

Dear 

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Thursday 19 January 2023**.

This application requested access to:

'Any documents, ministerial briefing notes and correspondence held by any relevant ACT government health agencies, including Canberra Health Services, ACT Health, the Local Health Network and Calvary Bruce Public Hospital regarding public communications about a fire at Calvary Bruce Public Hospital on December 6, 2022.

This request includes but is not limited to:

- *Information about how the fire would be communicated to the public on December 6 via channels such as social media, radio interviews, media releases and website updates.*
- *Information about how long the operating theatres and the maternity ward would be closed and how this would be communicated to the public via channels such as social media, radio interviews, media releases and website updates. This is for the time period between December 6, 2022 to January 5, 2023.*
- *Any responses prepared for media inquiries about the fire from December 6, 2022 to January 5, 2023.*
- *Any information about an update posted on the Calvary website which said theatres would be "closed until further notice" on December 29, 2022 would be communicated to the public.*
- *Any information regarding discussions about a Canberra Times article, published on January 3, titled [Calvary Public Hospital Bruce operating theatres shut indefinitely after fire](#)*

Please exclude duplicates.'

I am an Information Officer appointed by the Chief Executive Officer of CHS under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Friday 10 March 2023**.

I have identified 57 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions

I have decided to:

- grant full access to seven documents; and
- grant partial access to 50 documents.

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

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

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

Full Access

I have decided to grant full access to seven documents at references 10, 16-17, 32, 50, 54 and 56.

Partial Access

I have decided to grant partial access to 50 documents at references 1-9, 11-15, 18-31, 33-49, 51-53, 55 and 57 as they contain information that I consider, on balance to be contrary to the public interest to disclose under the test set out in section 17 of the Act. The information contained in these documents are partially comprised of email addresses and mobile numbers of ACT Government employees and non-ACT government employees.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2.1 (a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2.1 (a)(ii) contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, Schedule 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

Following considerations of the above factors, I have decided the factor favouring non-disclosure outweighed the factors favouring disclosure. Therefore, I have determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Charges

Processing charges are not applicable to this request.

Disclosure Log

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

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

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

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

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

ACT Civil and Administrative Tribunal (ACAT) review

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

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

Further assistance

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

Yours sincerely,



David Jean
Acting Executive Branch Manager
Strategy and Governance
Canberra Health Services

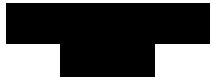
10 March 2023

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
	<p><i>'Any documents, ministerial briefing notes and correspondence held by any relevant ACT government health agencies, including Canberra Health Services, ACT Health, the Local Health Network and Calvary Bruce Public Hospital regarding public communications about a fire at Calvary Bruce Public Hospital on December 6, 2022.</i></p> <p><i>This request includes but is not limited to:</i></p> <ul style="list-style-type: none"> • <i>Information about how the fire would be communicated to the public on December 6 via channels such as social media, radio interviews, media releases and website updates.</i> • <i>Information about how long the operating theatres and the maternity ward would be closed and how this would be communicated to the public via channels such as social media, radio interviews, media releases and website updates. This is for the time period between December 6, 2022 to January 5, 2023.</i> • <i>Any responses prepared for media inquiries about the fire from December 6, 2022 to January 5, 2023.</i> • <i>Any information about an update posted on the Calvary website which said theatres would be "closed until further notice" on December 29, 2022 would be communicated to the public.</i> • <i>Any information regarding discussions about a Canberra Times article, published on January 3, titled Calvary Public Hospital Bruce operating theatres shut indefinitely after fire</i> <p><i>Please exclude duplicates.'</i></p>	<p>CHSFOI22-23.38</p>

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 3	Email – RE: Calvary social post	06 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
2.	4 – 7	Email – RE: Media Inquiry: Wait times at CH	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
3.	8 – 9	Email – Re: Media Inquiry: Wait times at CH	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
4.	10 – 11	Email – FW: Calvary update	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
5.	12 – 13	Email – FW: Pls check accuracy for ACTHD FB post	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
6.	14 – 15	Email – RE: Calvary update	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
7.	16 – 18	Email – FW: Calvary update	07 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
8.	19 – 22	Email – RE: Calvary	08 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
9.	23 – 24	Email – RE: Calvary	08 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
10.	25 – 26	Email – FW: COO input for Dave P all staffer tomorrow	09 December 2022	Full Release	Out of scope	YES
11.	27 – 29	Email – RE: COO input for Dave P all staffer tomorrow	09 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
12.	30 – 34	Email – RE: ABC Canberra media request: Calvary	09 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES

13.	35 – 37	Email and attachment – FW: Letter to all ESWL Pts_CalvaryIncident_Draft – edits	09 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
14.	38	Email – Letter to all ESWL Pts_CalvaryIncident_Draft – edits (Attachment @ reference 13)	09 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
15.	39 – 45	Email – RE: ABC Canberra media request: Calvary	09 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
16.	46	Microsoft Teams message	12 December 2022	Full Release		YES
17.	47 – 50	Email – CEO update – 12 December 2022	12 December 2022	Full Release	Out of scope	YES
18.	51 – 55	Email and attachment – RE: Comms support for Calvary	12 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
19.	56 – 58	Email – Re: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k	12 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
20.	59 – 60	Email – RE: ABC Radio Canberra request	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
21.	61 – 62	Email – 5.2pm today – ABC Radio Canberra request?	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
22.	63 – 64	Email – ABC Interview maternity services	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
23.	65 – 71	Email and attachment – RE: ABC Radio Canberra request	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
24.	72 – 74	Email – RE: ABC Radio Canberra request	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
25.	75 – 79	Email and attachments – FOR REVIEW Release and TPs	13 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
26.	80 – 82	Email and attachment – FOR APPROVAL Calvary Release	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES

27.	83 – 86	Email and attachment – FW: Arrangements between Calvary and CHS for Obstetric and Midwifery Care	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
28.	87 – 89	Email and attachment – FOR REVIEW: Interim arrangements for Calvary Public Hospital birthing and maternity services	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
29.	90 – 92	Email – RE: Arrangements between Calvary and CHS for Obstetric and Midwifery Care	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
30.	93 – 94	Email – RE: Media Request: Calvary delays	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
31.	95 – 96	Email – FW: Media Request: Calvary delays	14 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
32.	97 – 99	Email and attachment – 221213 – Calvary Hospital fire impacts and other TPs.docx	15 December 2022	Full Release		YES
33.	100 – 101	Email – RE: Approved Calvary MR	15 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
34.	102 – 105	Email and attachment – FW: Interim arrangements for Calvary Public Hospital birthing and maternity services	15 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
35.	106 – 108	Email – FW: Interim arrangements for Calvary Public Hospital birthing and maternity services (Attachment @ ref 34)	16 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
36.	109	Email – Calvary situation for CEO	16 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
37.	110 – 115	Email and attachment – Min Brief – Update on Calvary Fire Impact_RH.docx	18 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
38.	116 – 119	Email and attachment – draft content two scenarios	19 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
39.	120 – 121	Email – RE: WIN TV media request	19 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES

40.	122 – 127	Email and attachments – FW: FOR APPROVAL Letter and FAQ	21 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
41.	128 – 132	Email and attachments – finessed surgeons letter	21 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
42.	133 – 138	Email and attachments – for review surgeons letter	21 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
43.	139	Email – RE: Min update brief – CPHB fires response	21 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
44.	140 – 149	Email and attachments – Calvary content	22 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
45.	150 – 151	Email – RE: Calvary content	22 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
46.	152 – 162	Email – Fwd: A message from Susan Freiberg, Executive Director (Attachments out of scope)	22 December 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
47.	163 – 168	Email – FW: Sit Rep 7 # - Calvary Maternity Bypass	04 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
48.	169 – 171	Email and attachment – CPHB theatre fires impact – brief post CT article 4 January	04 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
49.	172 – 178	Email and attachment – FOR INFO – CAVEAT BRIEF: Calvary operating theatres shut indefinitely	04 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
50.	179 – 182	Email – RE: Data for Janet’s email	05 January 2023	Full Release		YES
51.	183 – 184	Email – FW: Calvary Public Hospital resumes birthing and emergency surgery services	05 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
52.	185 – 188	Email – Fwd: Sit Rep 8# FINAL – Stand down Calvary Maternity Bypass	06 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
53.	189 – 190	Email – RE: Calvary opening	06 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
54.	191 – 194	Email – RE: (TEST) A message from the Acting CEO – 6 January	06 January 2023	Full Release	Out of scope	YES

55.	195 – 203	Email – RE: FOR REVIEW/ACTION: A message from the Acting CEO – 6 January	06 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
56.	204 – 207	Email – A message from the Acting CEO – Where in the world is Dave?	06 January 2023	Full Release	Out of scope	YES
57.	208	Email – RE: Theatre Comms (Attachment @ ref 56)	16 January 2023	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
Total Number of Documents						
57						

From: Benson, Andrew (Health)
Sent: Tuesday, 6 December 2022 5:48 PM
To: Williams, Gareth (Health); HealthComms; Drake, Angie (Health)
Cc: Health Media; Jean, David (Health)
Subject: RE: Calvary social post

OFFICIAL

Was literally just in the sit rep meeting and they all agreed that bypass would continue to both (although mostly John James) and that we should leave that messaging as it is. Chiara Spencer from CHS was there.

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Sent: Tuesday, 6 December 2022 5:34 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; HealthComms <HealthComms@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Health Media <HealthMedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: Calvary social post
Importance: High

OFFICIAL

Hey mate,

Apparently not bypassed to Centenary, only John James. COO's Office has confirmed this with your incident control room. Apparently confirmed by [REDACTED]

Cheers

Gareth Williams | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] | Email: gareth.williams@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 6 December 2022 5:14 PM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>; HealthComms <HealthComms@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Health Media <HealthMedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: Calvary social post

OFFICIAL

Sorted. The line about maternity services now says bypassed to Centenary and John James, which has been confirmed in the incident control room.

Benno

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.
I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Sent: Tuesday, 6 December 2022 5:03 PM
To: HealthComms <HealthComms@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: Calvary social post
Importance: High

OFFICIAL

Hi Health team,

I received this message from the COO's Office:

Hi Gareth, ACTHD has put out a social media post that Calvary are on by-pass to CHS but that it is incorrect and they are on by-pass to John James - can you get in contact with whoever needs to update to correct information

Are we able to correct?

Cheers

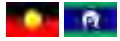
Gareth Williams | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] | Email: gareth.williams@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: Bell, Amanda (Health)
Sent: Wednesday, 7 December 2022 10:04 AM
To: Canberra Health Services Media; CHS COO
Subject: RE: Media Inquiry: Wait times at CH

OFFICIAL

Hi Gareth, sorry for delay.

Some brief points below:

How long were the waits for patients entering the emergency department at their peak? The number of people presenting to the Canberra Hospital emergency department on Tuesday 6 December was consistent with normal periods with some longer wait times experienced in the afternoon.

When are wait times expected to return to normal levels/have they already? Wait times in the emergency department have returned to normal noting that this varies depending on the clinical triage process that ensures the most urgent patients are seen first, so those whose condition is less urgent will experience longer waits.

Kind regards,
Amanda

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital

PO Box 11, Woden ACT 2606 | health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Our vision is creating exceptional healthcare together

Our role is to be a health service that is trusted by our community.

Our values are Reliable, Progressive, Respectful, Kind



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From: Canberra Health Services Media <CHSmedia@act.gov.au>
Sent: Wednesday, 7 December 2022 9:09 AM
To: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>; CHS COO <CHSCOO@act.gov.au>
Subject: Re: Media Inquiry: Wait times at CH

OFFICIAL

Thanks heaps Amanda

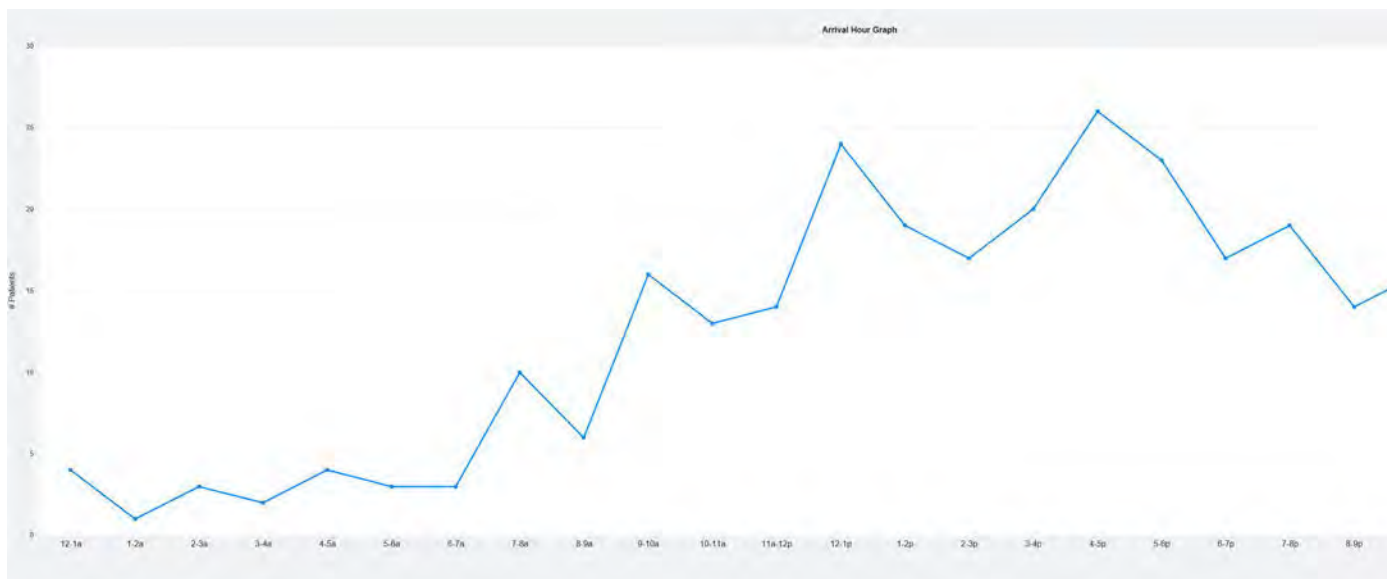
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From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Sent: Wednesday, December 7, 2022 8:32:51 AM
To: Canberra Health Services Media <CHSmedia@act.gov.au>; CHS COO <CHSCOO@act.gov.au>
Subject: RE: Media Inquiry: Wait times at CH

OFFICIAL

Hi Gareth,

I'll pull something together on this for you. Have discussed with Cathie and we can provide general information based on below which shows a normal peak in the middle of the day and an additional peak in the afternoon that could be related to Calvary. You can see though that this dropped off.



Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital

PO Box 11, Woden ACT 2606 | health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Our vision is creating exceptional healthcare together

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From: Canberra Health Services Media <CHSmedia@act.gov.au>
Sent: Wednesday, 7 December 2022 7:41 AM
To: CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Fwd: Media Inquiry: Wait times at CH

OFFICIAL

Hi COO team,

Is this something we are able to pull? Re the first question, I guess we're looking at how long the average wait time was at its peak?

Re the second question, I'll take your advice on what 'normal' levels are. Back to expected levels, or compare to the same time yesterday or Monday?

Cheers

Gareth

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From [REDACTED]
Sent: Wednesday, 7 December 2022, 7:11 am
To: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Media Inquiry: Wait times at CH

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good morning,

I'm looking for some more information about the impacts of the fire at Calvary on waits at Canberra Hospital, could I please get something back this morning before 10?

- How long were the waits for patients entering the emergency department at their peak?
- When are wait times expected to return to normal levels/have they already?

Cheers

[REDACTED]

--

[REDACTED]
City Reporter
The Canberra Times
[REDACTED]

A 121 Marcus Clarke Street, Canberra Times, ACT, 2601
W www.canberratimes.com.au



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From: [REDACTED]
Sent: Wednesday, 7 December 2022 11:23 AM
To: Canberra Health Services Media
Cc: Williams, Gareth (Health)
Subject: Re: Media Inquiry: Wait times at CH

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi,
Just checking in on this as I haven't received anything yet.

