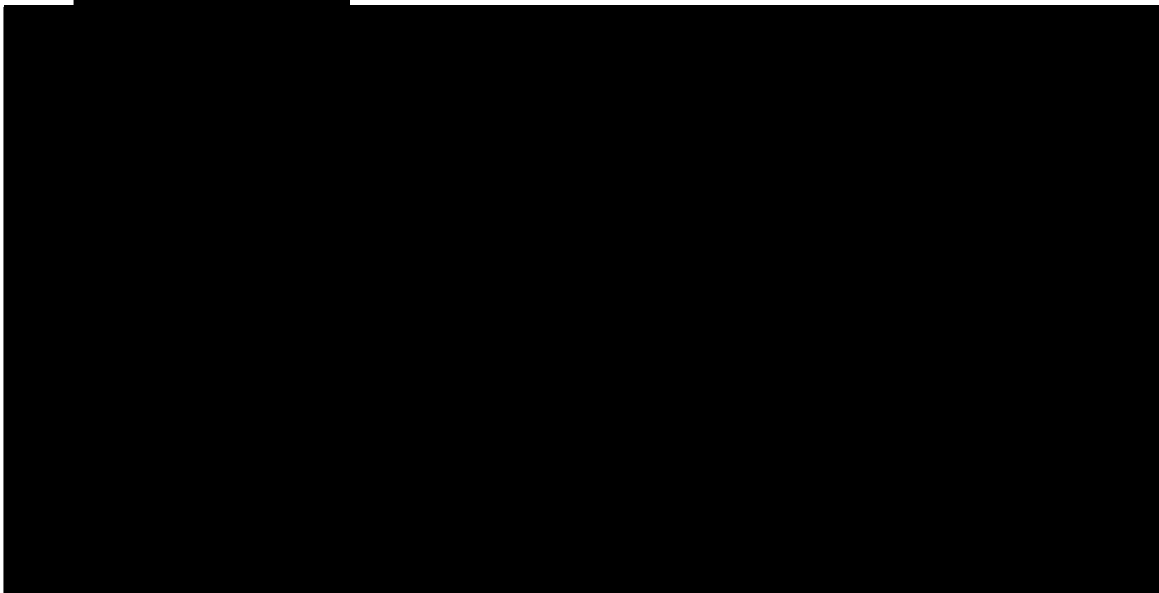


This property can probably be managed outside HCMG now. HCMG will reassess in 6 months to see if the property can be removed from HCMG list of cases.

6.5



6.6

**7. Other business**

Nil.

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8. Action Items

Action	Member/Agency Responsible
Convene a small working group out-of-session, to discuss content of the hoarding code of practice that will be required if the Litter Legislation Amendment Bill 2019 is passed.	TCCS and Secretariat
Reassess [REDACTED] in 6 months (December 2019), with a view to removing the property from the list of HCMG cases.	HCMG

9. Next Meeting and venue

Tuesday 20 August 2019, 2.30pm – 4.30pm
 Health Protection Service, 25 Mulley St Holder

Pond, Aleks (Health)

From: Owen, Kimberly (Health) on behalf of ACT Health Office of the Chief Health Officer
Sent: Wednesday, 14 August 2019 12:21 PM
To: Pulli, Tracey (Health)
Cc: Stones, Rebecca (Health); Barr, Conrad (Health)
Subject: FW: Hoarding media lines - for urgent clearance
Attachments: Media lines - 14 August 2019.docx

Importance: High

UNCLASSIFIED

Attached version cleared by Acting CHO.

From: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Sent: Wednesday, 14 August 2019 10:31 AM
To: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Cc: Barr, Conrad (Health) <Conrad.Barr@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au>
Subject: Hoarding media lines - for urgent clearance
Importance: High

UNCLASSIFIED

Hi Rebecca

As discussed, request for media lines on hoarding and the HASS trial from Minister's office with WIN asking about the HASS trial in light of the Canberra Liberals' calls for new laws targeting hoarding today (see email below).

Liberals' clean-up Act

[Canberra Times, General News, 14/08/19, Dan Jervis-Bardy, page 1](#)

Hoarders and property owners who fail to keep their properties clean are the target of a proposed crackdown by the Canberra Liberals. Opposition Leader Alistair Coe will introduce new laws into the ACT Legislative Assembly on Wednesday, seeking to strengthen the government's power to force squalid properties to be cleaned up.

See below response to the enquiry we had last year in November on the trial which I have updated with the advice you provided in June. Once finalised, this will also be useful for your QTB...

Sending the below media lines to you for urgent review and clearance up through Conrad and Kerryn – with the debate happening this morning, MO needs them.

Media lines – hoarding and HASS trial:

- Hoarding is a complex social issue which has many potential causes.
- People who hoard items to the point where their homes can become a health and safety risk may suffer from a range of issues. These can include the effects of psychiatric illness, physical disorders, trauma or dementia.

- Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of sometimes unsightly or unsanitary material.
- The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT. We do this through a cross government Hoarding Case Management Group, which has been in place since 2015.
- The vast majority of severe hoarding cases occurring on privately owned residences.

Hoarding Advocacy Support Services (HASS) trial

- At the beginning of the year (January 2019), the ACT Health Directorate partnered with the Woden Community Services to run a trial of a Hoarding Advocacy Support Services (HASS).
- The HASS trial aimed to improve outcomes for people who have hoarding behaviours and their neighbours, in particular over the summer months when we often see an exacerbation of hoarding conditions due to the hot weather.
- The trial used a case management approach to engage with individuals and help to connect them with the levels of support they need.
- These support services included mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners).
- The HASS trial officially ended on 30 June 2019 and the outcomes of the trial are currently being evaluated.
- Once complete, the evaluation will be considered by the Hoarding Case Management Group and advice will be provided to Government on future support services for people with hoarding behaviours and their neighbours.

ENDS

Let me know if you need anything further.

Cheers
Tracey

Tracey Pulli
Director of Media | ACT Health Directorate

P | (02) 5124 9444 M | [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

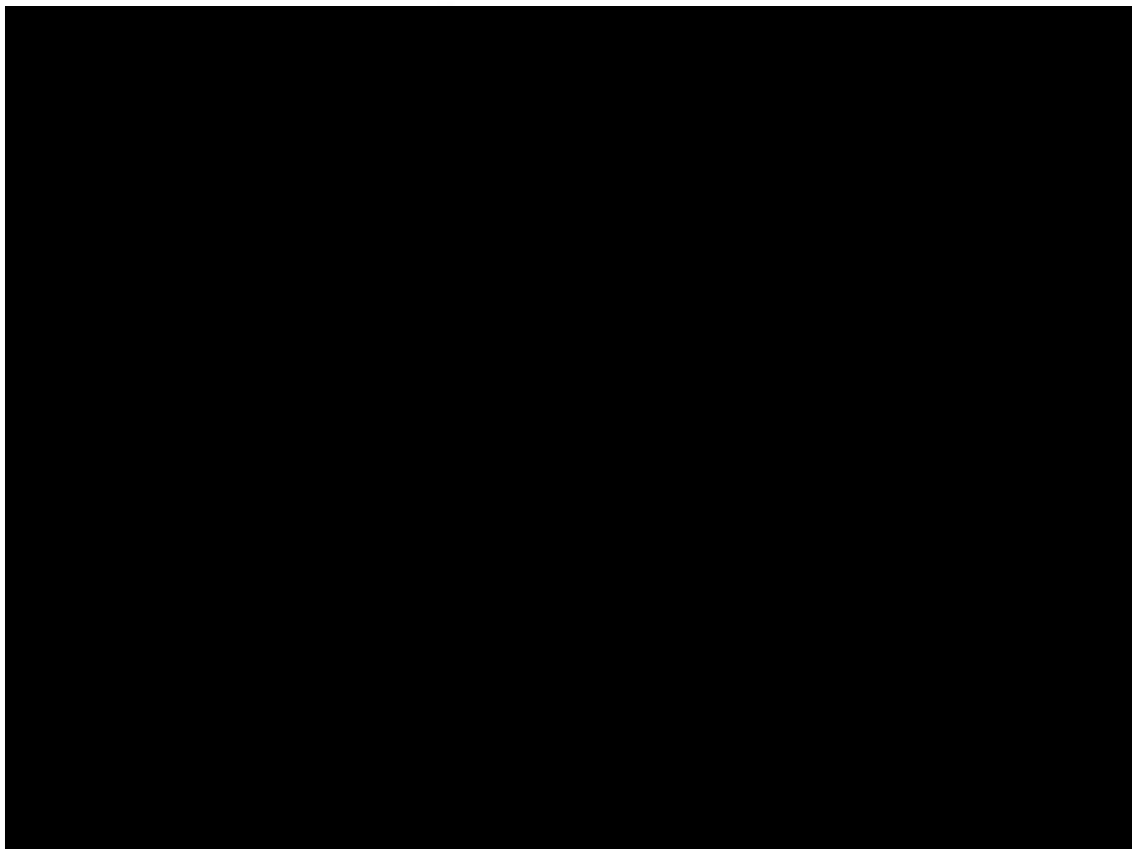
From: [REDACTED]
Sent: Wednesday, August 14, 2019 9:01:41 AM (UTC+10:00) Canberra, Melbourne, Sydney
To: Health Media
Subject: Media request

Morning team,

I'm doing a story today on the Canberra Liberals' calls for new laws targeting hoarding, and I understand ACT Health called for quotes for a trial of a support service last November. Wondering if that trial is underway/any update?

Thanks,

[REDACTED]



Media lines – hoarding and HASS trial:

- Hoarding is a complex social issue which has many potential causes with no simple solution.
- People who hoard items to the point where their homes can become a health and safety risk may suffer from a range of issues.
- Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. Severe hoarding also has the potential to impact the quality of life of people living near affected premises through the accumulation of unsightly or insanitary material.
- Severe hoarding and squalor is a complex issue that requires a combination of approaches including regulatory action, welfare support and relevant Non Government Organisation (NGO) engagement to bring about a long-term sustainable resolution.
- The ACT Government manages a small number of cases of severe hoarding and squalor in the ACT. We do this through a cross government Hoarding Case Management Group, which has been in place since 2015.
- The vast majority of severe hoarding cases occur on privately owned residences.

Hoarding Advocacy Support Services (HASS) trial

- At the beginning of the year (January 2019), the ACT Health Directorate procured the Woden Community Service to run a trial of a Hoarding Advocacy Support Services (HASS).
- The HASS trial aimed to improve outcomes for people who have hoarding behaviours and their neighbours. The HASS trial was also proposed to support and complement the existing regulatory management of hoarding and squalor. .
- The trial used a case management approach to engage with individuals and help to connect them with, and liaise between, the support services they need.
- These support services included liaison and referral to mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners).
- The HASS trial officially ended on 30 June 2019 and the outcomes of the trial are currently being evaluated.
- The evaluation will be considered by the Hoarding Case Management Group and advice will be provided to Government on future support services for people with hoarding behaviours and their neighbours.

ENDS

Pond, Aleks (Health)

From: Barr, Conrad (Health)
Sent: Thursday, 15 August 2019 5:50 PM
To: Health Media; Coleman, Kerryn (Health); Stones, Rebecca (Health)
Cc: ACT Health Office of the Chief Health Officer
Subject: RE: ACT Hoarding Services

UNCLASSIFIED

Tracey
 Thanks very much.
 Cheers
 Conrad

From: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au> **On Behalf Of** Health Media
Sent: Thursday, 15 August 2019 5:48 PM
To: Coleman, Kerryn (Health) <Kerryn.Coleman@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>;
 Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: FW: ACT Hoarding Services

UNCLASSIFIED

Hi team

Final for reference.

Cheers
 Trace

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: Pulli, Tracey (Health) **On Behalf Of** Health Media
Sent: Thursday, 15 August 2019 5:20 PM
To: [REDACTED]
Subject: RE: ACT Hoarding Services

UNCLASSIFIED

Hi [REDACTED]

Please see below response to your request.

Attributable to an ACT Government spokesperson:

- Hoarding is a complex social issue which has many potential causes with no simple solution.

- We recognise that people who hoard items to the point where their homes can become a health and safety risk may be experiencing a range of issues, including mental illness.
- This complex issue requires a combination of approaches including regulatory action, psychological and welfare support, and relevant Non-Government Organisation (NGO) engagement. Across ACT Government, we manage this through a Hoarding Case Management Group, which has been in place since 2015.

Information about the current hoarding services available to people in the ACT. What services are offered by ACT Health currently and how much funding is allocated to them?

- Earlier this year, the ACT Health Directorate procured the Woden Community Service to run a trial of a Hoarding Advocacy Support Services (HASS). The trial cost \$90,000 to run. Further details on this trial are below.
- Acknowledging that hoarding behaviour may be associated with a range of mental health issues, there are number of community and health services individuals can access including their general practitioner, local community service and [Access Mental Health](#), which includes our Adult and Child and Adolescent Community Mental Health Teams located throughout Canberra.
- Although the vast majority of severe hoarding cases occur on privately owned residences, Housing ACT has team of very skilled front line specialist workers that work intensively with tenants that require additional support to maintain their tenancies. Housing ACT works together with tenants and support agencies to tailor response that takes into account individual capabilities. This work is in line with Housing ACT's Modernising Tenancy Services Framework, which is about ensuring a continuum of support and resources to assist people to engage in behavioural change.
- Each year Housing ACT also supports the Belconnen Community Services (BCS) to help the tenants of 10 properties who are at risk of eviction by volunteering basic gardening and yard clean up services. The service provides assistance to tenants experiencing difficulty maintaining their outdoor areas and is the result of strong community partnerships between employees of BCS, Housing ACT and members of our community.
- In the addition to the above, ACT Fire & Rescue (ACTF&R) regularly attends reported hoarding properties to assess the property from an operational risk perspective and promote fire safety with the occupants. As part of this service, ACTF&R offers smoke alarm installation and general fire safety advice.

How many cases of hoarding are treated each year and whether these are long-term ongoing cases?

- There is only a small number of cases of severe hoarding and squalor every year. At present the Hoarding Case Management Group is managing five cases and monitoring one previously managed case.

I understand Woden Community Service is currently running a trial for people with hoarding. The service told me yesterday they were unable to comment on the trial while it was still ongoing. Can ACT Health provide an update on the trial's progress and what's involved?

- The HASS trial commenced earlier this year. The trial used a case management approach to engage with individuals and help to connect them with, and liaise between, the support services they need. These support services included liaison and referral to mental health and aged care support and facilitating the provision of domestic services (i.e. cleaners, gardeners).
- The HASS trial officially ended on 30 June 2019 and the outcomes of the trial are currently being evaluated. The evaluation will be considered by the Hoarding Case Management Group and advice will be provided to Government on future support services for people with hoarding behaviours and their neighbours.

ENDS

Cheers
Tracey

Tracey Pulli

Director of Media | ACT Health Directorate

P | (02) 5124 9444 M | [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

From: [REDACTED]
Sent: Thursday, 15 August 2019 10:46 AM
To: Health Media <HealthMedia@act.gov.au>
Subject: ACT Hoarding Services

Hello,

I'm hoping to get some information about the current hoarding services available to people in the ACT. What services are offered by ACT Health currently and how much funding is allocated to them?

Can ACT Health give an idea of how many cases of hoarding are treated each year and whether these are long-term ongoing cases?

I understand Woden Community Service is currently running a trial for people with hoarding. The service told me yesterday they were unable to comment on the trial while it was still ongoing. Can ACT Health provide an update on the trial's progress and what's involved?

My deadline is COB today.

Kind regards,

[REDACTED]

Pond, Aleks (Health)

From: De Ridder, Linda (Health)
Sent: Tuesday, 20 August 2019 11:55 AM
To: Stones, Rebecca (Health)
Subject: RE: CM Weekly Brief - Request for Input from ACTHD - Due to MAGS by COB Wed 21 August 2019

UNCLASSIFIED For-Official-Use-Only

Hi Bec

This is what I have drafted for the CM so far. I thought you might want to look at it now, so there is less to go over later.

Q:\CS\HPS\P&EHS\EH Project Team\1. ACT Government Correspondence\1. Ministerial Correspondence\1. Ministerial Briefs\2019\CM Weekly Brief Input - ACT Health - Hoarding - 22 August 2019.docx

Is it too detailed?

This afternoon I will need to insert something about HCMG's position on HASS and a whole-of-Government approach.

Linda

From: Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>
Sent: Monday, 19 August 2019 3:32 PM
To: De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>
Subject: FW: CM Weekly Brief - Request for Input from ACTHD - Due to MAGS by COB Wed 21 August 2019

UNCLASSIFIED For-Official-Use-Only

Hi Linda,

Can you please pull something together for this re: hoarding? Good opportunity for us to explain the situation to the CM.

Cheers,

Rebecca Stones

A/g 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: Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS
Sent: Monday, 19 August 2019 3:05 PM
To: SupportHPS <ED-HPS-support@act.gov.au>; #ACT Health, HPS Managers
 <#ACTHealthHPSManagers@act.gov.au>; Johnston, Vanessa (Health) <Vanessa.Johnston@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: RE: CM Weekly Brief - Request for Input from ACTHD - Due to MAGS by COB Wed 21 August 2019

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Apologies , I forgot it needs to go up via DDG's office .
I will need by COB tomorrow – Tuesday 20 August -sorry.

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

From: Moroney, Rebecca (Health) **On Behalf Of** SupportHPS
Sent: Monday, 19 August 2019 3:03 PM
To: #ACT Health, HPS Managers <#ACTHealthHPSManagers@act.gov.au>; Johnston, Vanessa (Health) <Vanessa.Johnston@act.gov.au>
Cc: OCHO (ACTHealthOCHO@act.gov.au) <ACTHealthOCHO@act.gov.au>
Subject: FW: CM Weekly Brief - Request for Input from ACTHD - Due to MAGS by COB Wed 21 August 2019
Importance: High

UNCLASSIFIED For-Official-Use-Only

Hi Directors

This will go up under Conrads clearance , please have any input back to me by NLT Midday Wednesday 21 August.