Cheers

[REDACTED]
scope

On Wed, 7 Dec 2022 at 07:11, [REDACTED] wrote:

Good morning,

I'm looking for some more information about the impacts of the fire at Calvary on waits at Canberra Hospital, could I please get something back this morning before 10?

- How long were the waits for patients entering the emergency department at their peak?
- When are wait times expected to return to normal levels/have they already?

Cheers

[REDACTED]

--

[REDACTED]
City Reporter
The Canberra Times
[REDACTED]

A 121 Marcus Clarke Street, Canberra Times, ACT, 2601

W www.canberratimes.com.au



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[REDACTED]
City Reporter
The Canberra Times
[REDACTED]

A 121 Marcus Clarke Street, Canberra Times, ACT, 2601

W www.canberratimes.com.au



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From: Foote, Claire (Health)
Sent: Wednesday, 7 December 2022 3:41 PM
To: CHS COO
Subject: FW: Calvary update

Importance: High

Hi team

Can you please confirm that the arrangements highlighted in yellow below have been agreed with CHS?

Many thanks,
Claire

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 7 December 2022 3:23 PM
To: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>
Subject: FW: Calvary update

Hi Claire, this is the latest update that we've been asked to post on our page.
The two lines are the new additions.

From: Wallace, Heather (Health) <Heather.Wallace@act.gov.au>
Sent: Wednesday, 7 December 2022 3:19 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: Calvary update

UPDATE 3.15pm, 07/12/22

The Calvary Public Hospital Bruce emergency department is now operating as usual, after services were impacted yesterday by a fire in the hospital's surgical theatre complex.

The theatre complex remains closed and Calvary Maternity Services remains on bypass at this time.

If you are booked to birth at Calvary and you feel your labour has commenced, or you experience any conditions that cause you concern, please contact the Calvary Birth Suite on 6201 6034.

One of our Midwives will talk to you and discuss the best arrangements for you. If this involves you attending the Centenary Hospital for Women and Children, they will call ahead so the Centenary team will be expecting you.

Elective surgery patients affected will be contacted, and alternative arrangements are being planned.

Heather Wallace | Director

Communication and Engagement Branch

(pronouns she/her)

Phone: [REDACTED] | Email: Heather.Wallace@act.gov.au

Infrastructure Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

 *Please consider the environment before printing this email.*

From: CHS COO
Sent: Wednesday, 7 December 2022 4:03 PM
To: Foote, Claire (Health)
Subject: FW: Pls check accuracy for ACTHD FB post

Hi Claire, this post fine as below

From: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Sent: Wednesday, 7 December 2022 3:49 PM
To: CHS COO <CHSCOO@act.gov.au>; CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Subject: RE: Pls check accuracy for ACTHD FB post

Hi Amanda,

WYC support this FB post.

Kind Regards

Samantha Lang | Business Manager
Division of Women, Youth and Children | Canberra Health Services | ACT Government
Phone: 02 5124 7431 | Email: chs.wycexecutiveoffice@act.gov.au
Building 11, Level 2, Canberra Hospital, Yamba Drive Garran ACT 2606

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Our vision is creating exceptional healthcare together

Our role is to be a health service that is trusted by our community.



CHS has flexible work practices, and I may be working at unusual times due to family commitments. If you receive my emails out of standard work hours, please know that I have no expectation that you will respond at that time.

From: CHS COO <CHSCOO@act.gov.au>
Sent: Wednesday, 7 December 2022 3:42 PM
To: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Subject: Pls check accuracy for ACTHD FB post

Hi Sam, do you know if below is accurate?

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Elective surgery patients affected will be contacted, and alternative arrangements are being planned.

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital

PO Box 11, Woden ACT 2606 | health.act.gov.au

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From: Foote, Claire (Health)
Sent: Wednesday, 7 December 2022 5:11 PM
To: Drake, Angie (Health)
Subject: RE: Calvary update

Hey Ange

COO has confirmed these arrangements, FYI 😊

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 7 December 2022 3:23 PM
To: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>
Subject: FW: Calvary update

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Subject: Calvary update

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Heather Wallace | Director

Communication and Engagement Branch

(pronouns she/her)

Phone: [REDACTED] | Email: Heather.Wallace@act.gov.au

Infrastructure Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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 *Please consider the environment before printing this email.*

From: Drake, Angie (Health)
Sent: Wednesday, 7 December 2022 7:30 PM
To: Foote, Claire (Health)
Subject: FW: Calvary update

Response from Greg

From: Greg Bayliss [REDACTED]
Sent: Wednesday, 7 December 2022 4:46 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Calvary update

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Angie
Only for elective C-sections I believe.
Greg

Greg Bayliss
Communications Manager



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614
P: 02 6201 6628 D: M: [REDACTED]
E: [REDACTED]
www.calvary-act.com.au

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 7 December 2022 3:56 PM
To: Greg Bayliss [REDACTED]
Subject: FW: Calvary update

CAUTION: This email originated from outside of Calvary Public Hospital Bruce. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Greg – are women also being diverted to Calvary John James maternity as well.

From: Foote, Claire (Health) <Claire.Foote@act.gov.au>
Sent: Wednesday, 7 December 2022 3:41 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Calvary update

Thanks Angie

COO's office are just checking this with WYC, I'll get back to you to confirm ASAP.

Are women also being diverted to CJJ?

Cheers,
Claire

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 7 December 2022 3:23 PM
To: Foote, Claire (Health) <Claire.Foote@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>
Subject: FW: Calvary update

Hi Claire, this is the latest update that we've been asked to post on our page.
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Elective surgery patients affected will be contacted, and alternative arrangements are being planned.

Heather Wallace | Director

Communication and Engagement Branch

(pronouns she/her)


Phone: [REDACTED] | Email: Heather.Wallace@act.gov.au

Infrastructure Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

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Please consider the environment before printing this e-mail.

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From: Williams, Gareth (Health)
Sent: Thursday, 8 December 2022 4:04 PM
To: Benson, Andrew (Health)
Cc: Jean, David (Health); Health Media
Subject: RE: Calvary

Thanks mate

Gareth Williams | Director, Media
Canberra Health Services | ACT Government
Phone: [REDACTED] | Email: gareth.williams@act.gov.au
Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
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I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Thursday, 8 December 2022 3:17 PM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Cc: Jean, David (Health) <David.Jean@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Subject: FW: Calvary

Here you go.

The theatre complex at Calvary remains closed. Elective surgery patients who are affected will be contacted, and alternative arrangements are being planned.

Any patients with an elective surgery in the next three days – who have not been contacted – should call the Calvary Switchboard on 6201 6111 and ask to be connected to the Surgical Bookings Team.

Cheers

Benno

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Greg Bayliss [REDACTED]
Sent: Thursday, 8 December 2022 1:58 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
 Subject: RE: Calvary

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Benno

I have added a little to your words – and thanks for those.

When I spoke to CPHB Surg Bookings yesterday they had one list for Friday to contact so they are about 3 days ahead which makes this reasonable.

Cheers

Gb

Greg Bayliss
 Communications Manager



Public Hospital Bruce
 Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
 PO Box 254 Jamison Centre ACT 2614
 P: 02 6201 6628 D: M: [REDACTED]
 E: [REDACTED]
www.calvary-act.com.au

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Thursday, 8 December 2022 1:27 PM
To: Greg Bayliss [REDACTED]
Subject: FW: Calvary

CAUTION: This email originated from outside of Calvary Public Hospital Bruce. Do not click links or open attachments unless you recognise the sender and know the content is safe.

UNOFFICIAL

Hey Greg

Do you have any holding lines we can give to territory wide surgical services?

Something like:

The theatre complex at Calvary remains closed. Elective surgery patients who are affected will be contacted, and alternative arrangements are being planned.

Any patients with an elective surgery in the next three days – who have not been contacted – should call the Calvary Switchboard on 6201 6111 and ask to be connected to the Surgical Bookings Team.

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.
I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Sent: Thursday, 8 December 2022 12:23 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: FW: Calvary

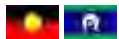
UNOFFICIAL

Hey Benno,

Do you know the current situation on surgeries at Calvary? Any lines you have for our Territory wide surgical services team?

Cheers

Gareth Williams | Director, Media
Canberra Health Services | ACT Government
Phone: [REDACTED] | Email: gareth.williams@act.gov.au
Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
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From: Jean, David (Health) <David.Jean@act.gov.au>
Sent: Thursday, 8 December 2022 12:01 PM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Calvary

UNOFFICIAL

Hi Gareth, Territory wide surgical services need some lines on what to say when patients ring up enquiring when they'll get their surgery at Calvary given the theatre fires. Can you chase Benno up for something they can say and pass on to Andrew Mitchell?

David Jean
Executive Branch Manager
Strategic Communication and Engagement

Canberra Health Services | ACT Government
P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au
Canberra Health Services media on-call phone: 0466 948 935

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From: Williams, Gareth (Health)
Sent: Thursday, 8 December 2022 4:06 PM
To: Mitchell, Andrew (Health)
Cc: Jean, David (Health); Canberra Health Services Media
Subject: RE: Calvary

UNOFFICIAL

Hi Andrew,

Please see below from Calvary and ACT Health, for your use:

- The theatre complex at Calvary remains closed. Elective surgery patients who are affected will be contacted, and alternative arrangements are being planned.
- Any patients with an elective surgery in the next three days – who have not been contacted – should call the Calvary Switchboard on 6201 6111 and ask to be connected to the Surgical Bookings Team.

Kind Regards

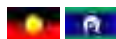
Gareth Williams | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] | Email: gareth.williams@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

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From: Jean, David (Health) <David.Jean@act.gov.au>
Sent: Thursday, 8 December 2022 12:01 PM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Calvary

UNOFFICIAL

Hi Gareth, Territory wide surgical services need some lines on what to say when patients ring up enquiring when they'll get their surgery at Calvary given the theatre fires. Can you chase Benno up for something they can say and pass on to Andrew Mitchell?

David Jean

Executive Branch Manager

Strategic Communication and Engagement

Canberra Health Services | ACT Government

P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au

Canberra Health Services media on-call phone: 0466 948 935

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From: CHS, WYC Executive Office
Sent: Friday, 9 December 2022 10:28 AM
To: CHS COO
Cc: Freiberg, Susan (Health)
Subject: FW: COO input for Dave P all staffer tomorrow

Importance: High

OFFICIAL

Hi Michelle,

A few lines on the work currently being undertaken as a result of the Calvary Fire.

Ive pulled from an email that the ADOM sent to CHWC staff last night.

Kind Regards

Samantha Lang | Business Manager
Division of Women, Youth and Children | Canberra Health Services | ACT Government
Phone: 02 5124 7431 | Email: Samantha.Lang@act.gov.au
Building 11, Level 2, Canberra Hospital, Yamba Drive Garran ACT 2606

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From: Ramsay, Michelle (Health) <Michelle.Ramsay@act.gov.au> **On Behalf Of** CHS COO
Sent: Friday, 9 December 2022 9:45 AM
To: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Subject: FW: COO input for Dave P all staffer tomorrow
Importance: High

OFFICIAL

As discussed.

Kind regards

Michelle Ramsay | Executive Officer
Phone: 02 5124 5804 | Email: michelle.ramsay@act.gov.au
Office of the Chief Operating Officer | Canberra Health Services | ACT Government
Level 2, Building 28, Canberra Hospital
PO Box 11, Woden ACT 2606 | health.act.gov.au
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From: Hattley, Alison (Health) <Alison.Hattley@act.gov.au>
Sent: Thursday, 8 December 2022 4:53 PM
To: CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>
Subject: COO input for Dave P all staffer tomorrow
Importance: High

Good afternoon,

For Dave Pepper's all staff email tomorrow, he has requested content on the following topics:

- **What happened at Calvary and what has been put in place from a CHS perspective/impacts etc**
- **Out of Scope**

I was just wondering if you could please put some lines together highlighting key information that we need to get across to staff regarding those points?

I have started a little draft below re. Calvary, but don't have much info. Happy for you to edit and/or start fresh.

>>>

Calvary fire and impacts on CHS

As you're probably aware, there was a fire at Calvary Public Hospital earlier this week (Tuesday, 6 December). As a result, XXX

Centenary Hospital for Women and Children (CHWC) have been accepting patients to assist Calvary during this time to ensure safe care for women across both campuses. We are seeing up to five additional presentations each day. Calvary Bruce are accepting all Calvary women who require postnatal stays back to Calvary for ongoing care and our Maternity team continue to work with Calvary to support women birthing in the ACT.

SHOUT OUT to Calvary midwives that are coming over to CHWC to assist. In addition, Calvary Continuity Midwives are orientating to the Birth Centre today to ensure the Continuity program is maintained.

We are also assessing how we can assist with category 1 elective surgeries.

Calvary's Emergency Department is back up and running, so we shouldn't be feeling any additional pressure from patients accessing our ED that could go to Calvary.

<<<

The segments don't need to be long, just the latest information that we're happy to share with staff.

If I could get this back by 10am tomorrow would be great.

Cheers,
Allie

Alison (Allie) Hattley | Assistant Director, Content

Strategic Communication & Engagement | Canberra Health Services | (02) 5124 4241

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From: Hattley, Alison (Health)
Sent: Friday, 9 December 2022 11:00 AM
To: Bell, Amanda (Health); CHS COO
Cc: Greenaway, Elaine (Health)
Subject: RE: COO input for Dave P all staffer tomorrow

Hi Amanda,

Really appreciate this quick response. Thanks for organising 😊

Out of Scope

Cheers,
 Allie

From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Sent: Friday, 9 December 2022 10:59 AM
To: Hattley, Alison (Health) <Alison.Hattley@act.gov.au>; CHS COO <CHSCOO@act.gov.au>
Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>
Subject: RE: COO input for Dave P all staffer tomorrow

Hi Allie,

Please see below input provided by WYC on the Calvary incident:

Calvary fire and impacts on CHS

As you're probably aware, there was a fire at Calvary Public Hospital earlier this week (Tuesday, 6 December). As a result, Centenary Hospital for Women and Children (CHWC) have been accepting patients to assist Calvary during this time to ensure safe care for women across both campuses. We are seeing up to five additional presentations each day. Calvary Bruce are accepting all Calvary women who require postnatal stays back to Calvary for ongoing care and our Maternity team continue to work with Calvary to support women birthing in the ACT.

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Out of Scope

Cheers,
 Amanda

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital

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From: Hattley, Alison (Health) <Alison.Hattley@act.gov.au>
Sent: Friday, 9 December 2022 10:41 AM
To: CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>
Subject: FW: COO input for Dave P all staffer tomorrow
Importance: High

Hi Amanda,

Just following up on the below?

Out of Scope

Many thanks,
Allie

From: Hattley, Alison (Health)
Sent: Thursday, 8 December 2022 4:53 PM
To: CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>
Subject: COO input for Dave P all staffer tomorrow
Importance: High

Good afternoon,

For Dave Peffer's all staff email tomorrow, he has requested content on the following topics:

- **What happened at Calvary and what has been put in place from a CHS perspective/impacts etc**
- **Out of Scope**

I was just wondering if you could please put some lines together highlighting key information that we need to get across to staff regarding those points?

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>>>

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 Maternity **XXX**

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<<<

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Cheers,
Allie

Alison (Allie) Hattley | Assistant Director, Content

Strategic Communication & Engagement | Canberra Health Services | (02) 5124 4241

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From: CHS, WYC Executive Office
Sent: Friday, 9 December 2022 1:45 PM
To: Williams, Gareth (Health); CHS, WYC Executive Office; Canberra Health Services Media; Jean, David (Health)
Cc: CHS COO
Subject: RE: ABC Canberra media request: Calvary

OFFICIAL

Thanks Gareth. Yep, it's just me here at the moment. ADOM gave me the approximate numbers.

Thanks
Sam

Kind Regards

Samantha Lang | Business Manager
Division of Women, Youth and Children | Canberra Health Services | ACT Government
Phone: 02 5124 7431 | Email: chs.wycexecutiveoffice@act.gov.au
Building 11, Level 2, Canberra Hospital, Yamba Drive Garran ACT 2606

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Our values are Reliable, Progressive, Respectful, Kind

Our vision is creating exceptional healthcare together

Our role is to be a health service that is trusted by our community.