Thank you – Bec 😊

Rebecca Moroney | Personal Assistant to Executive Branch Manager
Health Protection Service | Public Health, Protection and Regulation | ACT Health
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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

From: Colquhoun, Judith (Health) <Judith.Colquhoun@act.gov.au>
Sent: Monday, 19 August 2019 2:54 PM
To: Dale, Emm (Health) <Emm.Dale@act.gov.au>; Elliott, Gabrielle (Health) <Gabrielle.Elliott@act.gov.au>; Office for Mental Health and Wellbeing <OfficeforMHW@act.gov.au>
Cc: Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; DDGHSPR <DDGHSPR@act.gov.au>; DDGCorporate <DDGCorporate@act.gov.au>; DGACTION <DGACTION@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>; Colquhoun, Judith (Health) <Judith.Colquhoun@act.gov.au>; ACT Health FOI <HealthFOI@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Subject: CM Weekly Brief - Request for Input from ACTHD - Due to MAGS by COB Wed 21 August 2019
Importance: High

UNCLASSIFIED For-Official-Use-Only

Good afternoon all

Please find attached the template for this week's Chief Minister's weekly brief input.

Your cleared input is due by **COB Wednesday 21 August 2019**.

Pond, Aleks (Health)

From: Stones, Rebecca (Health)
Sent: Tuesday, 20 August 2019 4:55 PM
To: SupportHPS
Subject: CM Weekly Brief Input - ACT Health - Hoarding - 22 August 2019
Attachments: CM Weekly Brief Input - ACT Health - Hoarding - 22 August 2019.docx

UNCLASSIFIED

Hurriedly put together 😊

Thanks Bec



CHIEF MINISTER'S WEEKLY ISSUES BRIEF

DATE: 22 August 2019

ACT HEALTH DIRECTORATE

Health Protection Service

Hoarding

- Hoarding is a complex social issue which has many potential causes. People who hoard items to the point where their homes can become a health and safety risk may suffer from a range of issues, including mental illness, physical disorders, trauma or dementia.
- Hoarding can have a significant impact on individuals who display this behaviour through social isolation and withdrawal. Severe hoarding also has the potential to impact the quality of life for people living near affected premises through the accumulation of sometimes unsightly, unsanitary or odorous material.
- Hoarding might involve the collection of items, food or animals, inside and/or outside the home. A hoarder may collect one or many types of things. Animal hoarding is often characterised by an inability to adequately care for the animals that have been collected.
- Squalor may be present with or without hoarding. It may involve living conditions that are dirty and unpleasant as a result of neglect, poverty or mental illness, and may involve the refusal or inability to discard of waste and undertake cleaning tasks.
- Due to the complex nature of hoarding, effective hoarding responses often require involvement of a range of Directorates and agencies. For example, one hoarding case could involve:
 - Access Canberra, if the case involves an unclean leasehold;
 - Transport Canberra and City Services, if material accumulates on public land or if there are domestic animal concerns;
 - the ACT Ambulance Service, who might bring the property to the attention of relevant Directorates;
 - Housing ACT, if it concerns a Housing ACT property;
 - ACT Fire and Rescue, if there are fire hazards that need to be rectified;
 - the Health Protection Service (HPS), to assess whether there is an insanitary condition;
 - a Mental Health Team, as the resident may be a client or may require a mental health assessment;
 - the Deputy Public Advocate, to provide information, advocacy and guidance; and
 - cleaners, pest control, the RSPCA, National Disability Insurance Scheme providers and community services.
- Without effective case management and coordination, these stakeholders can be isolated in their approach.

Hoarding Case Management Group (HCMG)

- HPS convened the Hoarding Case Management Group (HCMG) in 2015, in response to a need for cross-agency collaboration for complex cases of hoarding and domestic squalor.

SENSITIVE

- Despite this coordination role, HPS can only take action in the small proportion of hoarding cases that involve insanitary conditions under the *Public Health Act 1997*.
- HCMG meets every two months and currently oversees five complex hoarding cases.
- HCMG currently has representatives from HPS, Transport Canberra and City Services, Access Canberra, Housing ACT, Public Advocate, ACT Fire and Rescue, ACT Ambulance Service and Mental Health, Justice Health and Alcohol and Drug Services. Child and Youth Protection Services are available to attend if there is a relevant case.

Whole-of-Government approach to hoarding

- HPS continues to coordinate HCMG, despite no funding and no authority over most hoarding cases. Other HCMG members have been reluctant to take on the role.
- Further consideration needs to be given to the future approach to complex cases of hoarding and domestic squalor. A whole-of-government approach could be supported by a Cabinet commitment and a written framework overseen by an area of Government with cross-government leadership.
- HPS is currently preparing a brief for Minister for Health, Rachel Stephen-Smith MLA, concerning these issues.

Hoarding Advocacy Support Service (HASS)

- Woden Community Service (WCS) previously provided hoarding support to residents as usual business and had a representative on HCMG; however, they ceased hoarding work in early 2018 because they could no longer commit resources. The absence of this intensive support from the community sector had a negative impact on some hoarding cases.
- In late 2018, HCMG recognised the impact from the absence of community-sector support for complex cases of hoarding and squalor. HPS sourced funding for a short-term trial of a Hoarding Advocacy Support Service (HASS) from mid-March to 30 June 2019. Through a Request for Tender process, WCS was engaged as the preferred provider.
- No prior funding arrangement had been entered between the ACT Government and the community sector for the provision of hoarding support.
- In undertaking the trial, the HASS officer from WCS provided case management and support (e.g. assisting clients, enhancing communication between stakeholders, mentoring support workers and liaising with service providers) for the three most complex hoarding and squalor cases being overseen by the HCMG.
- The HASS Trial Self-evaluation Report from WCS suggested that HASS may have a positive impact on complex hoarding cases. On 20 August 2019, HCMG discussed the HASS Trial Report and is developing a response and briefs for relevant Ministers.
- For HASS to continue, a cross-government funding commitment and agreement on the appropriate lead Directorate is needed.

The content has been cleared by

Name: Conrad Barr

Position: Executive Branch Manager, Health Protection Service

FREEDOM OF INFORMATION REQUESTS

ACT Health Directorate



CHIEF MINISTER'S WEEKLY ISSUES BRIEF

DATE: 22 August 2019

ACT HEALTH DIRECTORATE

Health Protection Service

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The content has been cleared by

Name: Conrad Barr

Position: Executive Branch Manager, Health Protection Service

FREEDOM OF INFORMATION REQUESTS

ACT Health Directorate



CORRESPONDENCE CLEARANCE

Subject: Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at



Number: MIN18/1477

Date Due:

Director-General - ACT Health: Date:

Deputy Director-General - Corporate Services: Date:

Deputy Director-General - Health Systems, Policy and Research: Date: 6.2.19.

Handwritten signature and date 4/2/19

Handwritten mark

Chief Health Officer: Date: 4/2/19

Co-ordinator-General - Mental Health and Wellbeing: Date:

Professional Leads: Date:

Form with checkboxes for Contextually Correct, Grammatically Correct, Spell Checked, and fields for Position, Area name, Signature, and Date.

Director - Area name: Date:

Senior Manager - Area name: Date:

Manager - Area name: Date:

Communications - ACT Health Directorate: Date:

Ministerial and Government Services - ACT Health Directorate: Date:

Other: Date:

ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477 GCB18/	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date	Nil
Director-General	Michael De'Ath /...../.....

Minister's question/s:

On 13 December 2018, the Minister advised that the 2019/2020 budget appropriation bid to fund Non Government Organisation (NGO) provision of Hoarding Advocacy Support Services (HASS) was not supported. The Minister asked for advice on the future approach.

ACT Health's response:Hoarding Advocacy Support Services (HASS)

The Health Directorate identified internal funding for the conduct a HASS trial for the remainder of the 2018/19 financial year. The procurement process for the HASS trial is in the final stages and the trial is expected to be conducted between February and June 2019. The outcomes of the HASS trial will be considered by the Hoarding Case Management Group (HCMG) to inform the future approach to manage all types of hoarding in the ACT.

Hoarding Case Management Working Group Options

The HCMG is scheduled to meet on 14 February 2019. An agenda paper has been drafted for the HCMG noting the outcome of the budget process and seeking member's consideration of alternate options. The options to be put to the HCMG include: a possible cost share approach between Directorates; or alternately, that each lead agency (Directorate) internally fund their own HASS costs associated with hoarding management through the HCMG.

ACT Health Options

Dependant on the outcomes of the HCMG negotiations, the Health Directorate retains a number of unilateral options to enhance support to severe hoarding cases. These options currently include:

- negotiating a variation to the existing Service Funding Agreements (SFA) with the Woden Community Service (WCS) to incorporate the delivery of HASS; or
- Establishing a permanent case management position within the Health Protection Service (HPS) to provide dedicated case management to severe hoarding and squalor cases.

Neither of these options have an identified funding source and would need to be offset by existing resources within the Health Directorate.

UNCLASSIFIED

You will be briefed on the outcomes of the HASS trial and on the preferred options for a whole of government approach to manage all types of hoarding in the ACT going forward.

Noted / Please Discuss

.....
Meegan Fitzharris MLA
Minister for Health and Wellbeing

.../.../....

Signatory Name:	Dr Paul Kelly, Chief Health Officer, Public Health, Protection and Regulation	Phone:	51249538
Action Officer:	Conrad Barr, Executive Branch Manager Health Protection Service	Phone:	51249262



CORRESPONDENCE CLEARANCE

SUBJECT: Advisory Brief for Minister for Health and Wellbeing - Insanitary Condition at [REDACTED] September 2018

NUMBER: COR18/19094 *MINI 8/1477*

DATE DUE:

Director-General - ACT Health: Date:

Deputy Director-General - Corporate: Date:

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

Deputy Director-General - Health Policy and Strategy: *Demetrius Greig* Date: *28.09.18*

Chief Health Officer: Date:

Professional Leads: Date:

Contextually Correct <input checked="" type="checkbox"/>	Grammatically Correct <input checked="" type="checkbox"/>	Spell Checked <input checked="" type="checkbox"/>
Executive Director - Area name: <i>HPS</i> <i>[Signature]</i>		Date: <i>19/10/18</i>

Director - Area name: Date:

Senior Manager -Area name: Date:

Manager -Area name: Date:

Director - Communications: Date:

Senior Manager - Ministerial and Government Services: Date:

Other: Date:

ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: Caveat Brief	Insanitary Condition at [REDACTED]
Critical Date	N/A
Interim Director-General	Michael De'Ath /..... /.....

Minister's question/s:

On 10 September 2018, the Health Protection Service (HPS) sent the Minister a Caveat Brief about recurring insanitary conditions at [REDACTED]

On 12 September, the Minister's advisor asked for advice on 'the expected quantum' and a brief description of services relating to the following paragraphs from the Caveat Brief:

- In February 2018, Woden Community Service withdrew from providing intensive support services to cases of hoarding managed by the Hoarding Case Management Group (HCMG) due to financial constraints. The absence of intensive Non-Government Organisation support services for [REDACTED]
- The HPS intends to bring forward a business case for engaging non-government support services on the HCMG in 2019-2020.

ACT Health's response:

The HPS proposes to develop a 2019-20 Budget Concept Brief on behalf of the HCMG to seek resources to support a whole-of-government (WhoG) approach to hoarding and squalor in the ACT.

The HCMG is not funded and operates within existing member agency resources, with the HPS providing secretariat and case coordination support. As such, the actions that may be taken by the HCMG are limited to those actions already available to its members (i.e. members are mostly regulators, so there is a deficit of non-regulatory support interventions available to the group). The proposal seeks funding to engage Non-Government Organisation (NGO) support services to address an identified gap in the management of complex hoarding and squalor cases. NGO support services are vital to supporting and discussing options with hoarders, working with hoarders to improve their situation, and facilitate liaison between hoarders and regulators.

It is estimated NGO support services would cost about \$250,000 per year and would include, but not be limited to:

- acting as a case manager for HCMG cases (in collaboration with the relevant lead government agency);
- providing support to hoarders;
- facilitating the provision of other services (such as cleaners or gardeners);
- coordinating a multidisciplinary response; and
- liaising between the hoarder and regulator.

UNCLASSIFIED

The management of hoarding cases is resource intensive and involves significant staff time. Engaging NGO support services would reduce the resources required of government staff.

A Ministerial Brief prepared by the HPS about options for a WhoG approach to managing all types of hoarding in the ACT is currently being progressed to Minister Fitzharris's office. The brief outlines details on the Chairing of the HCMG, a WhoG Hoarding Policy and Code of Practice, and NGO Support Services.

Noted / Please Discuss

.....
Meegan Fitzharris MLA
Minister for Health and Wellbeing

.../.../....

Signatory Name:	Dr Paul Kelly, Chief Health Officer, Population Health	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722



CORRESPONDENCE CLEARANCE

Subject: Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at



Number: MIN18/1477

Date Due: _____

Director-General - ACT Health: _____ Date: _____

Deputy Director-General - Corporate Services: _____ Date: _____

Deputy Director-General - Health Systems, Policy and Research: *Sum E.* _____ Date: 25/11/18

Chief Health Officer: *[Signature]* _____ Date: 19/11/18

Co-ordinator-General - Mental Health and Wellbeing: _____ Date: _____

Professional Leads: _____ Date: _____

Contextually Correct <input type="checkbox"/>	Grammatically Correct <input type="checkbox"/>	Spell Checked <input type="checkbox"/>
Position: _____	Area name: _____	
Signature: _____		Date: _____

Director - Area name: _____ Date: _____

Senior Manager - Area name: _____ Date: _____

Manager - Area name: _____ Date: _____

Communications - ACT Health Directorate: _____ Date: _____

Ministerial and Government Services - ACT Health Directorate: _____ Date: _____

Other: _____ Date: _____



UNCLASSIFIED - FOR OFFICIAL PURPOSES ONLY

ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477 GCB18/	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date	Not applicable
Interim Director-General	Michael De'Ath /.../....

Minister's question/s:

On 5 November the Minister asked if funding figures provided (GCB18/567) for the Woden Community Service (WCS) were solely for hoarding (services), and if so, to please explain the difference between the ACT Health funding currently provided to WCS and the additional \$250,000 forecast as required for dedicated NGO hoarding services.

ACT Health's response:

Woden Community Service (WCS)

WCS participated on the Hoarding Case Management Group (HCMG) from the group's inception in 2015. The WCS initially participated as part of their existing role in providing Supportive Tenancy Services (STS) to the community. STS is funded with support of various sources including the Federal Government and the ACT Government, Community Services Directorate (CSD). STS are provided by WCS to assist people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. The WCS provided limited case management support to hoarding cases managed by the HCMG. However, in February 2018 the WCS formally advised they would withdraw from the HCMG as they considered their ongoing participation was unsustainable.

Current ACT Health Funding of WCS

ACT Health has two current Service Funding Agreements (SFA) with the WCS, both administered by the Policy, Partnerships and Programs Division. The SFA's include:

1. A Community Assistance and Support Program (CASP), with total funding in 2018-2019 \$248,659.00 GST exclusive; and
2. Adult Step Up / Step Down Intensive Transitional Outreach Support (SUSD), with total funding in 2018-2019 of \$941,536.00 GST exclusive.

The CASP provides a range of basic, low intensity home and community based services for people aged under 65 who have a condition that affects their ability to carry out activities of daily living.

UNCLASSIFIED

The SUSD provides short term (three months) intensive outreach for people aged 18-64 suffering sub-acute mental illness and is a partnership program with Mental Health, Justice Health, Alcohol and Drug Clinical Services. The program also offers users after hours case management.

While individual severe hoarding cases may seek out (or be offered) services from the STS, CASP or SUSD programs, the WCS is not currently funded by any agency for the dedicated management of hoarding cases.

Hoarding Advocacy Support Services – Ongoing Funding

The ACT Health Directorate has secured internal funding for NGO Hoarding Advocacy Support Service (HASS) until the end of the 2018-2019 financial year to support the management of severe hoarding and squalor cases in the ACT. A procurement process for HASS is currently underway.

The continuation of this funding is dependent on success of a budget bid for 2019/2020 which will seek ongoing funding for this purpose. The HPS has developed a budget bid on behalf of the HCMG to ensure ongoing NGO support services and a Whole of Government approach to hoarding.

Noted / Please Discuss

.....
Meegan Fitzharris MLA
Minister for Health and Wellbeing

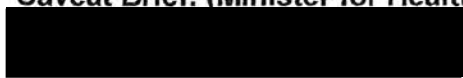
.../.../....

Signatory Name:	Dr Paul Kelly Chief Health Officer, Public Health, Protection and Regulation	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722



CORRESPONDENCE CLEARANCE

SUBJECT: **Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at**



NUMBER: **MIN18/1477**

DATE DUE:

Director-General - ACT Health: Date:

Deputy Director-General - Corporate: Date:

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

Deputy Director-General - Health Policy and Strategy: Date:

Chief Health Officer: Date: 8/10/18

Professional Leads: Date:

Contextually Correct <input checked="" type="checkbox"/>	Grammatically Correct <input checked="" type="checkbox"/>	Spell Checked <input checked="" type="checkbox"/>
Executive Director - Area name: <u>HPS</u>		Date: <u>8/10/18</u>

Director - Area name: Date:

Senior Manager -Area name: Date:

Manager -Area name: Date:

Director - Communications: Date:

Senior Manager - Ministerial and Government Services: Date:

Other: Date:



ACT
Government
Health

CAVEAT BRIEF

To: Meegan Fitzharris MLA, Minister for Health and Wellbeing

[Handwritten signature] 13/9/18

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

Subject: Insanitary condition at [REDACTED]

Cleared by: Chief Health Officer, Population Health

- The Health Protection Service (HPS) has regulatory responsibility for managing insanitary conditions caused by hoarding or squalor under the *Public Health Act 1997* (the Act).