CHS has flexible work practices, and I may be working at unusual times due to family commitments. If you receive my emails out of standard work hours, please know that I have no expectation that you will respond at that time.

From: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Sent: Friday, 9 December 2022 1:41 PM
To: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Cc: CHS COO <CHSCOO@act.gov.au>
Subject: RE: ABC Canberra media request: Calvary

OFFICIAL

Thanks for flagging with us Sam, I'll remind ACT Health Media to come through us.

Has the below line been cleared through WYC? If so, I can just quickly run through COO and send it back..

Cheers

Gareth Williams | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] | Email: gareth.williams@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Sent: Friday, 9 December 2022 1:30 PM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Cc: CHS COO <CHSCOO@act.gov.au>; CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Subject: ABC Canberra media request: Calvary
Importance: High

OFFICIAL

Hi Gareth,

ACT Health media have contacted our team directly requesting numbers on women presenting to Centenary following the Calvary fire on Tuesday.

CHWC are seeing up 5-6 additional presentations each day from Calvary for birthing and antenatal care.

Kind Regards

Samantha Lang | Business Manager

Division of Women, Youth and Children | Canberra Health Services | ACT Government

Phone: 02 5124 7431 | Email: chs.wycexecutiveoffice@act.gov.au

Building 11, Level 2, Canberra Hospital, Yamba Drive Garran ACT 2606

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From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, December 9, 2022 1:07:37 PM

To: Alder, Wendy (Health) <Wendy.Alder@act.gov.au>

Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Hi Wendy, as discussed, could you please let me know, roughly, how many people have been redirected to Centenary from Calvary since the fire on Tuesday.

Calvary will give me separately a similar number for people redirected to John James.

Thanks

Andrew

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Benson, Andrew (Health)

Sent: Friday, 9 December 2022 11:04 AM

To: Greg Bayliss (Calvary) [REDACTED]

Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Health Media <HealthMedia@act.gov.au>

Sent: Friday, 9 December 2022 10:58 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Samara McCann | Assistant Director, Media
Phone: [REDACTED] Email: Samara.McCann@act.gov.au
Infrastructure, Communication and Engagement Division | ACT Health Directorate

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Friday, 9 December 2022 10:55 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Cassidy, Lily <Lily.Cassidy@act.gov.au>; Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: FW: ABC Canberra media request: Calvary

Thanks Benno –

As discussed, Min answered some of this on radio this morning.

Let's go with statement from your team with CHS input of course.

Did you want to put a call into Greg first to see if they can put someone up? If not, let me know and our office can contact Calvary.

Thanks,

Caitlin Cook

Senior Communications Adviser – Minister Rachel Stephen-Smith
Government Communications Unit
Office of the ACT Chief Minister

T: (02) 6207 8731 | M: [REDACTED] E: caitlin.cook@act.gov.au

From: [REDACTED]
Sent: Friday, 9 December 2022 10:11 AM
To: Cook, Caitlin <Caitlin.Cook@act.gov.au>; Greg Bayliss (Calvary) [REDACTED] Health
Media <HealthMedia@act.gov.au>
Subject: ABC Canberra media request: Calvary

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Hi all,

We have some questions about the situation at Calvary Hospital.

We are after a Calvary spokesperson on camera today for tonight's 7PM story, as well as radio and possible digital. We are looking at the latest situation.

Highlighted questions that are in **bold** also apply to ACT Health, from whom we would like a spokesperson or statement.

We will be asking about:

- How many theatres are at Calvary and is there any theatre capacity?
- When will theatres re-open?
- What does this mean for maternity services?
- **How many women is this going to impact?**
- **Can midwives at Calvary work at Canberra Hospital? Why / why not?**
- **Can midwives at Calvary work at John James? Why/ why not?**
- **Is this putting strain on other hospitals, namely TCH and Calvary John James?**
- How many elective surgeries that were planned for Calvary this week have had to be rescheduled?
- When does Calvary go into its usual Christmas shutdown for elective surgeries, and will this need to be adjusted to make up for lost time?

We are after a response ASAP.

Sincerely,



[Redacted]

Journalist
ABC News

M [Redacted]
P 02 6275 4698
W abc.net.au/news

E [Redacted]
[Redacted]



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From: Jean, David (Health)
Sent: Friday, 9 December 2022 2:58 PM
To: Zagari, Janet (Health); CHS, DCEO
Cc: Mitchell, Andrew (Health)
Subject: FW: Letter to all ESWL Pts_CalvaryIncident_Draft - edits
Attachments: Letter to all ESWL Pts_CalvaryIncident_Draft - edits.docx

UNOFFICIAL

Hi Janet, draft letter for consumers regarding elective surgery impacts is attached.

Intention is for Andrew's team to send the letters to all patients on the list on Monday, as well as sending to anyone added to the list.

Andrew's team also intends to draft letters for surgeons and for GPs.

For your review. Shall we also run past ACTHD and/or Calvary before sending to the MO?

Thanks,

David Jean

Executive Branch Manager

Strategic Communication and Engagement

Canberra Health Services | ACT Government

P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au

Canberra Health Services media on-call phone: 0466 948 935

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From: Mitchell, Andrew (Health) <Andrew.W.Mitchell@act.gov.au>

Sent: Friday, 9 December 2022 2:53 PM

To: Jean, David (Health) <David.Jean@act.gov.au>

Subject: RE: Letter to all ESWL Pts_CalvaryIncident_Draft - edits

UNOFFICIAL

Yes, looks good.

A

From: Jean, David (Health) <David.Jean@act.gov.au>

Sent: Friday, 9 December 2022 2:52 PM

To: Mitchell, Andrew (Health) <Andrew.W.Mitchell@act.gov.au>

Subject: Letter to all ESWL Pts_CalvaryIncident_Draft - edits

UNOFFICIAL

Happy with this?



ACT
Government

**Canberra Health
Services**

<patient name>
<patient address>
<patient address>
<patient address>

Dear <patient name>

Expected elective surgery delays

I am writing to you to inform you that due to a fire at Calvary Public Hospital Bruce, we are expecting significant delays to the delivery of some elective surgery procedures for the foreseeable future.

The timeframe for when services will return to normal is still being determined.

We are prioritising the most clinically urgent cases.

Scheduling of less urgent surgeries will be based on clinical priorities determined by your surgeon.

If your condition gets worse please contact your GP, your specialist, or the Territory Wide Surgical Services Team on (02) 5124 9889.

Staff within this team will be able to provide you with advice about your waiting time for elective surgery.

We appreciate this is a distressing time and appreciate your patience and understanding at this challenging time.

Yours sincerely

Janet Zagari
DCEO Canberra Hospital
Chair of TWSIRT.

December 2022

From: Jean, David (Health)
Sent: Friday, 9 December 2022 3:15 PM
To: Cook, Caitlin
Cc: Canberra Health Services Media
Subject: Letter to all ESWL Pts_CalvaryIncident_Draft - edits
Attachments: Letter to all ESWL Pts_CalvaryIncident_Draft - edits (003).docx

UNOFFICIAL

Hi Caitlin, attached is the draft letter for consumers. Janet is just running it past ACTHD and Calvary.

Intention is for TWSS team to send the letters to all patients on the elective surgery wait list on Monday, as well as sending to anyone added to the list.

TWSS team also intends to communicate further with surgeons and GPs, including letters.

Welcome any feedback on content/approach.

Thanks,

David Jean

Executive Branch Manager

Strategic Communication and Engagement

Canberra Health Services | ACT Government

P. (02) 512 46115 | M. [REDACTED] E. David.Jean@act.gov.au

Canberra Health Services media on-call phone: 0466 948 935

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From: Williams, Gareth (Health)
Sent: Friday, 9 December 2022 3:58 PM
To: CHS, DCEO; Kent, Brittany (Health); CHS, WYC Executive Office; CHS COO
Cc: EDDoS; Jean, David (Health); Canberra Health Services Media; Bell, Amanda (Health)
Subject: RE: ABC Canberra media request: Calvary

OFFICIAL

Hi all,

Just to update/tie up, Calvary provided the number of elective surgeries that have been postponed/rescheduled (to the ACT Health Media team).

COO cleared number of additional presentations at CHWC from Calvary bypass, which I've provided to ACT Health Media.

Cheers

Gareth Williams | Director, Media
Canberra Health Services | ACT Government
 Phone: [REDACTED] | Email: gareth.williams@act.gov.au
 Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
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I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: Williams, Gareth (Health)
Sent: Friday, 9 December 2022 2:24 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>; Kent, Brittany (Health) <Brittany.Kent@act.gov.au>; CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>; CHS COO <CHSCOO@act.gov.au>
Cc: EDDoS, <EDDoS@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Subject: FW: ABC Canberra media request: Calvary
Importance: High

OFFICIAL

Hi Britt,

Please see below responses from ACT Health/Calvary for a media response/statement. If DCEO has any major concerns with any elective surgery content, please let me know asap.

ACT Health Media are asking if we have the elective surgery number that's currently blank (or is this better supplied by Calvary?).

@CHS, WYC Executive Office Sam, below are responses from ACT Health/Calvary re maternity services. Any major concerns with this content, please let me know asap.

@CHS COO, I'll provide the number of women we are seeing at CHWC who have been diverted from Calvary, and they can add it to the number they get from Calvary John James, if you're okay with the below:

CHWC are seeing up 5-6 additional presentations each day from Calvary for birthing and antenatal care.

Thanks

Gareth Williams | Director, Media

Canberra Health Services | ACT Government

Phone: [REDACTED] | Email: gareth.williams@act.gov.au

Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au

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From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 9 December 2022 1:55 PM

To: Canberra Health Services Media <CHSmedia@act.gov.au>; Williams, Gareth (Health) <Gareth.Williams@act.gov.au>

Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

For information. Also can you help with that elective surgery number? Or is there a better number we can use.

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Ngunnawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Benson, Andrew (Health)

Sent: Friday, 9 December 2022 1:46 PM

To: Chambers, Kate (Health) <Kate.Chambers@act.gov.au>

Cc: Health Media <HealthMedia@act.gov.au>

Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Hi Kate,

Here's what I have so far.

I will discuss the possibility of a statement with the MO.

Benno

- How many theatres are at Calvary and is there any theatre capacity?
 - Calvary has eight surgical theatres that are all currently unavailable due to either damage from the fire or water damage to equipment and infrastructure from the sprinkler systems.
- When will theatres re-open?
 - Assessments are ongoing but it is expected that half of the theatres could be operation within a couple weeks while the other half could take significantly longer.
- What does this mean for maternity services?
 - Due to the absence of surgical capacity that could be required during any birth, Calvary Public Hospital Bruce maternity services are currently on bypass with patients being redirected or rescheduled to either Calvary John James or Centenary Hospital for Women and Children. Calvary patients giving birth at Centenary are usually being transported back to Calvary Public Hospital Bruce for post-natal care.
- **How many women is this going to impact?**
 - Importantly all women who would have given birth at Calvary Public Hospital have been accommodated for in alternate high-quality maternity facilities. Approximately ?? women have been redirected or rescheduled to either Calvary John James or Centenary Hospital for Women and Children. This includes people who have presented to maternity services but have not ended up needing to give birth.
- **Can midwives at Calvary work at Canberra Hospital? Why / why not?**
- **Can midwives at Calvary work at John James? Why/ why not?**
 - Arrangements are in place to allow staff from Calvary Public Hospital Bruce and ACT Health to assist with the extra maternity services workload at both Centenary Hospital for Women and Children and Calvary John James.
- **Is this putting strain on other hospitals, namely TCH and Calvary John James?**
 - The ACT public health system is working together to manage the redistribution of maternity services clients across the health system. We are grateful for the combined efforts of staff across the public health system to ensure the smallest possible disruption to people needing maternity services during this period.
- How many elective surgeries that were planned for Calvary this week have had to be rescheduled?
 - So far ?? patients who were due for elective surgery at Calvary Public Hospital Bruce have been contacted to discuss either postponement, where appropriate, or alternative arrangements for their surgery. Category 1 elective surgery patients have been prioritised and were rescheduled in Calvary ACT's private hospitals. Calvary will continue to contact patients scheduled for upcoming elective surgeries to discuss their options.
 - Meanwhile, ACT Health and Calvary are working with private and public hospitals across the ACT and our region to identify any capacity to accept less elective surgeries over the coming weeks, including discussions about what assistance staff from Calvary Public Hospital Bruce could provide at other hospitals to increase their capacity.
- When does Calvary go into its usual Christmas shutdown for elective surgeries, and will this need to be adjusted to make up for lost time?
 - There is no Christmas Shutdown for elective surgeries, although the number of elective surgeries being performed decreases significantly over the Christmas holiday period.

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Benson, Andrew (Health)
Sent: Friday, 9 December 2022 11:50 AM
To: Williams, Gareth (Health) <Gareth.Williams@act.gov.au>
Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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From: Benson, Andrew (Health)
Sent: Friday, 9 December 2022 11:04 AM
To: Greg Bayliss (Calvary) [REDACTED]
Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Andrew Benson | Senior Director, Media

Pronouns: He/him

Phone: [REDACTED] | Email: andrew.benson@act.gov.au

Infrastructure, Communication and Engagement Division | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606 health.act.gov.au



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From: Health Media <HealthMedia@act.gov.au>
Sent: Friday, 9 December 2022 10:58 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: ABC Canberra media request: Calvary

OFFICIAL

Samara McCann | Assistant Director, Media
Phone: [REDACTED] Email: Samara.McCann@act.gov.au
Infrastructure, Communication and Engagement Division | ACT Health Directorate

From: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Sent: Friday, 9 December 2022 10:55 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Cassidy, Lily <Lily.Cassidy@act.gov.au>; Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: FW: ABC Canberra media request: Calvary

Thanks Benno –

As discussed, Min answered some of this on radio this morning.

Let's go with statement from your team with CHS input of course.

Did you want to put a call into Greg first to see if they can put someone up? If not, let me know and our office can contact Calvary.

Thanks,

Caitlin Cook
Senior Communications Adviser – Minister Rachel Stephen-Smith
Government Communications Unit
Office of the ACT Chief Minister

T: (02) 6207 8731 | M [REDACTED] E: caitlin.cook@act.gov.au

From: [REDACTED]
Sent: Friday, 9 December 2022 10:11 AM
To: Cook, Caitlin <Caitlin.Cook@act.gov.au>; Greg Bayliss (Calvary) [REDACTED] Health Media <HealthMedia@act.gov.au>
Subject: ABC Canberra media request: Calvary

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Hi all,

We have some questions about the situation at Calvary Hospital.

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Highlighted questions that are in **bold** also apply to ACT Health, from whom we would like a spokesperson or statement.

We will be asking about:

- How many theatres are at Calvary and is there any theatre capacity?
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 - Meanwhile, ACT Health and Calvary are working with private and public hospitals across the ACT and our region to identify any capacity to accept less elective surgeries over the coming weeks, including discussions about what assistance staff from Calvary Public Hospital Bruce could provide at other hospitals to increase their capacity.
- When does Calvary go into its usual Christmas shutdown for elective surgeries, and will this need to be adjusted to make up for lost time?
 - There is no Christmas Shutdown for elective surgeries, although the number of elective surgeries being performed decreases significantly over the Christmas holiday period.

We are after a response ASAP.

Sincerely,



Journalist
ABC News

M [REDACTED]
P 02 6275 4698
W abc.net.au/news

E [REDACTED]
[REDACTED]

ABC NEWS knowthestory

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Doyle, Tom (Health) 12/12/2022 9:53 am

What was the go with the Calvary fire last week?

12/12/2022 9:54 am

I actually dont have much info on it

but this is what i had for the all staff email which was supposed to go out last week FYI:

As you're probably aware, there was a fire at Calvary Public Hospital earlier this week (Tuesday, 6 December). To assist Calvary during this time, Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses. We are seeing up to five additional presentations each day. Calvary Bruce are accepting all Calvary women who require postnatal stays back to Calvary for ongoing care and our Maternity team continue to work with Calvary to support women birthing in the ACT. A huge shout out to Calvary midwives that are coming over to CHWC to assist. In addition, Calvary Continuity Midwives are orientating to the Birth Centre today to ensure the Continuity program is maintained. We are also assessing how we can assist with category 1 elective surgeries. Calvary's Emergency Department is back up and running, so we shouldn't be feeling any additional pressure from patients accessing our ED that could go to Calvary.