- The HPS has been dealing with [REDACTED]

- Due to the recurrence of insanitary conditions, the property is currently [REDACTED]

- The HPS maintains regular contact with neighbouring residents to provide updates and assurance that every effort is being made within the remit of the HPS to address the situation at [REDACTED]

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

- In February 2018, Woden Community Service withdrew from providing intensive support services to cases of hoarding managed by the Hoarding Case Management Group (HCMG) due to financial constraints. The absence of intensive Non-Government Organisation support services for [REDACTED] as resulted in [REDACTED] the property in recent months.
- The HPS intends to bring forward a business case for engaging non-government support services on the HCMG in 2019-2020.
- Furthermore, the HPS is working collaboratively with members of the HCMG to identify what, if any, further actions can be taken and to facilitate appropriate support for the resident of [REDACTED] into the future.

Media points

- ACT Health has been managing a case of hoarding and domestic squalor concerning a property owner that stores large quantities of perishable food and rubbish on the property, which produces offensive odours and supports insect and vermin activity.
- The management of insanitary conditions caused by hoarding-like behaviour is a challenging community issue with no simple answer. Sustained clean-up efforts are often impeded by a relapse of the insanitary condition.
- In August 2016, changes were made to the *Public Health Act 1997* to improve public health responses to recurring insanitary conditions by improving administrative mechanisms for submission and implementation of abatement orders for recurring insanitary conditions.
- While the changes provided some efficiencies in the application of abatement orders (to guarantee removal of an insanitary condition), the authority to issue an abatement order remains at the discretion of the Magistrates Court. Independent oversight by the Court ensures that a person's right to privacy and security in their home is duly considered.

Contact Officer: Conrad Barr, Director Health Protection Service
Contact Number: 6205 1722
Date: 10 September 2018

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Contact Officer: Conrad Barr, Director Health Protection Service

Contact Number: 6205 1722

Date: 10 September 2018



ACT
Government

ACT Health

CORRESPONDENCE CLEARANCE

Subject: **Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at**



Number: **MIN18/1477**

Date Due:

Director-General - ACT Health: *DA* Date: *20/11*

Deputy Director-General - Corporate Services: Date:

Deputy Director-General - Health Systems, Policy and Research: *Sum E.* Date: *25/11/18*

Chief Health Officer: *[Signature]* Date: *19/11/18*

Co-ordinator-General - Mental Health and Wellbeing: Date:

Professional Leads: Date:

Contextually Correct <input type="checkbox"/>	Grammatically Correct <input type="checkbox"/>	Spell Checked <input type="checkbox"/>
Position: _____	Area name: _____	
Signature: _____		Date: _____

Director - Area name: Date:

Senior Manager - Area name: Date:

Manager - Area name: Date:

Communications - ACT Health Directorate: Date:

Ministerial and Government Services - ACT Health Directorate:  Date: *30/11*

Other: Date:

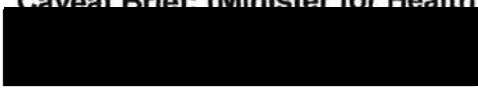


ACT Government

ACT Health

CORRESPONDENCE CLEARANCE

Subject: Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at



Number: MIN18/1477

Date Due: _____

Director-General - ACT Health: _____ Date: 11/2/19

Deputy Director-General - Corporate Services: _____ Date: _____

Deputy Director-General - Health Systems, Policy and Research: _____ Date: 6.2.19.

[Handwritten signature]

~~Chief Health Officer:~~ _____ Date: 4/2/19

Co-ordinator-General - Mental Health and Wellbeing: _____ Date: _____

Professional Leads: _____ Date: _____

Contextually Correct

Grammatically Correct

Spell Checked

Position: Exec Branch manager Area name: Health Protection Services

Signature: *[Handwritten signature]* Date: 30/1/18

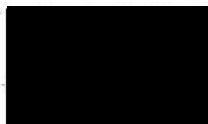
Director - Area name: _____ Date: _____

Senior Manager -Area name: _____ Date: _____

Manager -Area name: _____ Date: _____

Communications - ACT Health Directorate: _____ Date: _____

Ministerial and Government Services - ACT Health Directorate: _____ Date: 8/2



Other: _____ Date: _____

Pond, Aleks (Health)

From: Wijemanne, Naveen (Health)
Sent: Wednesday, 12 September 2018 2:18 PM
To: Phillips, Georgia
Cc: De'Ath, Michael (Health); Attridge, Vanessa; Pulli, Tracey (Health); Health Ministerial Liaison Officer; ACT Health DLO; Dal Molin, Vanessa (Health); Johnston, ClaireV
Subject: Caveat Brief - Insanitary Conditions [REDACTED] Hoarding [DLM=For-Official-Use-Only]
Attachments: Caveat Brief - Insanitary Condition at [REDACTED].DOCX

Dear Georgia

Please find attached Caveat brief on the insanitary conditions at [REDACTED] caused by hoarding.

Many thanks
Naveen

Naveen Wijemanne | A/g Senior Manager, Ministerial and Government Services
ACT Health | ACT Government
Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601
P: (02) 6205 0829 | **M:** [REDACTED] **E:** Naveen.Wijemanne@act.gov.au

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- In February 2018, Woden Community Service withdrew from providing intensive support services to cases of hoarding managed by the Hoarding Case Management Group (HCMG) due to financial constraints. The absence of intensive Non-Government Organisation support services for [REDACTED] has resulted in [REDACTED]
- The HPS intends to bring forward a business case for engaging non-government support services on the HCMG in 2019-2020.
- Furthermore, the HPS is working collaboratively with members of the HCMG to identify what, if any, further actions can be taken and to facilitate appropriate support for the resident of [REDACTED] into the future.

Media points

- ACT Health has been managing a case of hoarding and domestic squalor concerning a property owner that stores large quantities of perishable food and rubbish on the property, which produces offensive odours and supports insect and vermin activity.
- The management of insanitary conditions caused by hoarding-like behaviour is a challenging community issue with no simple answer. Sustained clean-up efforts are often impeded by a relapse of the insanitary condition.
- In August 2016, changes were made to the *Public Health Act 1997* to improve public health responses to recurring insanitary conditions by improving administrative mechanisms for submission and implementation of abatement orders for recurring insanitary conditions.
- While the changes provided some efficiencies in the application of abatement orders (to guarantee removal of an insanitary condition), the authority to issue an abatement order remains at the discretion of the Magistrates Court. Independent oversight by the Court ensures that a person's right to privacy and security in their home is duly considered.

Contact Officer: Conrad Barr, Director Health Protection Service

Contact Number: 6205 1722

Date: 10 September 2018



CORRESPONDENCE CLEARANCE

SUBJECT: **Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at**



NUMBER: **MIN18/1477**

DATE DUE:

Director-General - ACT Health: Date:

Deputy Director-General - Corporate: Date:

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

Deputy Director-General - Health Policy and Strategy: Date:

Chief Health Officer: Date:

Professional Leads: Date:

Contextually Correct <input checked="" type="checkbox"/>	Grammatically Correct <input checked="" type="checkbox"/>	Spell Checked <input checked="" type="checkbox"/>
Executive Director - Area name: <u>HPS</u>		Date: <u>8/19/18</u>

Director - Area name: Date:

Senior Manager - Area name: Date:

Manager - Area name: Date:

Director - Communications: Date:

Senior Manager - Ministerial and Government Services: Date:

Other: Date:



Cleared [Signature] 8/10/18
UNCLASSIFIED - FOR OFFICIAL PURPOSES ONLY
[Signature] 8/19/18

ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477 MIN18/567	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date	Not applicable
Interim Director-General	Michael De'Ath /.../....

Minister's question/s:

On 10 September 2018, the Health Protection Service (HPS) sent the Minister a Caveat Brief about recurring insanitary conditions at [REDACTED]

On 12 September, the Minister's Advisor asked for advice on 'the expected quantum' and a brief description of services relating to the following paragraphs from the Caveat Brief:

- In February 2018, Woden Community Service (WCS) withdrew from providing intensive support services to cases of hoarding managed by the Hoarding Case Management Group (HCMG) due to financial constraints. The absence of intensive Non-Government Organisation support services for [REDACTED] has resulted in an [REDACTED]
- The HPS intends to bring forward a business case for engaging non-government support services on the HCMG in 2019-2020.

On 20 September 2018, the Minister agreed to a way forward for a Whole-of-Government (WhoG) approach to managing all types of hoarding in the ACT (MIN18/567). The Minister also asked for advice on funding that WCS previously had, and any options for continuing that funding.

ACT Health's response:

Engaging Non-Government Organisation (NGO) Support Services

The HPS proposes to develop a 2019-20 Budget Concept Brief on behalf of the HCMG to seek resources to engage an NGO to support a whole-of-government (WhoG) approach to hoarding and squalor in the ACT.

The HCMG is not funded and operates within existing member agency resources, with the HPS providing secretariat and case coordination support. As such, the actions that may be taken by the HCMG are limited to those actions already available to its members (i.e. members are mostly regulators, so there is a deficit of non-regulatory support interventions available to the group). The proposal seeks funding to engage NGO support services to address an identified gap in the

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management of complex hoarding and squalor cases. NGO support services are vital to supporting and discussing options with hoarders, working with hoarders to improve their situation, and facilitate liaison between hoarders and regulators.

It is estimated NGO support services would cost about \$250,000 per year and would include, but not be limited to:

- acting as a case manager for HCMG cases (in collaboration with the relevant lead government agency);
- providing support to hoarders;
- facilitating the provision of other services (such as cleaners or gardeners);
- coordinating a multidisciplinary response; and
- liaising between the hoarder and regulator.

The management of hoarding cases is resource intensive and involves significant staff time. Engaging NGO support services would reduce the resources required of government staff.

Woden Community Service (WCS)

WCS initially participated on the HCMG as part of their role in providing supportive tenancy services. This function is funded with support of various sources including the Federal Government.

In addition to WCS's role in providing supportive tenancy services, the WCS assisted the HCMG in managing and resolving complex hoarding cases. There is no specific funding agreement in place for WCS to perform this function. Without ongoing funding arrangements for the WCS to provide intensive support services to hoarders, the WCS considered that its participation on the HCMG was unsustainable and withdrew from the HCMG.

The HPS and the HCMG have no funds available to separately engage WCS or a similar NGO to perform this work. As this work is to support a WhoG approach to hoarding, the HPS will seek specific funding on this issue as part of the 2018-2019 ACT Government budget process.

Noted / Please Discuss

.....
Meegan Fitzharris MLA
Minister for Health and Wellbeing

..../..../....

Signatory Name:	Dr Paul Kelly, Chief Health Officer, Population Health	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722



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ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477 GBC18/567	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date	Not applicable
Director-General	Michael De'Ath /.../....

Minister's question/s:

On 10 September 2018, the Health Protection Service (HPS) sent the Minister a Caveat Brief about recurring insanitary conditions at [REDACTED]

On 12 September 2018, the Minister's Advisor asked for further advice on the expected quantum of funding that may be required to provide Non-Government support and a brief description of services.

In addition to dealing with the specific hoarding case at [REDACTED] the Minister agreed to a way forward for a Whole-of-Government (WhoG) approach to managing all types of hoarding in the ACT (GBC18/567) on 20 September 2018. In agreeing to this, the Minister also asked for advice on funding that Woden Community Services (WCS) previously had, and any options for continuing that funding.

ACT Health's response:Non-Government Organisation (NGO) Support Services

NGO support services are vital to supporting and discussing options with hoarders, working with hoarders to improve their situation, and facilitate liaison between hoarders and regulators.

The management of hoarding cases is resource intensive and involves significant staff time. Engaging NGO support services would reduce the resources required of government staff.

The Hoarding Case Management Group (HCMG) is not funded and operates within existing member agency resources, with the HPS providing secretariat and case coordination support. As such, the actions that may be taken by the HCMG are limited to those actions already available to its members (i.e. members are mostly regulators, so there is a deficit of non-regulatory support interventions available to the group).

Woden Community Service (WCS)

WCS initially participated on the HCMG as part of their role in providing supportive tenancy services. This function is funded with support of various sources including the Federal Government.

UNCLASSIFIED

In addition to WCS's role in providing supportive tenancy services, the WCS assisted the HCMG in managing and resolving complex hoarding cases. There is no specific funding agreement in place for WCS to perform this function. Without ongoing funding arrangements for the WCS to provide intensive support services to hoarders, the WCS considered that its participation on the HCMG was unsustainable and withdrew from the HCMG.

NGO Support Services – Ongoing Funding

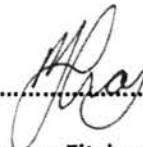
The ACT Health Directorate has secured internal funding for NGO services until the end of the 2018-2019 financial year to support the management of hoarding and squalor in the ACT. In 2018-19 WCS will receive total funding of \$941,536 (GST exclusive) to provide these support services. The continuation of this funding is dependent on success of a budget bid for 2019/2020 which will seek ongoing funding for this purpose. The HPS will develop a budget bid on behalf of the HCMG to ensure ongoing NGO support services and a WhoG approach to hoarding.

It is estimated NGO support services would cost about \$250,000 per year and would include, but not be limited to:

- acting as a case manager for HCMG cases (in collaboration with the relevant lead government agency);
- providing support to hoarders;
- facilitating the provision of other services (such as cleaners or gardeners);
- coordinating a multidisciplinary response; and
- liaising between the hoarder and regulator.

\$941k is significant funding – is it solely for hoarding? and if so, please explain difference between \$941k & \$250k.

Noted / Please Discuss



Meegan Fitzharris MLA
Minister for Health and Wellbeing

5.11.18

Signatory Name:	Dr Kerryn Coleman, A/g Chief Health Officer, Public Health, Protection and Regulation	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722



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ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date:	Not applicable
Director-General:	Michael De'Ath /.../....

Minister's question/s:

On 5 November you asked if funding figures provided (GCB18/567) for the Woden Community Service (WCS) were solely for hoarding (services), and if so, to please explain the difference between the ACT Health funding currently provided to WCS and the additional \$250,000 forecast as required for dedicated NGO hoarding services.

ACT Health's response:Woden Community Service (WCS)

WCS participated on the Hoarding Case Management Group (HCMG) from the group's inception in 2015. The WCS initially participated as part of their existing role in providing Supportive Tenancy Services (STS) to the community. STS is funded with support of various sources including the Federal Government and the ACT Government, Community Services Directorate (CSD). STS are provided by WCS to assist people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. The WCS provided limited case management support to hoarding cases managed by the HCMG. However, in February 2018 the WCS formally advised they would withdraw from the HCMG as they considered their ongoing participation was unsustainable.

Current ACT Health Funding of WCS

ACT Health has a two current Service Funding Agreements (SFA) with the WCS, both administered by the Policy, Partnerships and Programs Division. The SFA's include:

1. A Community Assistance and Support Program (CASP), with total funding in 2018-2019 \$248,659.00 GST exclusive; and
2. Adult Step Up / Step Down Intensive Transitional Outreach Support (SUSD), with total funding in 2018-2019 of \$941,536.00 GST exclusive.

The CASP provides a range of basic, low intensity home and community based services for people aged under 65 who have a condition that affects their ability to carry out activities of daily living.

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The SUSD provides short term (three months) intensive outreach for people aged 18-64 suffering sub-acute mental illness and is a partnership program with Mental Health, Justice Health, Alcohol and Drug Clinical Services. The program also offers users after hours case management.

While individual severe hoarding cases may seek out (or be offered) services from the STS, CASP or SUSD programs, the WCS is not currently funded by any agency for the dedicated management of hoarding cases.

Hoarding Advocacy Support Services – Ongoing Funding

The ACT Health Directorate has secured internal funding for NGO Hoarding Advocacy Support Service (HASS) until the end of the 2018-2019 financial year to support the management of severe hoarding and squalor cases in the ACT. A procurement process for HASS is currently underway.

The continuation of this funding is dependent on success of a budget bid for 2019/2020 which will seek ongoing funding for this purpose. The HPS has developed a budget bid on behalf of the HCMG to ensure ongoing NGO support services and a Whole of Government approach to hoarding.

This will require a different approach as budget bid not supported - please provide advice.

Noted / Please Discuss



.....
Meegan Fitzharris MLA
Minister for Health and Wellbeing

13/12/18

Signatory Name:	Dr Paul Kelly Chief Health Officer, Public Health, Protection and Regulation	Phone:	6205 0883
Action Officer:	Conrad Barr, Director, Health Protection Service	Phone:	6205 1722



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ADVISORY NOTE

Minister for Health and Wellbeing

TRIM Ref: MIN18/1477	Insanitary Condition at [REDACTED] Options for a whole-of-government approach to manage all types of hoarding in the ACT.
Critical Date	Not applicable
Director-General	Michael De'Ath <i>[Signature]</i> 11./2./19.

Minister's question/s:

On 13 December 2018, the Minister advised that the 2019/2020 budget appropriation bid to fund Non Government Organisation (NGO) provision of Hoarding Advocacy Support Services was not supported. The Minister asked for advice on the future approach.

ACT Health's response:Hoarding Advocacy Support Services (HASS)

The Health Directorate identified internal funding for the conduct of a HASS trial for the remainder of the 2018/19 financial year. The procurement process for the HASS trial is in the final stages and the trial is expected to be conducted between February 2019 and June 2019. The outcomes of the HASS trial will be considered by the Hoarding Case Management Group to inform the future approach to manage all types of hoarding in the ACT.

Hoarding Case Management Working Group Options (HCMG)

The HCMG is scheduled to meet on 14 February 2019. An agenda paper has been drafted for the HCMG noting the outcome of the budget process and seeking member's consideration of alternate options. The options to be put to the HCMG include: a possible cost share approach between Directorates; or alternately, that each lead agency (Directorate) internally fund their own HASS costs associated with hoarding management through the HCMG.

ACT Health Options

Dependant on the outcomes of the HCMG negotiations, the Health Directorate retains a number of unilateral options to enhance support to severe hoarding cases. These options currently include:

- negotiating a variation to the existing Service Funding Agreements with the Woden Community Service to incorporate the delivery of HASS; or
- Establishing a permanent case management position within the Health Protection Service to provide dedicated case management to severe hoarding and squalor cases.

Neither of these options have an identified funding source and would need to be offset by existing resources within the Health Directorate.

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You will be briefed on the outcomes of the HASS trial and on the preferred options for a whole of government approach to manage all types of hoarding in the ACT.