From: CEOHealth <info@mail.chscomms.act.gov.au>
Sent: Monday, 12 December 2022 2:10 PM
To: Hattley, Alison (Health)
Subject: CEO update - 12 December 2022

[View this email in your web browser](#)

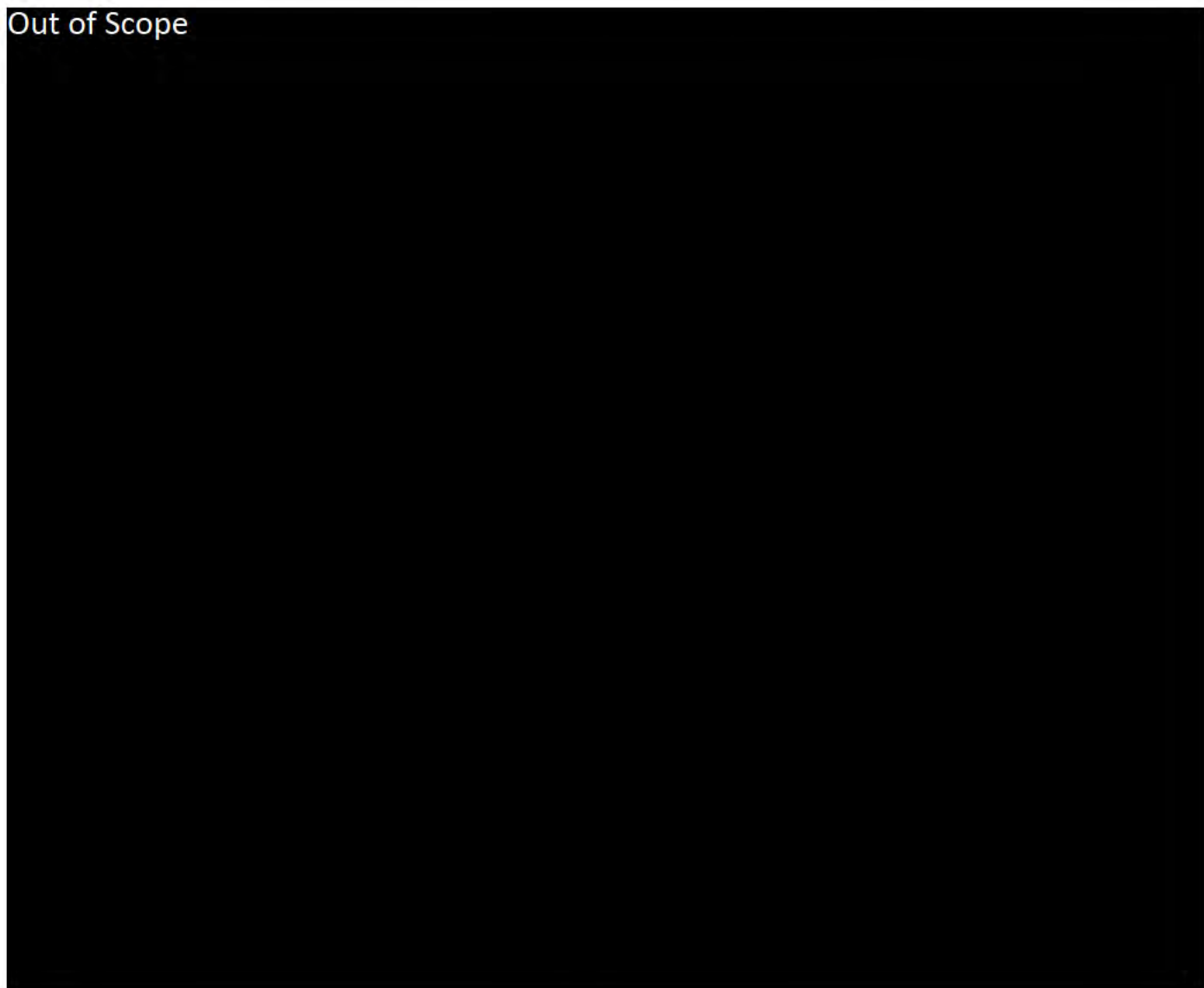


12 December 2022

Dear Team CHS,

I have a few things to cover off today, so I've added some sub-headings below for easy reading.

Out of Scope



Out of Scope

Calvary fire and impacts on CHS

As you're probably aware, there was a fire at Calvary Public Hospital last week (Tuesday, 6 December). To assist Calvary during this time, the team in our Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses. We're seeing up to five additional presentations each day. Arrangements are in place for Calvary women who require postnatal stays to transfer back to Calvary for ongoing care, and our Maternity team continue to work with Calvary to support women birthing in the ACT. Elective caesareans planned for Calvary are being rebooked into Calvary John James Hospital.

The current situation is not ideal. It was unexpected and we've had to rapidly respond in an effort to keep patients safe. But this has necessarily placed a considerable load on some of our teams. I understand Calvary currently have in the order of 120 women at 37+ weeks, indicating we can expect a sustained impact in the weeks ahead.

We're currently working with Calvary Public to examine the use of either Calvary Private Hospital or potentially the endoscopy suites to shift some workload back to the northside. We're awaiting a plan with the teams coming together tomorrow at 1030am to decide on the way forward.

Separately we're also assessing how we can assist with Calvary's category 1 elective surgeries.

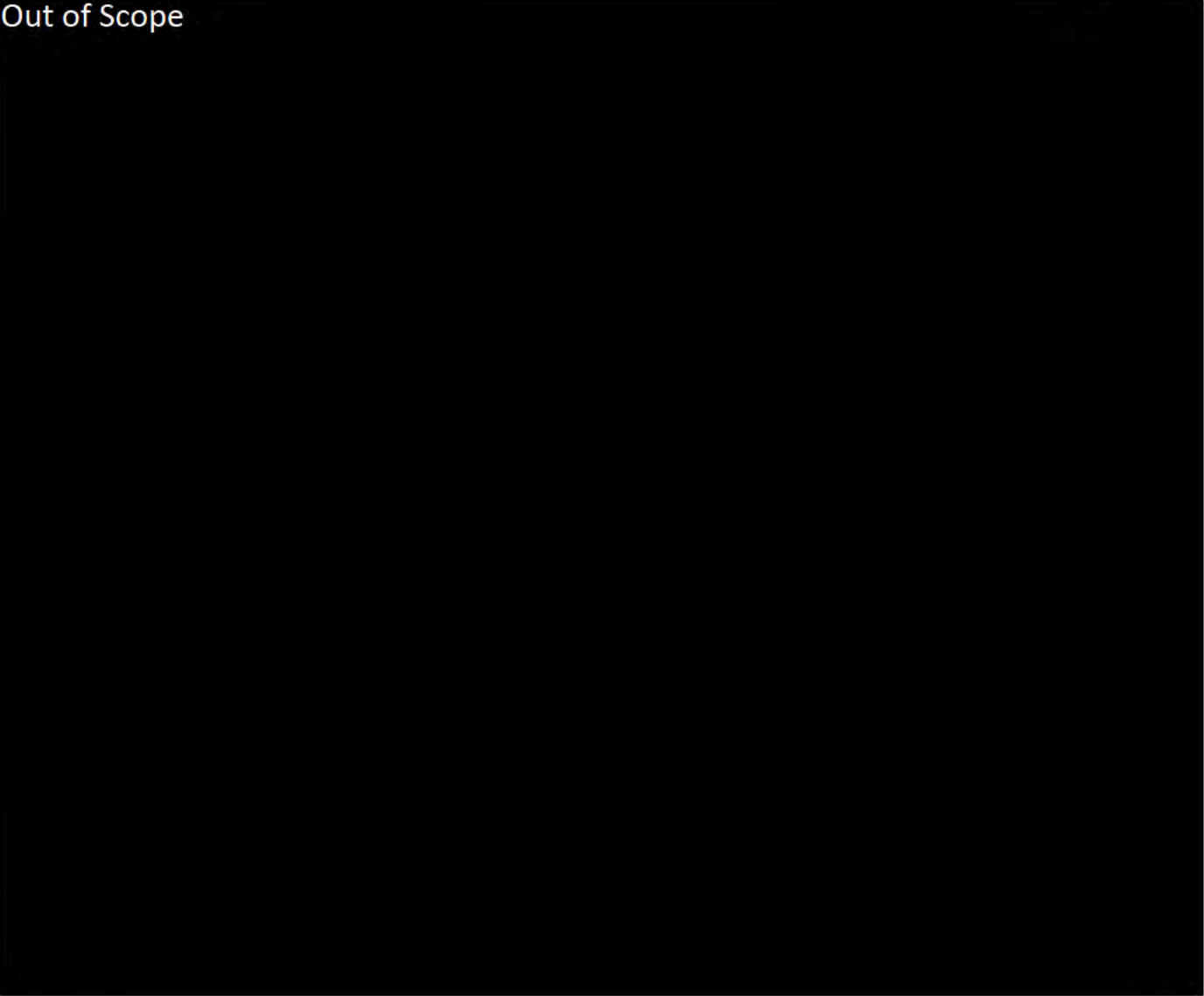
Calvary's Emergency Department was back up and running normally from late last week, so we shouldn't be feeling any additional pressure from patients accessing our ED that could go to Calvary. However, any patients presenting to Calvary who require emergency surgery are being transferred to Canberra Hospital if that can't be done in a private hospital.

Team this is a tough situation. We're hearing from many of you about the challenges in flowing patients back north and communication in advance of patients being redirected our way. We're working to improve this situation quickly. We have also rostered additional operations coordinators and our patient flow team are doing what they can in managing the impact. If there's anything else we can do to assist, please reach out and let us know.

Out of Scope



Out of Scope



Dave

Dave Peffer
Chief Executive Officer

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

canberrahealthservices.act.gov.au | healthhub.act.gov.au

From: Warner, KarenL (Health)
Sent: Monday, 12 December 2022 5:04 PM
To: Ross Hawkins
Subject: RE: Comms support for Calvary
Attachments: Calvary_Draft Media Release_fire status.docx; Calvary_Draft internal staff comms_fire status.docx

Apologies Ross, just realised what I sent through earlier was still in track changes. Re-sending in a neater format. Also, is it 8 theatres all up that have been affected? For your review and finessing.

Cheers K

From: Ross Hawkins [REDACTED]
Sent: Monday, 12 December 2022 11:37 AM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Subject: RE: Comms support for Calvary

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Thanks Karen – are we able to turn this into both a message to staff and a message for media ?

Draft Media Release

- Calvary has been working hard to restore normal hospital operations since the fires last Tuesday.
- The cause is yet unknown and Calvary are working with Fire and rescue on their assessment.
- Our staff have worked tirelessly through this process and we thank them for their dedication and service. We continue to support our staff, and are providing critical incident debrief sessions and EAP for those that need it. We are also seeking their views on what we can do to improve our business continuity processes for the future.
- The two parts of our business that remain impacted are elective surgery and Maternity.
- Our theatres remain close but we are now working on the appropriate restoration works to open back up half the theatre complex. We anticipate that we will have this operation before Christmas. For the theatre that was more significantly damaged we have or experts current scoping the necessary works to get it back up and operational.
- We are working now between Bruce public and Bruce Private and John James to pick up additional work to ensure that we continue to support the people of Canberra. We will also continue to work with the Territory government so they are aware of our planning.
- In terms of Maternity, because we are unable to perform emergency Caesarean sections we will remain on bypass. To support this process we have been working across the territory to ensure the continuity for support for women. As soon as we have theatres back online, we will come off bypass and resume normal maternity services.
- We thank the community for its support and patience over this period.
- If Patients are at all worried contact XXX.

Thanks

Ross Hawkins
Regional Chief Executive Officer – ACT



Little Company of Mary Health Care Ltd
Cnr Belconnen Way & Haydon Drive, Bruce, ACT, 2617

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From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>

Sent: Monday, 12 December 2022 10:06 AM

To: Jean, David (Health) <David.Jean@act.gov.au>; Ross Hawkins [REDACTED]

Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>

Subject: RE: Comms support for Calvary

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No worries at all. Hi Ross, if you would like to give me a call when you're free, I'm on [REDACTED]

Cheers,
K

From: Jean, David (Health) <David.Jean@act.gov.au>

Sent: Monday, 12 December 2022 10:03 AM

To: [REDACTED] Warner, KarenL (Health) <KarenL.Warner@act.gov.au>

Cc: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>

Subject: Comms support for Calvary

UNOFFICIAL

Hi Karen, as discussed can you please support Ross (cc'd in) with communication this week around theatres and surgery.

Thanks,
David Jean
Executive Branch Manager
Strategic Communication and Engagement

Canberra Health Services | ACT Government
P. (02) 512 46115 | M. [REDACTED] E. David.Jean@act.gov.au
Canberra Health Services media on-call phone: 0466 948 935

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Draft Media Release

Calvary Public Hospital Bruce will have some operating theatres back soon

Some the operating theatres affected by the fire last week at Calvary Public Hospital Bruce, are on track to be running again by the end of this year.

Calvary Public Hospital Bruce CEO, Ross Hawkins says ACT Fire and Rescue are still assessing the impact of the fire, however, plans and building works are already underway to restore [X no] of the eight operating theatres by the end of this year.

"Investigations into what caused the fire at Calvary Public Hospital Bruce on Tuesday 6 December are still ongoing as the hospital works towards restoring services as soon as it can," Mr Hawkins said.

"Unfortunately, for the time being our theatres remain closed and two service areas, Elective Surgery and Maternity continue to be affected," Mr Hawkins said.

"We are working with Calvary Private Hospital, Bruce and John James Hospital to transfer surgical work where those hospitals are able to take on the extra load.

Commented [WK(1): Deakin?

"In the meantime, correspondence to elective surgery patients affected by this disruption has been sent out providing contact information for the steps ahead regarding their surgery.

Commented [WK(2): So long as this has already gone out, otherwise we'll remove.

"For the time being maternity services will remain on bypass to Canberra Hospital, however, with the anticipated re-opening of half of the theatre complex within weeks, we plan to have our maternity services back shortly.

Commented [WK(3): accurate?

"We have been working across the territory and with the ACT Government to ensure continuity of care is provided to women expecting and who were planning to give birth at Calvary Public Hospital before Christmas.

"Right now, our priority is to ensure our patients are supported and receiving the care they need as soon as we can arrange this, under these extraordinary circumstances.

"Our staff have been working tirelessly to support our patients and their carers or loved ones as we work through the logistics of this tragic situation.

"Calvary Public Hospital Bruce wishes to thank the community for its support and patience at this time," Mr Hawkins said.

Patients can contact [XXX] if they wish to discuss their health service matter at Calvary Public Hospital.

Content for Calvary staff.

Thank you for your help and dedication at this extraordinary time

Since Tuesday 6 December, when tragically a fire took hold in our operating theatre complex, I have witnessed the incredible work and efficiency of our staff who have worked tirelessly for our patients and each other to be safe and supported.

It's also critically important that we support our staff. I wish to remind you that we have the Employee Assistance Program (EAP) which is available if you feel you need professional help following your experience of the emergency and to support you moving forward.

By way of an update on the situation, ACT Fire and Rescue are still investigating what caused the fire and it will take some time.

Restoration works are underway, and we anticipate having at least half of the theatre complex operating by the end of this year. However, there is a long road ahead. The damage is extensive and until we have a clear understanding of the impact, theatres will remain closed for the time being.

This means Elective Surgery and Maternity services remain affected by these circumstances. We are working with Calvary Private Hospital, Bruce and John James Hospital to transfer surgical work where those hospitals are able to take on the extra load.

Commented [WK(1)]: Deakin?

In the meantime, correspondence to elective surgery patients affected by this disruption has been sent out providing contact information for the steps ahead regarding their surgery.

Commented [WK(2)]: So long as this has already gone out, otherwise we'll remove.

In terms of the maternity services, due to the loss of theatres we are unable to perform emergency Caesarean sections which means maternity services stay on bypass to Canberra Hospital.

Right now, our priority is to ensure our patients are supported and receiving the care they need as soon as we can arrange this, under these extraordinary circumstances.

The hospital is providing critical incident debrief sessions regularly and we encourage staff to attend these when they can. Through these sessions we are also seeking your views on what we can do to improve our business continuity processes.

Again, I wish to thank you for your service and dedication at this most tragic time, in which you have gone above and beyond for our hospital, colleagues and patients.

From: Warner, KarenL (Health)
Sent: Monday, 12 December 2022 8:50 PM
To: Ross Hawkins
Subject: Re: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k

And while I think of it -

how much damage to equipment and if extensive any complications getting equipment replaced (eg availability/shipment if required).

You may also be asked when Calvary last did an audit of its electrical circuits and how regularly you do them. (Answer: it's still early days into the investigation - the cause has not been confirmed).

Sorry should have thought of these earlier. But they're the questions I would ask you if my journo hat was on.

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From: Ross Hawkins [REDACTED]
Sent: Monday, December 12, 2022 8:42:31 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Subject: RE: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k

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Agreed – the answer will be that we evacuated, no one allowed back until F&R cleared. If anyone is worried we will work to support them.!

Ross Hawkins
Regional Chief Executive Officer – ACT



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Cnr Belconnen Way & Haydon Drive, Bruce, ACT, 2617

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From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Monday, 12 December 2022 8:22 PM
To: Ross Hawkins [REDACTED]

Subject: RE: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k

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Yep I'll be listening in.

Another question that you *may* be asked is about the staff health concerns (breathing in toxic smoke etc) – an issue reported in one of the ABC stories. Not likely but possible.

Cheers K

From: Ross Hawkins [REDACTED]
Sent: Monday, 12 December 2022 8:12 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Subject: RE: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k

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Thanks Karen !
We are on ABC at 845 tomorrow.
Thanks
Ross

Ross Hawkins
Regional Chief Executive Officer – ACT



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Cnr Belconnen Way & Haydon Drive, Bruce, ACT, 2617

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From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Monday, 12 December 2022 5:18 PM

To: Ross Hawkins [REDACTED]

Subject: Also, if you need to call me anytime, don't hesitate. I can't imagine the pressure you're under but happy to help whenever you need me. Cheers k

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Karen Warner | Director, Change Communication (DHR)

Canberra Health Services | ACT Government

M: [REDACTED] E: karenL.warner@act.gov.au

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From: Doyle, Tom (Health)
Sent: Tuesday, 13 December 2022 2:49 PM
To: Bell, Amanda (Health); CHS COO
Cc: Canberra Health Services Media; Jean, David (Health)
Subject: RE: ABC Radio Canberra request

OFFICIAL

Thanks Amanda

Heard back yet?

ABC Radio have changed the time to **5.05pm**. Hope that is okay.

~ Tom

From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Sent: Tuesday, 13 December 2022 1:07 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>; CHS COO <CHSCOO@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: RE: ABC Radio Canberra request

OFFICIAL

Thanks Tom, we'll check with Cathie whether her or maybe Susan.

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Tuesday, 13 December 2022 1:01 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: ABC Radio Canberra request

OFFICIAL

Hi team

ABC Radio Canberra have requested to speak to a CHS spokesperson on how CHS are managing diversions from Calvary following the fire.

Is Cathie or Janet available to speak to [REDACTED] at 5.20pm today over the phone?

We can send through TPs.

Cheers

Tom

Tom Doyle | Assistant Director, Media

P: (02) 6207 3104 | Email: tom.doyle@act.gov.au

Strategic Communications and Engagement | Canberra Health Services

Building 23, Canberra Hospital, Garran ACT, 2605 | health.act.gov.au

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From: Bell, Amanda (Health)
Sent: Tuesday, 13 December 2022 2:51 PM
To: Zagari, Janet (Health)
Cc: CHS COO; CHS, DCEO
Subject: 5.2pm today - ABC Radio Canberra request?

Importance: High

OFFICIAL

Hi Janet,

Would you be free for below radio interview this afternoon at 5.20pm on how CHS are managing diversions from Calvary following the fire.

Cathie has a meeting but can step out for the interview if needed.

If you're free, Cathie can provide points on maternity diversions. If Cathie does are you able to please some points on theatre diversions.

Thanks,
Amanda

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

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Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: ABC Radio Canberra request

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We can send through TPs.

Cheers

Tom

Tom Doyle | Assistant Director, Media

P: (02) 6207 3104 | Email: tom.doyle@act.gov.au

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From: Warner, KarenL (Health)
Sent: Tuesday, 13 December 2022 3:28 PM
To: Ross Hawkins
Subject: ABC Interview | maternity services

Hi Ross

Janet's due to go on air with ABC at 5pm this arvo. Can I supply the following dot points for her to use if she wishes to discuss maternity service arrangements:

MATERNITY

- To assist Calvary, the team in our Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses.
- Patients booked into Calvary's Birthing Continuity Program will birth at Centenary instead and with their designated Calvary Public Hospital midwife.
- We're seeing up to five additional presentations each day.
- This is because Calvary does not have theatres to perform emergency caesarians.
- The priority right now is to ensure patients are supported and receiving the care they need as soon as it can be arranged.

If required (in case asked eg: *what happens if a mother arrives birthing at Calvary and it's not possible to get to Canberra Hospital*):

- Should a patient arrive at Calvary Public Hospital Bruce actively birthing and it's not possible to get the patient to another facility safely, the patient will birth at Calvary.
- Every measure will be put in place to ensure a safe delivery when the timing is critical.
- For all elective C-sections coming up, those patients will be scheduled at Calvary John James

Patient flow and bed management across the system

- Across the system bed capacity is being managed to ensure timely care continues.
- For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to make way for Calvary patients who need a bed at the Centenary Hospital.

- Plans are also in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:
 - after six hours for patients who have an uncomplicated birth; and
 - after 12 hours for patients who have an uncomplicated C-section
- If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

Karen Warner | Director, Change Communication (DHR)

Canberra Health Services | ACT Government

M: [REDACTED] E: karenL.warner@act.gov.au

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From: Doyle, Tom (Health)
Sent: Tuesday, 13 December 2022 3:42 PM
To: Bell, Amanda (Health); CHS COO; CHS, DCEO
Cc: Warner, KarenL (Health); Canberra Health Services Media; Jean, David (Health)
Subject: RE: ABC Radio Canberra request
Attachments: 221213 - Calvary Hospital fire impacts and other TPs.docx

OFFICIAL

Hi Amanda

TPs for Janet are attached.

Calvary is fine with info pertaining to their services.

~ Tom

From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Sent: Tuesday, 13 December 2022 2:58 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: ABC Radio Canberra request

OFFICIAL

Hi Tom,

I've just chatted with Janet and she will do the interview at 5.05pm. Liz, can you please put in her diary.

Think we'll need points on maternity and theatre diversions please.

Thanks,
Amanda

Amanda Bell | Business Manager
T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au
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Tom

Tom Doyle | Assistant Director, Media

P: (02) 6207 3104 | Email: tom.doyle@act.gov.au

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Talking points – Calvary Hospital fire impacts and other hot issues

Calvary Public Hospital

- Currently none of the theatres at Calvary Public Hospital Bruce are operational.
- Calvary has stated that it is hopeful four of the seven theatres will be back online before the end of the year.
- The remaining three will be offline for some time. It is still not clear how long.
- It is still not clear what caused the fire.
- This is having an impact on the Territory's ability to deliver elective surgeries.
- Calvary generally delivers about 150 elective surgeries and 35 births per week.
- At Canberra Hospital, we are prioritising surgeries in three areas - maternity, emergency surgery and category 1 elective surgery.
- All other surgeries are being prioritised on clinical need.
- This means there will be delays for some surgeries.
- We will be writing to patients on the elective surgery wait list this week to explain the situation to them.
- We are prioritising the most clinically urgent cases.
- This includes working with surgeons to prioritise lists based on clinical priority.
- We are also working with our private hospital partners to see what excess capacity we will be able to purchase for public patients. We have already had a positive response from them.
- We are also looking at other options for the medium term, such as suitable facilities.
- It is still too early to talk numbers. We are still unclear how long Calvary's theatres will be out of action.
- If a patient's condition gets worse they should contact their GP, specialist, or the Territory Wide Surgical Services Team on (02) 5124 9889.
- But please also understand this team is working extremely hard at the moment in what is a very difficult situation.
- We appreciate this is a distressing time for everyone.

Maternity

- To assist Calvary, the team in our Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses.

- Patients booked into Calvary's Birthing Continuity Program will birth at Centenary instead and with their designated Calvary Public Hospital midwife.
- We're seeing up to five additional presentations each day.
- This is because Calvary does not have theatres to perform emergency caesarians.
- The priority right now is to ensure patients are supported and receiving the care they need as soon as it can be arranged.
- If required (in case asked eg: *what happens if a mother arrives birthing at Calvary and it's not possible to get to Canberra Hospital*):
 - Should a patient arrive at Calvary Public Hospital Bruce actively birthing and it's not possible to get the patient to another facility safely, the patient will birth at Calvary.
 - Every measure will be put in place to ensure a safe delivery when the timing is critical.
 - For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

- Across the system bed capacity is being managed to ensure timely care continues.
- For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to make way for Calvary patients who need a bed at the Centenary Hospital.
- Plans are also in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:
 - after six hours for patients who have an uncomplicated birth; and
 - after 12 hours for patients who have an uncomplicated C-section
- If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

Out of Scope

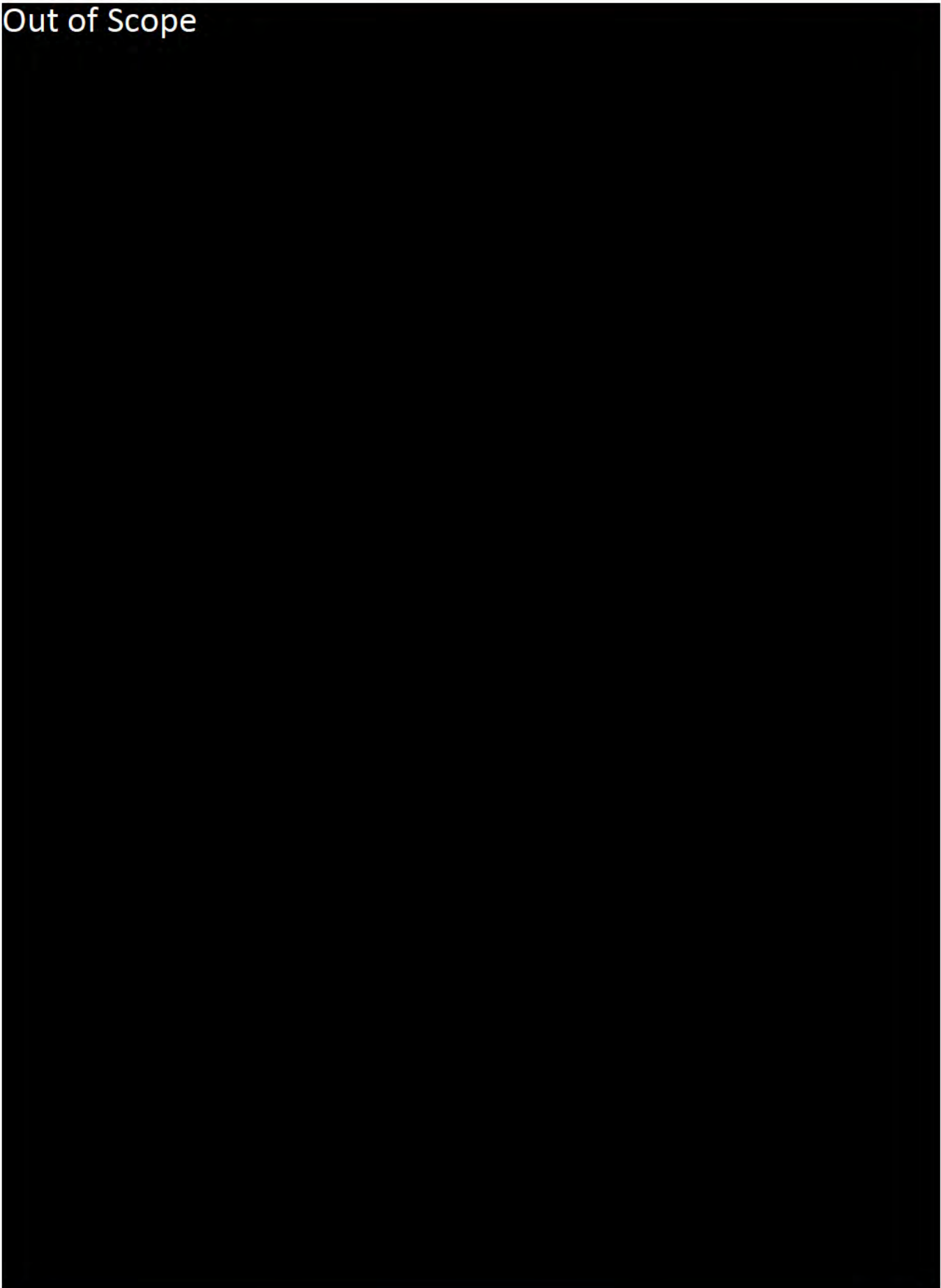
Insert Title Here



ACT
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70
**Canberra Health
Services**

Out of Scope





Out of Scope



Acknowledgement of Country



Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people. We acknowledge and respect their continuing culture and contribution to the life of this city and region.

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Accessibility

Call (02) 5124 0000



Call 131 450

canberrahealthservices.act.gov.au/accessibility

From: Doyle, Tom (Health) on behalf of Canberra Health Services Media
Sent: Tuesday, 13 December 2022 3:47 PM
To: Doyle, Tom (Health); Bell, Amanda (Health); CHS COO; CHS, DCEO
Cc: Warner, KarenL (Health); Canberra Health Services Media; Jean, David (Health)
Subject: RE: ABC Radio Canberra request

OFFICIAL

Number to call through on is [REDACTED]

Janet can ring through a few minutes beforehand.

She will be chatting to [REDACTED].

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Tuesday, 13 December 2022 3:42 PM
To: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: ABC Radio Canberra request

OFFICIAL

Hi Amanda

TPs for Janet are attached.

Calvary is fine with info pertaining to their services.

~ Tom

From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Sent: Tuesday, 13 December 2022 2:58 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: ABC Radio Canberra request

OFFICIAL

Hi Tom,

I've just chatted with Janet and she will do the interview at 5.05pm. Liz, can you please put in her diary.

Think we'll need points on maternity and theatre diversions please.

Thanks,
Amanda

Amanda Bell | Business Manager
T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital
 PO Box 11, Woden ACT 2606 | health.act.gov.au
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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>

Sent: Tuesday, 13 December 2022 2:49 PM

To: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>; CHS COO <CHSCOO@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>

Subject: RE: ABC Radio Canberra request

OFFICIAL

Thanks Amanda

Heard back yet?

ABC Radio have changed the time to **5.05pm**. Hope that is okay.

~ Tom

From: Bell, Amanda (Health) <Amanda.Bell@act.gov.au>

Sent: Tuesday, 13 December 2022 1:07 PM

To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>; CHS COO <CHSCOO@act.gov.au>

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: RE: ABC Radio Canberra request

OFFICIAL

Thanks Tom, we'll check with Cathie whether her or maybe Susan.

Amanda Bell | Business Manager

T: 02 5124 8688 | M: [REDACTED] | E: amanda.bell@act.gov.au

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Tuesday, 13 December 2022 1:01 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; Bell, Amanda (Health) <Amanda.Bell@act.gov.au>
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: ABC Radio Canberra request

OFFICIAL

Hi team

ABC Radio Canberra have requested to speak to a CHS spokesperson on how CHS are managing diversions from Calvary following the fire.

Is Cathie or Janet available to speak to [REDACTED] at 5.20pm today over the phone?

We can send through TPs.

Cheers
Tom

Tom Doyle | Assistant Director, Media
P: (02) 6207 3104 | Email: tom.doyle@act.gov.au
Strategic Communications and Engagement | Canberra Health Services
Building 23, Canberra Hospital, Garran ACT, 2605 | health.act.gov.au
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From: Warner, KarenL (Health)
Sent: Tuesday, 13 December 2022 3:49 PM
To: Ross Hawkins
Subject: FOR REVIEW | Release and TPs
Attachments: CHS Calvary_Draft Media Release_services.docx; Ministerial talking points_draft.docx

Hi Ross,

I have created a maternity/birthing focus for the joint release and gave it a bit of a sense of reassurance. I think that's important given that some mums may be quite anxious. Also, there's a lot to take in regarding the logistics so I have tried to simplify that.