Noted / Please Discuss



Meegan Fitzharris MLA
Minister for Health and Wellbeing

21.2.19

Signatory Name:	Dr Paul Kelly, Chief Health Officer, Public Health, Protection and Regulation	Phone:	51249538
Action Officer:	Conrad Barr, Executive Branch Manager Health Protection Service	Phone:	51249262



CORRESPONDENCE CLEARANCE

SUBJECT: Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [redacted]

NUMBER: MIN18/1477

DATE DUE:

Director-General - ACT Health: [signature] Date: 26/10

Deputy Director-General - Corporate: Date:

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

Deputy Director-General - Health Policy and Strategy: Cleared by ODG HSPR Date: 24/10/2018

Chief Health Officer: Date:

Professional Leads: Date:

Contextually Correct [] Grammatically Correct [] Spell Checked []
Executive Director - Area name: Date:

Director - Area name: Date:

Senior Manager - Area name: Date:

Manager - Area name: Date:

Director - Communications: Date:

Senior Manager - Ministerial and Government Services: [redacted] Date: 26/10

Other: Date:

Pond, Aleks (Health)

From: Barr, Conrad (Health)
Sent: Wednesday, 17 October 2018 3:45 PM
To: Stefanovic, Vojkan (Health)
Cc: SupportHPS; Christensen, Tory (Health)
Subject: Re: Advisory Brief re MIN181477 MIN18567 - Insanitary conditions and WCS f.._ (002) [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]

Vojkan
Thanks
Approved
Cheers
Conrad

Sent from my iPad

On 17 Oct 2018, at 2:34 pm, Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au> wrote:

Hi Conrad

This advisory note has been amended following the internal funding for NGO services news yesterday. For your clearance please.

Cheers
Vojkan

<Advisory Brief re MIN181477 MIN18567 - Insanitary conditions and WCS f.._ (002).docx>

Pond, Aleks (Health)

From: Coleman, Kerryn (Health)
Sent: Friday, 19 October 2018 11:09 AM
To: Owen, Kimberly (Health)
Cc: McNeill, Laura (Health)
Subject: Re: For Clearance: COR18/19094 : Advisory Brief for Minister for Health and Wellbeing - Insanitary Condition at [REDACTED] September 2018 [SEC=UNCLASSIFIED]

Great thanks... and for the info as well.
Cleared to go
K

Sent from my iPad

> On 19 Oct 2018, at 7:53 am, Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au> wrote:

>

> Hi Kerryn

>

> With tracked changes. Additional info for you will be sent in separate email to follow

>

> Regards

>

> Kimberly

>

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

>

> Record Number : COR18/19094

> Title : Advisory Brief for Minister for Health and Wellbeing - Insanitary Condition at [REDACTED]
[REDACTED] September 2018

>

> <Advisory Brief for Minister for Health and Wellbeing - Insanitary Condition at [REDACTED]
September 2018.DOCX>

Pond, Aleks (Health)

From: Barr, Conrad (Health)
Sent: Friday, 16 November 2018 2:39 PM
To: SupportHPS
Cc: Kelly, Paul (Health)
Subject: RE: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED]
 [DLM=For-Official-Use-Only]

Approved
 Thanks that makes things much clearer.
 Cheers
 Conrad

Conrad Barr | Director
 Health Protection Service | health.act.gov.au Phone (02) 6205 4402

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

From: ED-HPS-Support
Sent: Friday, 16 November 2018 2:35 PM
To: Barr, Conrad (Health) <Conrad.Barr@act.gov.au>
Cc: ED-HPS-Support <ED-HPS-support@act.gov.au>
Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]

Advisory Note due to OCHO by COB today
 Let me know if you need anything other info ?
 I haven't attached the previous Brief, or emails ,but I can if you need it

Thank you – Bec 😊

Rebecca Moroney | Personal Assistant to Director
 Health Protection Service | Public Health, Protection and Regulation | ACT Health
 PH 6205 4402 | 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

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

From: Kelly, Chris (Health)
Sent: Friday, 16 November 2018 2:29 PM
To: ED-HPS-Support <ED-HPS-support@act.gov.au>; Stefanovic, Voikan (Health) <Voikan.Stefanovic@act.gov.au>
Subject: RE: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]

Hi Bec,

Please find new advisory note cleared by Vojkan.

I have left the Min number intact as I assume this relates to the original ministerial in September and left the GCB # blank for it to be added in Trim.

I hope this helps an apologies for being 20 minutes late.

Regards

Chris

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

From: ED-HPS-Support

Sent: Thursday, 15 November 2018 12:39 PM

To: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>

Cc: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>; Duffy, Adam (Health) <Adam.Duffy@act.gov.au>; Barr, Conrad (Health) <Conrad.Barr@act.gov.au>

Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]

Importance: High

Hi Vojkan

Another Advisory Note is requested.

Could I please have by 2pm Friday 16 Nov (PLEASE LET ME KNOW IF THIS IS NOT POSSIBLE SO I CAN PUSH BACK - if that's the case, tell me WHEN you can have it to me by)

Ministers comment " \$941K is significant funding - is it solely for hoarding ? And if so , please explain difference between \$941K and \$250K "

Thank you – Bec ☺

Rebecca Moroney | Personal Assistant to Director Health Protection Service | Public Health, Protection and Regulation | ACT Health PH 6205 4402 | 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

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

From: Owen, Kimberly (Health)

Sent: Thursday, 15 November 2018 11:51 AM

To: ED-HPS-Support <ED-HPS-support@act.gov.au>

Cc: Pearce, Claire (Health) <Claire.Pearce@act.gov.au>

Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]

Importance: High

Hi Bec

RFA from the Minister see comment on advisory note.

Due back to OCHO by COB Friday 16 November 2018. (Tomorrow)

Regards

Kimberly

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

From: DDGHSPR

Sent: Thursday, 15 November 2018 11:44 AM

To: Pearce, Claire (Health) <Claire.Pearce@act.gov.au>; Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au>

Subject: FW: RETURNED FOR FURTHER ACTION - min18/1477 [REDACTED] [DLM=For-Official-Use-Only]

Importance: High

Hi there,

Advisory Note requested addressing the Minister's comment for your action please.

Due to MAGS 21/11/2018

Due to DDG 19/11/2018

Thanks,

Diego

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

From: Felding, Jasna (Health) On Behalf Of Health Ministerial Liaison Officer

Sent: Thursday, 15 November 2018 11:02

To: DDGHSPR <DDGHSPR@act.gov.au>

Cc: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>

Subject: RETURNED FOR FURTHER ACTION - min18/1477 - [REDACTED] [DLM=For-Official-Use-Only]

Importance: High

Hi

The above ministerial has been returned from the Minister's Office for further action - please see attached.

Please provide a further Advisory Note addressing the Minister's comment.

Due to MAGS on 21/11/18 (at 2.25pm).

Cheers

Jasna Felding | Ministerial Liaison Officer, Ministerial and Government Services | ACT Health Directorate | ACT Government Level 5, 6 Bowes St ACT 2606 | GPO Box 825 Canberra ACT 2601

Ph: (02) 6205 0844 | Email: jasna.felding@act.gov.au Work Days: Monday - Thursday

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

Record Number: COR18/25242

Title : RFA - Signed Advisory note [REDACTED]

Pond, Aleks (Health)

From: Wijemanne, Naveen (Health)
Sent: Wednesday, 12 September 2018 2:46 PM
To: McNeill, Laura (Health)
Cc: DDGHSPR; Webster, Elizabeth (Health); Health Ministerial Liaison Officer
Subject: FW: Caveat Brief - Insanitary Conditions [REDACTED] Hoarding [DLM=For-Official-Use-Only]

Hi Laura

Please see below email from the Minister's Office seeking additional advice on the hoarding caveat brief. I've reviewed the brief on the WhoG proposed approach for hoarding, which is also on the way to the MO, but it doesn't specifically address the below question. It would be appreciated if you please prepare an advisory note to address these questions.

Many thanks
 Naveen

Naveen Wijemanne | A/g Senior Manager, Ministerial and Government Services
 ACT Health | ACT Government
 Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601
P: (02) 6205 0829 | **M:** [REDACTED] **E:** Naveen.Wijemanne@act.gov.au

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From: Attridge, Vanessa
Sent: Wednesday, 12 September 2018 2:28 PM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>
Cc: Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>; Phillips, Georgia <Georgia.Phillips@act.gov.au>
Subject: RE: Caveat Brief - Insanitary Conditions [REDACTED] Hoarding [DLM=For-Official-Use-Only]

Hi Karen,

Noting these paras, can you please advise the expected quantum & brief description of services?

- In February 2018, Woden Community Service withdrew from providing intensive support services to cases of hoarding managed by the Hoarding Case Management Group (HCMG) due to financial constraints. The absence of intensive Non-Government Organisation support services for [REDACTED] has resulted in an increase in hoarding-like behaviour and worsening of the condition of the property in recent months.
- The HPS intends to bring forward a business case for engaging non-government support services on the HCMG in 2019-2020.