Review the attached. Once finessed I'll supply to Janet's office.

TPs can remain the same – It's up to the Minister the extent to which he wants to discuss the topics.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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Draft Joint Media Release

Interim arrangements for Calvary Public Hospital Bruce birthing and maternity services

Birthing services at Calvary Public Hospital Bruce will remain on bypass to Canberra Hospital until a number of operating theatres are back online, following last week's fire at the Belconnen-based hospital.

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Calvary Public Hospital CEO Ross Hawkins says a preliminary assessment of the damage to a number of operating theatres indicates it may be possible to have up to four theatres back online within a couple of weeks.

"Should this happen, we will have our maternity services back to normal, however, for the time being birthing services are being directed to the Centenary Hospital for Women and Children at the Canberra Hospital," Mr Hawkins said.

Canberra Health Services Deputy CEO Janet Zagari says the focus right now is to ensure patients are supported and receiving the care they need as soon as we can arrange this, under these extraordinary circumstances.

"Our staff at both campuses have been working tirelessly to support patients and their carers or loved ones as we work through the logistics of this tragic situation.

"We wish to reassure women who are close to giving birth who may be affected by this detour of birthing services that all the right clinical care and arrangements are in place and instead, to focus on looking forward to having their baby," Ms Zagari said.

Management of maternity patients

If a patient arrives at Calvary Public Hospital Bruce actively birthing and the timeframe does not allow for the patient to get to another health service safely, the patient will birth at Calvary. Every measure will be put in place to ensure a safe delivery when the timing is critical.

However, patients booked into the Hospital's Birthing Continuity Program will for the foreseeable future, birth at Canberra Hospital's Centenary Hospital for Women and Children and with their designated Calvary Public Hospital midwife.

For maternity patients who are booked in at Calvary for fetal surveillance monitoring or for a clinical review and *who are not in labour*, they can continue with their appointments at Calvary.

Commented [WK(1): Can we shorten to 'Calvary' or do we need to be specific for each mention?

The Maternity Assessment A... and our Ante Natal service are also continuing at Calvary.

Commented [WK(2): Not sure what your MAA stands for

For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues.

For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to make way for Calvary patients who need a bed at the Centenary Hospital.

In addition to the logistics within the system, plans will be in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:

- after six hours for patients who have an uncomplicated birth; and
- after 12 hours for patients who have an uncomplicated C-section

If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

For context, Calvary Public Hospital Bruce on average manages 35 births per week.

Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.

Patients can contact [XXX] if they wish to discuss their health service matter at Calvary Public Hospital.

Ministerial talking points | Calvary Public Hospital

Update

- Following an assessment of the operating theatre complex at Calvary Public Hospital Bruce, it's anticipated that up to four of the seven theatres will be back online by the end of the year.
- For now though, none of the theatres at Calvary Public Hospital Bruce are operating.
- The remaining three will be offline for some time. It is still not clear how long.
- It is still not clear what caused the fire.
- This is having an impact on the Territory's ability to deliver elective surgeries.
- Calvary generally delivers about 150 elective surgeries and 35 births per week.
- At Canberra Hospital, we are prioritising surgeries in three areas - maternity, emergency surgery and category 1 elective surgery.
- All other surgeries are being prioritised on clinical need.
- This means there will be delays for some surgeries.
- We will be writing to patients on the elective surgery wait list this week to explain the situation to them.
- We are prioritising the most clinically urgent cases.
- This includes working with surgeons to prioritise lists based on clinical priority.
- We are also working with our private hospital partners to see what excess capacity we will be able to purchase for public patients. We have already had a positive response from them.
- We are also looking at other options for the medium term, such as suitable facilities.
- It is still too early to talk numbers. We are still unclear how long Calvary's theatres will be out of action.
- If a patient's condition gets worse, they should contact their GP, specialist, or the Territory Wide Surgical Services Team on (02) 5124 9889.
- But please also understand this team is working extremely hard at the moment in what is a very difficult situation.
- We appreciate this is a distressing time for everyone.

MATERNITY

- To assist Calvary, the team in our Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses.
- We're seeing up to five additional presentations each day.

- This is because Calvary does not have theatres to perform emergency caesarians.
- The priority right now is to ensure patients are supported and receiving the care they need as soon as it can be arranged.
- Should a patient arrive at Calvary Public Hospital Bruce actively birthing and it's not possible to get the patient to another facility safely, the patient will birth at Calvary.
- Every measure will be put in place to ensure a safe delivery when the timing is critical.
- For all elective C-sections coming up, those patients will be scheduled at Calvary John James.
- Patients booked into Calvary's Birthing Continuity Program will birth at Centenary instead and with their designated Calvary Public Hospital midwife.

Patient flow and bed management across the system

- Across the system bed capacity is being managed to ensure timely care continues.
- For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to make way for Calvary patients who need a bed at the Centenary Hospital.
- Plans are also in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:
 - after six hours for patients who have an uncomplicated birth; and
 - after 12 hours for patients who have an uncomplicated C-section
- If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

From: Warner, KarenL (Health)
Sent: Wednesday, 14 December 2022 9:54 AM
To: Zagari, Janet (Health); Ross Hawkins
Cc: Greg Bayliss (Calvary); Doyle, Tom (Health); CHS COO; CHS, DCEO
Subject: FOR APPROVAL | Calvary release
Attachments: CHS Calvary_Media Release_cleared COO and Calvary.docx

Importance: High

Hi Janet/Ross,

Status: The attached has been approved by Cathie O'Neill.

Now waiting for Calvary national office approval and your approval @Zagari, Janet (Health). Once that's done I can send across to the Minister's office.

Our suggested distribution is that this release is issued by Calvary.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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Draft Joint Media Release

Interim arrangements for Calvary Public Hospital Bruce birthing and maternity services

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Management of maternity patients

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The Maternity Assessment Area and our Ante Natal service are also continuing at Calvary.

For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues.

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Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.

Patients can contact the Calvary Public Hospital Switchboard on 6201 6111 to be connected with the correct area to discuss their health service matter.

From: Connor, Brienne (Health) on behalf of Canberra Health Services Communications
Sent: Wednesday, 14 December 2022 1:10 PM
To: #CHSCommsandGR
Subject: FW: Arrangements between Calvary and CHS for Obstetric and Midwifery Care
Attachments: CPHB CHS Maternity Bypass Agreement.pdf

Importance: High

UNOFFICIAL

From: O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>
Sent: Tuesday, 13 December 2022 6:05 PM
To: Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Alder, Wendy (Health) <Wendy.Alder@act.gov.au>; Lim, Boon (Health) <Boon.Lim@act.gov.au>; Pilkington, Suzanne (Health) <Suzanne.Pilkington@act.gov.au>; Ogilvie, Rebekah (Health) <Rebekah.Ogilvie@act.gov.au>; Zaidi, Asif (Health) <Asif.Zaidi@act.gov.au>; Health, After Hours Hospital Managers <AfterHoursHospitalManagers@act.gov.au>; CHS WYC Access and Operations Coordinator <CHS.WYCAccessandOperationsCoordinator@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>
Cc: [REDACTED] Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Peffer, Dave (Health) <Dave.Peffer@act.gov.au>; Howard, Grant (Health) <Grant.Howard@act.gov.au>; Lang, Kellie (Health) <Kellie.Lang@act.gov.au>; Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; Gilmore, Lisa (Health) <Lisa.Gilmore@act.gov.au>
Subject: Arrangements between Calvary and CHS for Obstetric and Midwifery Care
Importance: High

UNOFFICIAL

Please ensure this is distributed widely to all teams and is display in team areas for those who do not access emails.

Dear All

Assessment of the likelihood of establishing any emergency theatre access at Calvary in the next six weeks is now unlikely due to the extensive damage to equipment, electricals and the inability to source trades or equipment at this time of year. A number of contingencies have been explored to balance the workload across sites and to maintain a safe service. Unfortunately this will mean that CHS will still need to be the primary place of public birthing during this time.

Please see the attached arrangements as agreed by both Calvary and CHS to ensure that workload is spread, that services are safe and that processes are streamlined.

These arrangements will be reviewed daily.

Please pass on my thanks to all staff who are working hard to make this arrangement work so that we can provide safe care to birthing women across the ACT. We understand the additional strain this is placing on our obstetrics and midwifery teams.

In addition to the arrangements in the attached, at CHS we have put in place:

- Dedicated private ambulance to commence 14/12 to facilitate timely transfers of women

- Increase social media to inform birthing women what is occurring and why
- Committing to provide regular updates to our staff on the situation
- Rostering additional staff to assist with flow; logistics; staff, women and family support
- Rostering Calvary midwives and obstetric registrars to CHS every shift and ensuring they are welcomed, oriented and have appropriate access and support
- Sourcing additional locum medical and midwifery staff.

Please escalate through your manager if there are other actions that would assist.

Cathie O'Neill

Chief Operating Officer
Canberra Health Services

Mobile: [REDACTED]

E-mail: Cathie.O'Neill@act.gov.au

EA: Maddy Bartlett 512 42147

EO: Michelle Ramsay 512 45804

BM: Amanda Bell 512 48688

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**Canberra Health
Services**

13 December 2022

Temporary Arrangements for Provision of Maternity Services Calvary Public Hospital Bruce & Canberra Health Service

Calvary Public Hospital Bruce (CPHB) will remain on bypass for birthing, elective and emergency obstetric surgery until theatres at CPHB can be recommenced. During this period CPHB and Canberra Health Service (CHS) confirm the following arrangements:

Maternity Patient Management

- CPHB will remain on bypass for birthing and patients will be directed to CHS
- If a patient presents to CPHB and they are actively birthing or assessed as birthing within a short period of time and assessed unsafe to travel, the patient will birth at CPHB
- The Obstetric Registrar from CPHB will provide additional obstetric support at CHS - this will be arranged by the CPHB Acting Clinical Director O&G in consultation with the CHS obstetric team
- Patients of CPHB booked in the Birthing Continuity Program will be birthed at CHS with the patient's designated CPHB midwife
- CHS will relocate gynaecology patients to surgical wards where feasible to allow more bed capacity to support these patients from CPHB
- Midwifery and obstetric teams from both hospitals will meet daily on webex and more frequently if required to manage patient care coordination between both sites
- Maternity patients who require fetal surveillance monitoring or clinical review who are not in labour can be reviewed at CPHB. If these patients present or contact CHS they can be referred back to CPHB for clinical review
- If appropriate, some women booked at CHS may also be transferred for fetal surveillance or clinical assessment at CPHB.

Transferring Patients from CHS to CPHB Following Birth

- CHS will transfer postnatal patients to CPHB, they may be booked CPHB patients or other postnatal patients assessed as suitable for transfer to CPHB assisting with CHS bed capacity
- Following an uncomplicated vaginal birth, patients may be transferred to CPHB after six (6) hours
- Following an uncomplicated C-section (elective or emergency) patients may be transferred to CPHB between six (6) and twelve (12) hours after medical clearance
- CHS has allocated a private ambulance if required for transfers to CPHB only, to facilitate the transfer of mothers and babies to CPHB
- Maternity patients transferred to CPHB from CHS are accepted by the maternity unit and don't require an O&G Consultant to accept the patient. They are assessed as suitable for transfer by the CHS team
- If there is a medical concern regarding the patient the medical teams will liaise with each other and provide appropriate clinical handover prior to transfer
- CHS may also transfer to Queanbeyan Hospital if necessary to manage bed capacity.
- Transport should be booked in anticipation of transfer, not once the woman is ready. Backloads should also be utilised where possible, particularly where the private ambulance is utilized.

Escalation Process

Operational matters that cannot be resolved at the department level of either site and are impacting on these arrangements are to be escalated to the relevant Executive for that hospital. After hours escalation for CPHB is to the Executive on-call who will escalate to the General Manager if required and after hours escalation for CHS is to the Executive on-call who will escalate to the Chief Operating Officer if required

This arrangement will be subject to review in the coming days given the significant demand this situation is placing on the Canberra Health Service Maternity Services. As soon as suitable emergency theatre options can be established at Calvary Public Hospital Bruce, the bypass will be revoked or modified. Further updates will be issued as required.

Robin Haberecht
General Manager
Calvary Public Hospital Bruce

Cathie O'Neill
Chief Operating Officer
Canberra Health Service

From: Doyle, Tom (Health)
Sent: Wednesday, 14 December 2022 1:26 PM
To: Cassidy, Lily; Cook, Caitlin
Cc: Canberra Health Services Media
Subject: FOR REVIEW: Interim arrangements for Calvary Public Hospital birthing and maternity services
Attachments: 221214 MR Final Cleared COO CPHB and CHC NO.docx

OFFICIAL

Hi Lily and Caitlin,

Attached is the media release I showed you yesterday, Caitlin.

Can you please review it when you get the chance?

Calvary will distribute the release.

Cheers,

Tom

Tom Doyle | Assistant Director, Media

P: (02) 6207 3104 | Email: tom.doyle@act.gov.au

Strategic Communications and Engagement | Canberra Health Services

Building 23, Canberra Hospital, Garran ACT, 2605 | health.act.gov.au

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Media Release

14 December 2022

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Calvary ACT Regional Chief Executive Officer Ross Hawkins says a preliminary assessment of the damage to a number of operating theatres indicates it may be possible to have up to four theatres back online within a couple of weeks.

"Should this happen, we will have our maternity services back to normal, however, for the time being birthing services are being directed to the Centenary Hospital for Women and Children at the Canberra Hospital," Mr Hawkins said.

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Management of maternity patients

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Media contact:

Greg Bayliss

Communications Manager

Calvary Public Hospital Bruce

P: [REDACTED]

From: McRae, Cree (Health)
Sent: Wednesday, 14 December 2022 2:13 PM
To: Warner, KarenL (Health); Jean, David (Health); Doyle, Tom (Health); Foote, Claire (Health)
Subject: RE: Arrangements between Calvary and CHS for Obstetric and Midwifery Care

UNOFFICIAL

Hey all,

I'll touch base with ACTHD about their plan for social – Heather doesn't work today and Angie is in a meeting. As soon as I hear, I'll let you know.

Cheers,
Cree

From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Wednesday, 14 December 2022 1:55 PM
To: Jean, David (Health) <David.Jean@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; McRae, Cree (Health) <Cree.McRae@act.gov.au>
Subject: RE: Arrangements between Calvary and CHS for Obstetric and Midwifery Care

Hi David,

As mentioned, social has been discussed but the onus of that should sit with ACTHD to manage. I noticed yesterday they issued some posts about the fire but I'm not aware of any social regarding specifics around maternity at this stage. I'm not aware of what conversations Greg is having with ACTHD.

Cheers K

From: Jean, David (Health) <David.Jean@act.gov.au>
Sent: Wednesday, 14 December 2022 1:36 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Foote, Claire (Health) <Claire.Foote@act.gov.au>; McRae, Cree (Health) <Cree.McRae@act.gov.au>
Subject: FW: Arrangements between Calvary and CHS for Obstetric and Midwifery Care
Importance: High

UNOFFICIAL

Anyone aware of this before it went out? Particularly the highlighted bit re increased social?

David Jean
Executive Branch Manager
Strategic Communication and Engagement

Canberra Health Services | ACT Government
P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au
Canberra Health Services media on-call phone: 0466 948 935

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From: Connor, Brienne (Health) <Brienne.Connor@act.gov.au> **On Behalf Of** Canberra Health Services Communications
Sent: Wednesday, 14 December 2022 1:10 PM
To: #CHSCommsandGR <#CHSCommsandGR@act.gov.au>
Subject: FW: Arrangements between Calvary and CHS for Obstetric and Midwifery Care
Importance: High

UNOFFICIAL

From: O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>
Sent: Tuesday, 13 December 2022 6:05 PM
To: Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Alder, Wendy (Health) <Wendy.Alder@act.gov.au>; Lim, Boon (Health) <Boon.Lim@act.gov.au>; Pilkington, Suzanne (Health) <Suzanne.Pilkington@act.gov.au>; Ogilvie, Rebekah (Health) <Rebekah.Ogilvie@act.gov.au>; Zaidi, Asif (Health) <Asif.Zaidi@act.gov.au>; Health, After Hours Hospital Managers <AfterHoursHospitalManagers@act.gov.au>; CHS WYC Access and Operations Coordinator <CHS.WYCAccessandOperationsCoordinator@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>
Cc: [REDACTED] Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Peffer, Dave (Health) <Dave.Peffer@act.gov.au>; Howard, Grant (Health) <Grant.Howard@act.gov.au>; Lang, Kellie (Health) <Kellie.Lang@act.gov.au>; Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; Gilmore, Lisa (Health) <Lisa.Gilmore@act.gov.au>
Subject: Arrangements between Calvary and CHS for Obstetric and Midwifery Care
Importance: High

UNOFFICIAL

Please ensure this is distributed widely to all teams and is display in team areas for those who do not access emails.

Dear All

Assessment of the likelihood of establishing any emergency theatre access at Calvary in the next six weeks is now unlikely due to the extensive damage to equipment, electricals and the inability to source trades or equipment at this time of year. A number of contingencies have been explored to balance the workload across sites and to maintain a safe service. Unfortunately this will mean that CHS will still need to be the primary place of public birthing during this time.

Please see the attached arrangements as agreed by both Calvary and CHS to ensure that workload is spread, that services are safe and that processes are streamlined.

These arrangements will be reviewed daily.

Please pass on my thanks to all staff who are working hard to make this arrangement work so that we can provide safe care to birthing women across the ACT. We understand the additional strain this is placing on our obstetrics and midwifery teams.

In addition to the arrangements in the attached, at CHS we have put in place:

- Dedicated private ambulance to commence 14/12 to facilitate timely transfers of women
- Increase social media to inform birthing women what is occurring and why
- Committing to provide regular updates to our staff on the situation
- Rostering additional staff to assist with flow; logistics; staff, women and family support
- Rostering Calvary midwives and obstetric registrars to CHS every shift and ensuring they are welcomed, oriented and have appropriate access and support
- Sourcing additional locum medical and midwifery staff.

Please escalate through your manager if there are other actions that would assist.

Cathie O'Neill

Chief Operating Officer
Canberra Health Services

Mobile: [REDACTED]

E-mail: Cathie.O'Neill@act.gov.au

EA: Maddy Bartlett 512 42147

EO: Michelle Ramsay 512 45804

BM: Amanda Bell 512 48688

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ACT
Government

**Canberra Health
Services**

From: Kent, Brittany (Health) on behalf of CHS, DCEO
Sent: Wednesday, 14 December 2022 4:02 PM
To: Canberra Health Services Media; CHS COO
Cc: Warner, KarenL (Health); Jean, David (Health)
Subject: RE: Media Request: Calvary delays

Thanks Tom.

Let us know if there's any input from us required. These questions are similar to questions asked on Friday and Calvary provided all of the responses.

Kind regards

Brittany Kent | Executive Officer

Phone: (02) 512 49461 | M: [REDACTED] | Email: CHSDCEO@act.gov.au

Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government

Canberra Hospital, Yamba Drive, Garran ACT 2605 | health.act.gov.au

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From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au> **On Behalf Of** Canberra Health Services Media
Sent: Wednesday, 14 December 2022 1:39 PM
To: CHS COO <CHSCOO@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: FW: Media Request: Calvary delays

OFFICIAL

Hey COO and DCEO teams

FYI - the below was sent through from the Canberra Times to ourselves and Calvary.

~ Tom

From: [REDACTED]
Sent: Wednesday, 14 December 2022 12:40 PM
To: Greg Bayliss (Calvary) [REDACTED]
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; [REDACTED]
Subject: Media Request: Calvary delays

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Afternoon Greg,

I've just cc-ed Canberra Health Services because I'm not entirely sure who would be responsible for this request.

Deadline: Thursday December 15, 12pm

- How many elective or other surgeries have been postponed since the fire on Tuesday, December 6?
- How many of those surgeries have been rescheduled?
- How many operating theatres have been closed since the fire on Tuesday, December 6?

- How long are operating theatres expected to be closed?
- How many births have been bypassed to Canberra Hospital since the fire?
- How are women who give birth at Canberra Hospital being transported back to Calvary for post-birth care?

Thank you,

[Redacted]

--

[Redacted]

Late reporter, 12-8pm

The Canberra Times

M [Redacted] (Please text instead of calling)

A 9 Pirie Street, Canberra Times, ACT, 2609

W www.canberratimes.com.au

I am living and working on Ngunnawal Land.

[Redacted]

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From: Warner, KarenL (Health)
Sent: Wednesday, 14 December 2022 4:16 PM
To: Ross Hawkins
Subject: FW: Media Request: Calvary delays

Hi Ross,

Do you need any help with responses for the below? I have assumed Greg is working on them. K

From: [REDACTED]
Sent: Wednesday, 14 December 2022 12:40 PM
To: Greg Bayliss (Calvary) [REDACTED]
Cc: Canberra Health Services Media <CHSmedia@act.gov.au>; [REDACTED]
Subject: Media Request: Calvary delays

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Thank you,

[REDACTED]

--

[REDACTED]
Late reporter, 12-8pm

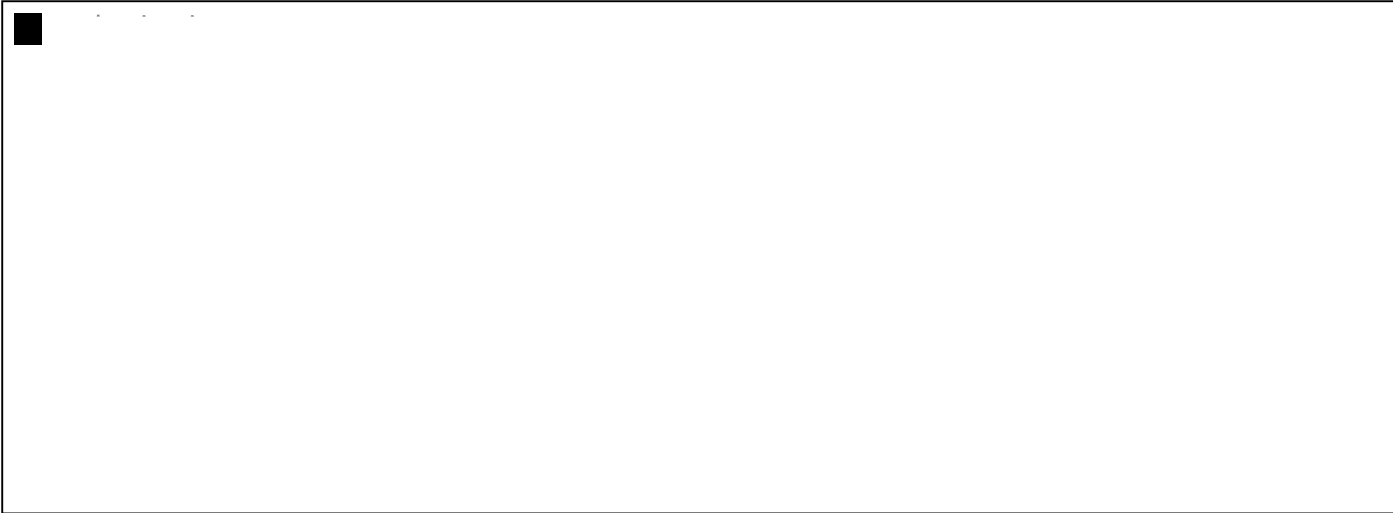
The Canberra Times

[REDACTED] (Please text instead of calling)

A 9 Pirie Street, Canberra Times, ACT, 2609

W www.canberratimes.com.au

I am living and working on Ngunnawal Land.



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From: Zagari, Janet (Health)
Sent: Thursday, 15 December 2022 10:24 AM
To: George, Jacinta (Health)
Subject: 221213 - Calvary Hospital fire impacts and other TPs.docx
Attachments: 221213 - Calvary Hospital fire impacts and other TPs.docx

These were the media talking points – will send surgeon letter and patient letter as soon as we have them.

Thanks, Janet

Talking points – Calvary Hospital fire impacts and other hot issues

Calvary Public Hospital

- Currently none of the theatres at Calvary Public Hospital Bruce are operational.
- Calvary has stated that it is hopeful four of the seven theatres will be back online before the end of the year.
- The remaining three will be offline for some time. It is still not clear how long.
- It is still not clear what caused the fire.
- This is having an impact on the Territory's ability to deliver elective surgeries.
- Calvary generally delivers about 150 elective surgeries and 35 births per week.
- At Canberra Hospital, we are prioritising surgeries in three areas - maternity, emergency surgery and category 1 elective surgery.
- All other surgeries are being prioritised on clinical need.
- This means there will be delays for some surgeries.
- We will be writing to patients on the elective surgery wait list this week to explain the situation to them.
- We are prioritising the most clinically urgent cases.
- This includes working with surgeons to prioritise lists based on clinical priority.
- We are also working with our private hospital partners to see what excess capacity we will be able to purchase for public patients. We have already had a positive response from them.
- We are also looking at other options for the medium term, such as suitable facilities.
- It is still too early to talk numbers. We are still unclear how long Calvary's theatres will be out of action.
- If a patient's condition gets worse they should contact their GP, specialist, or the Territory Wide Surgical Services Team on (02) 5124 9889.
- But please also understand this team is working extremely hard at the moment in what is a very difficult situation.
- We appreciate this is a distressing time for everyone.

Maternity

- To assist Calvary, the team in our Centenary Hospital for Women and Children (CHWC) have been accepting additional patients to ensure safe care for women across both campuses.

- Patients booked into Calvary's Birthing Continuity Program will birth at Centenary instead and with their designated Calvary Public Hospital midwife.
- We're seeing up to five additional presentations each day.
- This is because Calvary does not have theatres to perform emergency caesarians.
- The priority right now is to ensure patients are supported and receiving the care they need as soon as it can be arranged.
- If required (in case asked eg: *what happens if a mother arrives birthing at Calvary and it's not possible to get to Canberra Hospital*):
 - Should a patient arrive at Calvary Public Hospital Bruce actively birthing and it's not possible to get the patient to another facility safely, the patient will birth at Calvary.
 - Every measure will be put in place to ensure a safe delivery when the timing is critical.
 - For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

- Across the system bed capacity is being managed to ensure timely care continues.
- For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to make way for Calvary patients who need a bed at the Centenary Hospital.
- Plans are also in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:
 - after six hours for patients who have an uncomplicated birth; and
 - after 12 hours for patients who have an uncomplicated C-section
- If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

Acknowledgement of Country



Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people. We acknowledge and respect their continuing culture and contribution to the life of this city and region.

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Call (02) 5124 0000



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canberrahealthservices.act.gov.au/accessibility

From: Doyle, Tom (Health)
Sent: Thursday, 15 December 2022 11:02 AM
To: Cassidy, Lily; Canberra Health Services Media
Cc: Cook, Caitlin
Subject: RE: Approved Calvary MR


OFFICIAL

Hey Lily – I'll check and let you know.

From: Cassidy, Lily <Lily.Cassidy@act.gov.au>
Sent: Thursday, 15 December 2022 10:57 AM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Cc: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Subject: RE: Approved Calvary MR

Hey!

Has this MR gone out?

Lily Cassidy – Media Adviser
ACT Government Communications Unit
Offices of Minister Stephen-Smith and Minister Gentleman
 lily.cassidy@act.gov.au

From: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Sent: Thursday, 15 December 2022 9:45 AM
To: Cassidy, Lily <Lily.Cassidy@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Cc: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Subject: RE: Approved Calvary MR

OFFICIAL

Thanks Lily

Ross has not indicated his intention to do a stand-up today.

Greg Bayliss thinks Ross may be more inclined to do a stand-up next week to focus on:

- All of the services Calvary can provide over Christmas
- A more informed estimate of resuming theatre capability
- A better understanding of elective surgery plans going forward.

~ Tom

From: Cassidy, Lily <Lily.Cassidy@act.gov.au>
Sent: Wednesday, 14 December 2022 8:04 PM
To: Doyle, Tom (Health) <Tom.Doyle@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Cc: Cook, Caitlin <Caitlin.Cook@act.gov.au>
Subject: Approved Calvary MR

Hi Tom,

Please see attached the approved Calvary MR for circulation. Can you please let us know if a stand up is going to be held tomorrow?

Thank you!
Lily

Lily Cassidy – Media Adviser
ACT Government Communications Unit
Offices of Minister Stephen-Smith and Minister Gentleman
[REDACTED] lily.cassidy@act.gov.au

From: Doyle, Tom (Health)
Sent: Thursday, 15 December 2022 3:37 PM
To: Cassidy, Lily
Cc: Canberra Health Services Media; Cook, Caitlin
Subject: FW: Interim arrangements for Calvary Public Hospital birthing and maternity services
Attachments: 221215 Media Release Calvary Maternity Services.docx

OFFICIAL

Hey Lily - Greg Bayliss sent out the media release at 2.53pm.

From: Greg Bayliss
Sent: Thursday, 15 December 2022 2:53 PM
To: ABC news; 'AMA ACT Branch'; Canberra Times; Canberra Weekly; City News; FM 104. 7 & 106. 3; Capital Radio News; Nine News Canberra; Riotact; WIN News
Subject: Interim arrangements for Calvary Public Hospital birthing and maternity services

Interim arrangements for Calvary Public Hospital birthing and maternity services

Birthing services at Calvary Public Hospital Bruce will remain on bypass to Canberra Hospital until a number of operating theatres are back online, following last week's fire at the Belconnen-based hospital.

Calvary Public Hospital Bruce and Canberra Health Services are jointly making interim arrangements to ensure timely care for women who were planning to give birth at Calvary Public Hospital before Christmas.

Calvary ACT Regional Chief Executive Officer Ross Hawkins says a preliminary assessment of the damage to a number of operating theatres indicates it may be possible to have up to four theatres back online within a couple of weeks.

"Should this happen, we will have our maternity services back to normal, however, for the time being birthing services are being directed to the Canberra Hospital," Mr Hawkins said.

Canberra Health Services Deputy CEO Janet Zagari says the focus right now is to ensure patients are supported and receiving the care they need as soon as we can arrange this, under these extraordinary circumstances.

"Our staff at both campuses have been working tirelessly to support patients and their carers or loved ones as we work through the logistics of this situation.

"We wish to reassure women who are close to giving birth who may be affected by this detour of birthing services that all the right clinical care and arrangements are in place," Ms Zagari said

Women who are booked to birth in the Calvary Birth Suite or Calvary Birth Centre who have any concerns about their pregnancy or feel their labour has started are asked to call the Calvary Birth Suite any time of the day on 6201 6034. One of the Calvary midwives will discuss each woman's situation and formulate the best arrangements for them and their family.

Management of maternity patients

If a patient arrives at Calvary Public Hospital Bruce actively birthing and the timeframe does not allow for the patient to get to another health service safely, the patient will birth at Calvary. Every measure will be put in place to ensure a safe delivery when the timing is critical.

For maternity patients who are booked in at Calvary for fetal surveillance monitoring or for a clinical review and *who are not in labour*, they can continue with their appointments at Calvary.

The Maternity Assessment Area and our Antenatal service are also continuing at Calvary.

For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues.

In addition to the birthing arrangements in place, plans are in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:

- after six hours for patients who have an uncomplicated birth; and
- after 12 hours for patients who have an uncomplicated C-section

Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.

Patients can contact the Calvary Public Hospital Birth Suite on 6201 6034 to be connected with the correct area to discuss their health service matter.