Thank you,

Nessa

From: Wijemanne, Naveen (Health)
Sent: Wednesday, 12 September 2018 2:18 PM
To: Phillips, Georgia <Georgia.Phillips@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Dal Molin, Vanessa

(Health) <Vanessa.DalMolin@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Caveat Brief - Insanitary Conditions [REDACTED] Hoarding [DLM=For-Official-Use-Only]

Dear Georgia

Please find attached Caveat brief on the insanitary conditions at [REDACTED] caused by hoarding.

Many thanks

Naveen

Naveen Wijemanne | A/g Senior Manager, Ministerial and Government Services

ACT Health | ACT Government

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

P: (02) 6205 0829 | M: [REDACTED] **E: Naveen.Wijemanne@act.gov.au**

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Pond, Aleks (Health)

From: DDGHSPR
Sent: Wednesday, 31 October 2018 12:07 PM
To: McNeill, Laura (Health); Owen, Kimberly (Health)
Cc: Wijemanne, Naveen (Health); Health Ministerial Liaison Officer
Subject: FW: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]

Hi Laura

Please find below input from Policy, Partnerships and Programs.

Can you please update the brief/advisory note to incorporate the funding? In my absence, please don't hesitate speak to Ashleigh Keeling if you require any further information.

Regards

Elizabeth Webster

Executive Officer to Deputy Director-General Health Service, Policy and Research | ACT Health
 Level 4, 2-6 Bowes Street, Woden | GPO Box 825 Canberra ACT 2601
 T (02) 6207 2111 | M [REDACTED] www.health.act.gov.au

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From: Keeling, Ashleigh (Health) **On Behalf Of** ACTHealthStrategicPolicy
Sent: Tuesday, 30 October 2018 5:02 PM
To: DDGHSPR <DDGHSPR@act.gov.au>
Subject: RE: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]

Hi Elizabeth,

In 2018-19 WCS will receive total funding of \$941,536 (GST exclusive).

Thanks,
 Ashleigh

From: DDGHSPR
Sent: Tuesday, 30 October 2018 4:36 PM
To: ACTHealthStrategicPolicy <ACTHealthStrategicPolicy@act.gov.au>
Subject: FW: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]
Importance: High

Hi Pat

The Preventive and Population Health branch drafted the attached Advisory Note for the Minister on expected quantum of funding that may be required to provide Non-Government tenancy support.

In the brief, they've mentioned funding that was provided to Woden Community Services (WCS) previously.

The MO wants us to know if an agreement with WCS is in place and if it is, what the value of the contract is. Would you be able to provide me with the information so that I can ask PPH to update the Advisory Note?

Regards

Elizabeth Webster

Executive Officer to Deputy Director-General Health Systems, Policy and Research | ACT Health Directorate
 Level 4, 2-6 Bowes Street, Woden | GPO Box 825 Canberra ACT 2601
 T (02) 6207 2111 | M [REDACTED] www.health.act.gov.au

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From: McNeill, Laura (Health)

Sent: Tuesday, 30 October 2018 8:53 AM

To: Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>; DDGHSPR <DDGHSPR@act.gov.au>

Cc: Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>

Subject: RE: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]

Importance: High

Note that GBC18/567 has already been signed by Minister. It is not active as her question has been addressed under MIN18/1477 (advisory note).

We can update the advisory note, however, the funding is being provided Policy, Partnerships and Programs following agreement with Leonie and Pat.

Elizabeth – could you please get advice from Pat as to how much is being provided?

From: Wijemanne, Naveen (Health)

Sent: Tuesday, 30 October 2018 8:33 AM

To: McNeill, Laura (Health) <Laura.McNeill@act.gov.au>

Cc: Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>; DDGHSPR <DDGHSPR@act.gov.au>

Subject: FW: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]

Hi Laura

The MO has requested for the above briefs on the hoarding to include the value of the WCS contract. It would be appreciated if you could please update the briefs in track changes and let us know and we will progress it to back to the MO.

Many thanks

Naveen

Naveen Wijemanne | A/g Deputy Director, Ministerial and Government Services

Office of the Director-General | ACT Health | ACT Government

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

P: (02) 6205 0829 | **M:** [REDACTED] **E:** Naveen.Wijemanne@act.gov.au

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From: Rad, Chadia (Health) **On Behalf Of** ACT Health DLO

Sent: Monday, 29 October 2018 6:05 PM

To: Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>

Cc: Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>

Subject: Urgent advice - Question - MIN18/1477/GBC18/567 [DLM=For-Official-Use-Only]

Hi Naveen

The office have asked what is the value of the current WCS contract.

Can we please have the Advisory note updated?

Thank you
Chadia

Chadia Rad | Acting Directorate Liaison Officer | ACT Health

Phone: 02 620 50499 | Mobile: [REDACTED] Email: acthealthdlo@act.gov.au

Office of Meegan Fitzharris MLA | Minister for Health and Wellbeing | ACT Government

Office of Shane Rattenbury MLA | Minister for Mental Health and Justice Health | ACT Government

Level 2, London Circuit | GPO Box 1020, Canberra ACT 2601

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Pond, Aleks (Health)

From: Waye, Jenny (Health) on behalf of Health Ministerial Liaison Officer
Sent: Wednesday, 19 December 2018 9:28 AM
To: DDGHSPR
Cc: Webster, Elizabeth (Health)
Subject: EXTENSION AGREEMENT MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] DLM=For-Official-Use-Only]

Hi

This ministerial has been extended as requested - now due to MAGS on 31 January 2019.

Thanks

Jenny Waye | Ministerial Liaison Officer, Ministerial and Government ACT Health Directorate | ACT Government
 Level 5, 2-6 Bowes Street Woden ACT 2601 | GPO Box 825 Canberra ACT 2601
 Ph: (02) 51249832
 (please note my workdays are Monday/Wednesday/Thursday/Friday)

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

From: Wijemanne, Naveen (Health)
Sent: Tuesday, 18 December 2018 4:25 PM
To: Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>
Subject: RE: Request for extension - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] DLM=For-Official-Use-Only]

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Agreed.

Many thanks
 Naveen

Naveen Wijemanne | A/g Deputy Director, Ministerial and Government Services Office of the Director-General | ACT Health | ACT Government Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601
 P: (02) 5124 9814 | M: [REDACTED] E: Naveen.Wijemanne@act.gov.au

Care Excellence Collaboration Integrity

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

From: Colquhoun, Judith (Health) On Behalf Of Health Ministerial Liaison Officer
Sent: Tuesday, 18 December 2018 11:58 AM
To: Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>
Subject: FW: Request for extension - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] DLM=For-Official-Use-Only]

Hi Naveen

For your consideration please.

Currently due to MAGS - 4/1
MO - 11/1

Requesting to be with MAGS by 29/1/19

Thanks

Jude

Judith Colquhoun | HMLO Support
Ministerial and Government
ACT Health | ACT Government
Level 5 6 Bowes Street Woden ACT 2606
GPO Box 825 Canberra ACT 2601
Ph: (02) 5124 9830 | Email: judith.colquhoun@act.gov.au health.act.gov.au

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

From: DDGHSPR
Sent: Tuesday, 18 December 2018 11:42 AM
To: Health Ministerial Liaison Officer <HealthMinisterialLiaisonOfficer@act.gov.au>
Subject: Request for extension - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] [DLM=For-Official-Use-Only]

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Hi,
Please see below.
Thanks,
Diego

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

From: McNeill, Laura (Health)
Sent: Tuesday, 18 December 2018 11:08
To: DDGHSPR <DDGHSPR@act.gov.au>
Cc: Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au>
Subject: RE: RETURNED FOR FURTHER ACTION FROM MINISTER - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] [DLM=For-Official-Use-Only]

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Hi Diego,

Can we please request an extension on this one until the end of January. We will need to do a minute to the DDG/DG first about how this service could be funded internally, before we can brief the Minister.

Cheers
Laura

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

From: DDGHSPR
Sent: Friday, 14 December 2018 3:27 PM
To: McNeill, Laura (Health) <Laura.McNeill@act.gov.au>; Owen, Kimberly (Health) <Kimberly.Owen@act.gov.au>
Subject: FW: RETURNED FOR FURTHER ACTION FROM MINISTER - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] DLM=For-Official-Use-Only]

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Hi Team

As per below, further action has been requested from the MO.
Due to MAGS 04/01/2019
Due to DDG before please

Thanks,
Diego

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

From: Waye, Jenny (Health) On Behalf Of Health Ministerial Liaison Officer
Sent: Friday, 14 December 2018 14:58
To: DDGHSPR <DDGHSPR@act.gov.au>
Cc: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>
Subject: RETURNED FOR FURTHER ACTION FROM MINISTER - MIN18/1477 Caveat Brief: (Minister for Health and Wellbeing) Insanitary Condition at [REDACTED] DLM=For-Official-Use-Only]

Hi

This ministerial has been returned for further action to address a comment from the Minister - please see above.

For your actin please.

Due to MAGS: 4 January 2019 (12.23pm)

Thanks

Jenny Waye | Ministerial Liaison Officer, Ministerial and Government ACT Health Directorate | ACT Government
Level 5, 2-6 Bowes Street Woden ACT 2601 | GPO Box 825 Canberra ACT 2601
Ph: (02) 51249832
(please note my workdays are Monday/Wednesday/Thursday/Friday)