Greg Bayliss
Communications Manager



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614
P: 02 6201 6628 D: [REDACTED]
www.calvary-act.com.au

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Media Release

15 December 2022

Interim arrangements for Calvary Public Hospital birthing and maternity services

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Media contact:

Greg Bayliss

Communications Manager

Calvary Public Hospital Bruce

From: Doyle, Tom (Health)
Sent: Friday, 16 December 2022 1:54 PM
To: Hattley, Alison (Health)
Subject: FW: Interim arrangements for Calvary Public Hospital birthing and maternity services
Attachments: 221215 Media Release Calvary Maternity Services.docx

OFFICIAL

From: Greg Bayliss [REDACTED]
Sent: Thursday, 15 December 2022 3:33 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>; Doyle, Tom (Health) <Tom.Doyle@act.gov.au>
Subject: FW: Interim arrangements for Calvary Public Hospital birthing and maternity services

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Hi you guys
 MR distribution FYI, thanks for your help with this
 Greg

Greg Bayliss
 Communications Manager



Public Hospital Bruce
 Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
 PO Box 254 Jamison Centre ACT 2614
 P: 02 6201 6628 D: [REDACTED]
www.calvary-act.com.au

From: Greg Bayliss
Sent: Thursday, 15 December 2022 2:53 PM
To: ABC news [REDACTED]; 'AMA ACT Branch' [REDACTED];
 [REDACTED] Canberra Times [REDACTED];
 [REDACTED] 'Canberra Weekly' [REDACTED]; Capital Radio News
 [REDACTED] City News [REDACTED] FM 104. 7 & 106. 3
 [REDACTED]; Nine News Canberra [REDACTED] Riotact
 [REDACTED] WIN News [REDACTED]
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Greg Bayliss
Communications Manager



Public Hospital Bruce
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From: Warner, KarenL (Health)
Sent: Friday, 16 December 2022 2:27 PM
To: Hattley, Alison (Health)
Subject: Calvary situation for CEO

Try this:

The latest on our emergency interim arrangements with Calvary Public Hospital

Team CHS has stepped up incredibly fast to deliver additional patient services following the interruptions caused by last week's fire at Calvary Public Hospital Bruce. The cause is still being investigated and for the time being birthing services remain on bypass to our hospital and we are working with Calvary to prioritise Category 1 and 2 patients across our Territory-wide health services. Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues. We all know this is a far from ideal situation, especially in the lead up to the festive season. However, all I have seen are teams of people working brilliantly together, thinking through logistical issues and kindly going about their work as per the work plans for situations such as these. Thank you and, hopefully within the next few weeks, we'll have some reprieve should some of Calvary's operating theatres be brought back on line.

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
[REDACTED] E: karenL.warner@act.gov.au

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From: Zagari, Janet (Health)
Sent: Sunday, 18 December 2022 2:12 PM
To: Bransgrove, Meagen; CHS DLO; Peffer, Dave (Health)
Cc: CHS, DCEO; CHS COO; CEOHealth; George, Jacinta (Health)
Subject: Min Brief - Update on Calvary Fire Impact_RH.docx
Attachments: Min Brief - Update on Calvary Fire Impact_RH.docx

Importance: High

OFFICIAL

Good afternoon,

Please find attached brief regarding Calvary theatre fires as discussed. The brief has been reviewed by Ross Hawkins for Calvary and Jacinta George for ACTHD.

Please do not hesitate to call me if anything further is required.

Kind regards, Janet

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

Tracking No.: MCHS22/949

Date: 16 December 2022**CC:** Dave Peffer, Chief Executive Officer
Cathie O'Neill, Chief Operating Officer
Jacinta George, Executive Group Manager ACTHD**From:** Janet Zagari, Deputy Chief Executive Officer**Subject:** Update on Calvary Fire Impact**Critical Date:** Not applicable**Critical Reason:** Not applicable

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

Recommendation

That you note the information contained in this brief.

Noted / Please Discuss

Chris Steel MLA/...../.....

Minister's Office Feedback

Background

<Provide a short summary background of key information to put the issues into context.>

1. On 6 December 2022, a fire broke out in theatre six at Calvary Public Hospital Bruce (Calvary Public) which resulted in the closure of the entire theatre complex.
2. The cause is currently under investigation. The preliminary advice from the Fire and Rescue service is that it was an electrical fire within a boom, within the theatre.

3. As a result of the fire, there is extensive damage to three theatres (theatres five, six and seven) from a combination of fire, water and smoke. A fourth theatre (theatre four) is impacted by water damage. The timeline to restoration of these theatres is still in development, with initial efforts focused on restoring theatres one to three.
4. Three theatres (theatres one, two and three) require thorough cleaning, new HEPA filters, air cycling, sterilising and environmental sampling. This work is underway to try to restore some theatre capacity at Calvary Public. Calvary staff have been working overnight and over the weekend to get these theatres restored. The anticipated date for finalisation is currently 27th December (noting air sampling can take 7 days to return a result).

Issues

5. Calvary Public is on Maternity Bypass for birthing until some theatre capacity is restored. Maternity services require access to theatres to ensure that emergency caesarean sections can be performed. Without this, it is not considered clinically safe to operate a birthing service at Bruce public.
6. Persons under the care of Calvary Public obstetrics will either:
 - a. labour and birth at Canberra Health Service (CHS) until such time as at least one theatre is operational at Calvary Public.
 - b. elective caesarean sections will be performed at Calvary John James until Calvary Public theatres reopen
7. Persons presenting to Calvary Public where birthing is imminent will be delivered at Calvary Public.
8. Calvary Public patients who deliver at CHS will be transferred back to Calvary Public once clinically safe to do so after delivery (from 6 hours post vaginal delivery and 12 hours post caesarean delivery).
9. Obstetric services at CHS are experiencing high demand with the addition of the Calvary Public load. Discussions are ongoing with Southern New South Wales (SNSW) and Murrumbidgee local health districts (LHD) to divert obstetric activity from the surrounding NSW catchment to other NSW sites.
10. Emergency surgery load continues to be high at Canberra Health Services (CHS) and teams are working extended hours to manage the workload.
11. There has been some impact on Canberra Hospital emergency surgery load resulting from the Calvary Public theatre closures, however, much of the emergency demand is work which would normally have come to CHS.
12. Calvary Public, ACT Health Directorate (ACTHD) and CHS are meeting daily to monitor and manage the situation.

13. ACTHD and CHS have worked with SNSW LHD to direct non-time-critical emergency surgical patient flow to NSW sites rather than towards CHS.
14. Elective surgery has been heavily impacted. Category 1 patients are being prioritised and teams are working hard to identify dates for rescheduling surgery for those patients impacted by the closures.
15. Surgeries are being conducted in the private sector where possible and appropriate. Calvary Bruce Public has utilised sub-contracting provisions within their contract to enable this and lists are being picked up by Calvary Bruce Private and Calvary John James.
16. As of 16 December 2022, Calvary Public has approximately 20 Category 1 patients without a date for surgery and who have not been through the preadmission process. Calvary Public and Territory Wide Surgical Services (TWSS) are working on preadmission and scheduling for these patients and those who will advance to Category 1 urgency within coming weeks. It is likely these 20 procedures will be accommodated in the next few weeks. At this stage Calvary Public will continue to process Requests for Admission for elective surgery and monitor the situation with support from TWSS.

Financial Implications

17. Not applicable.

Consultation

Internal

18. Impacted staff at both CHS and Calvary Public have participated in planning for the response to the emergency situation.

Cross Directorate

19. ACTHD, and CHS are working collaboratively.
20. Calvary Healthcare ACT CEO has been consulted and contributed to this brief.

External

21. Briefings have been provided to the ANMF, ASMOF and AMA. The VMOA were offered the opportunity to attend.

Work Health and Safety

22. Workload impacts are being closely monitored and additional strategies are being employed to reduce demand where possible.

Benefits/Sensitivities

23. There is potential to receive negative media attention and an increased number of complaints due to the rescheduling of surgery and diversion of obstetric services.

24. Obstetric staff at CHS are impacted by increased activity and occupancy which is exacerbating demand pressures.

Communications, media and engagement implications

25. Communications and media content has been worked on jointly by CHS and Calvary Public.
26. To date, the media interest has been relatively low given the circumstances. Media requests for this week were:
- ABC Mornings with [REDACTED] – Calvary Regional CEO Ross Hawkins was interviewed
 - ABC afternoons with [REDACTED] – CHS Deputy CEO Janet Zagari was interviewed
 - The Canberra Times seeking an update on the situation
 - ABC news coverage
27. Calvary Public has fielded a few other queries from the ABC – more specifically a request for an image of the damage. CHS understands Calvary Public will decline the request.
28. Calvary Public issued a media release including quotes from CHS Executive to provide a clear signal to the community that all emergency logistical matters are in place and the safety of patients is the priority. The release stated that for the time being birthing services remain on bypass.
29. Anticipated media issues that may emerge:
- Issues pertaining to O&G staff
 - Further questions on the state of Category 1 and Category 2 surgeries
 - Potential for regional patients submitting complaints to the media regarding being diverted to Sydney
30. CHS created an FAQ document to address a number of the basic questions patients would potentially ask about their upcoming surgeries and this has been offered to relevant surgeons' rooms for either their staff to use as talking points to manage calls, or to provide to the patients with their correspondence.
31. CHS is on standby to trigger any extra social media content to remind the general public the Emergency Department (ED) is only for emergencies and there are other services available as per usual processes when the ED is under pressure.
32. Calvary Public's website and social media channels have been updated and mirrors the social media messaging to date.
33. CHS will work with your office to develop media talking points should any media issues arise.

OFFICIAL

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

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

From: Warner, KarenL (Health)
Sent: Monday, 19 December 2022 1:28 PM
To: Ross Hawkins
Cc: Zagari, Janet (Health)
Subject: draft content two scenarios
Attachments: Draft content_theatre options.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Ross,

Very draft content for 2 x outcomes coming up. I have kept them simple and matter of fact based on previous content and what I know at this stage. Note, I have also provided a set of questions for which you should anticipate – it all depends on how the timeframes play out with regard to this situation and where I have been able to, I have provided *suggested* answers. Please advise of any further points or matters that should be included.

I have also forwarded Friday's huddle meeting to Brie Connor who is our media on call person over Xmas/New year. Is Greg on this week? Should I be liaising via Greg?

As for social, that will feed off what final statements you choose to make.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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Draft content:

- The following contains 2 x statements based on scenarios and a potential Q&A if required further below.

Two Calvary Public Hospital theatres given all clear to operate again

Birthing services at Calvary Public Hospital Bruce are back now that two operating theatres are working again at the Belconnen-based hospital following a fire in the theatre complex earlier this month.

Calvary ACT Regional Chief Executive Officer, Ross Hawkins says having these two theatres operating means the birthing bypass to Canberra Hospital comes to an end as of [insert date] and some emergency surgeries will be happening at Calvary from this point forward.

“However, to minimise the disruption for women booked in for an elective C-section up until Tuesday January 10 2023, at John James Private Hospital, those surgeries will remain with that hospital,” Mr Hawkins said.

“As it stands, five operating theatres are still offline, but it is anticipated that another four may be functioning again within a few weeks.

“As our operating theatre capacity increases, we will incrementally return services back to Calvary and then adjust our sense of BAU while we are down one operating theatre that was extensively damaged and is likely to be out of action for quite some time.

“The joint operations between our hospital and that of Canberra Health Services and our private hospitals locally to help Calvary through this unfortunate situation, has been incredibly flexible and supportive, of not just our patients, but that of our clinical staff as well.

“We are still working together to ensure the safety of our patients and to deliver the timely care they need while we operate with fewer theatres for the time being.

“However, to have these two theatres back online in such short timeframe under the circumstances is critically important for timely care, especially for our birthing mothers,” Mr Hawkins said.

Patients can contact the Calvary Public Hospital Switchboard on 6201 6111 to be connected with the correct area to discuss their health service matter.

Arrangements for Calvary Public Hospital birthing and maternity services to continue

Commented [WK(1): Kept this short and simple. Assuming the delays will be within a 7-day timeframe.

Birthing services at Calvary Public Hospital Bruce will remain on bypass to Canberra Hospital until at least [date] due to two operating theatres remaining offline until given the all-clear.

Calvary ACT Regional Chief Executive Officer Ross Hawkins says Calvary is working around the clock to get these two theatres up and running.

“We are working diligently and methodically to make this happen because we want to return to business as usual as soon as possible,” Mr Hawkins said.

“Throughout the new year period, we will continue to work with Canberra Health services and our local private hospital colleagues to schedule patients’ surgeries and health service needs so that we continue to deliver timely care,” Mr Hawkins said.

Management of maternity patients

If a patient arrives at Calvary Public Hospital Bruce actively birthing and the timeframe does not allow for the patient to get to another health service safely, the patient will birth at Calvary. Every measure will be put in place to ensure a safe delivery when the timing is critical.

However, patients booked into the Calvary’s Birthing Continuity Program will for the foreseeable future, birth at Canberra Hospital with their designated Calvary midwife.

For maternity patients who are booked in at Calvary for fetal surveillance monitoring or for a clinical review and *who are not in labour*, they can continue with their appointments at Calvary.

The Maternity Assessment Area and our Antenatal service are also continuing at Calvary.

For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues.

For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to support Calvary patients who need a bed at the Centenary Hospital.

In addition to the logistics within the system, plans will be in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:

- after six hours for patients who have an uncomplicated birth; and
- after 12 hours for patients who have an uncomplicated C-section

If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

For context, Calvary Public Hospital Bruce on average manages 35 births per week.

Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.

Patients can contact the Calvary Public Hospital Switchboard on 6201 6111 to be connected with the correct area to discuss their health service matter.

If asked:

- What has caused the delay to re-open two of the theatres?

These clinical spaces are being put through extensive cleaning and sterilising processes and until they are deemed clinically safe, they will remain offline. However, we do not anticipate that this process will take much longer. We are working with the right experts to do these assessments and we will take their advice in due course.

- Have you been given an official cause for the fire yet?
- When will you find out?
- If it was caused in the boom of surgical equipment (as has been reported) does that mean similar equipment in the hospital is compromised?

No. We have not been given a formal analysis or explanation about the cause of the fire. Should it be associated with any equipment of any sort, those matters will be dealt with appropriately through the right channels. At this stage, our priority is patient care and focussing on what we do over the coming weeks to ensure people who need surgery get their surgery when they need it.

- How many mothers have been affected by the bypass to date?
- Do you know what dates the two theatres will be re-opened and have you got dates for the other three theatres?
- How confident should patients be if their surgery is in a theatre next door to fire-damaged theatres?
- Is the restoration work in the theatres disruptive/noisy and impacting on services?
- How is the hospital ensuring the stench from the damaged theatres is not permeating throughout the rest of the hospital?
- How much equipment was damaged and have you been able to replace all of the damaged equipment?

From: Warner, KarenL (Health)
Sent: Monday, 19 December 2022 5:37 PM
To: Ross Hawkins; Greg Bayliss (Calvary)
Subject: RE: WIN TV media request

Follow Up Flag: Follow up
Flag Status: Flagged

Hi,

If the status of the your situation hasn't changed then there's nothing further to report – it is what it is. Best to leave your stand up until you have something new to offer up and preferably good news. It's a really dry time for news so they're desperate to fill their black space...usual issue at this time of year.

However, if you do know absolutely by the end of this week that the theatres will be re-opening then no harm doing a stand up this week.

Cheers K

From: Ross Hawkins [REDACTED]
Sent: Monday, 19 December 2022 5:09 PM
To: Greg Bayliss (Calvary) [REDACTED]; Warner, KarenL (Health)
<KarenL.Warner@act.gov.au>
Subject: RE: WIN TV media request

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I think lets check with the national folks and Karen in CHS – I think there could be merit.

Thanks
Ross

Ross Hawkins
Regional Chief Executive Officer – ACT



Little Company of Mary Health Care Ltd
Cnr Belconnen Way & Haydon Drive, Bruce, ACT, 2617

Calvary acknowledges the Traditional Custodians and Owners of the lands on which all our services operate, commits to Closing the Gap and to the ongoing journey of Reconciliation.



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From: Greg Bayliss [REDACTED]
Sent: Monday, 19 December 2022 5:08 PM
To: Ross Hawkins [REDACTED]
Subject: WIN TV media request

Hi Ross,
a lovely bloke named [REDACTED] from WIN TV has been contacting me regularly asking for a 'stand up' with you. I have been parlaying his requests given the uncertainty of the theatre recommissioning schedule. He called again this arvo and is keen to find out a bit more such as when we think we may have theatre and the subsequent plans for birthing.
Do you have any appetite for a stand up? Or alternatively, how about a statement for him.
He has been extremely courteous and understanding, so I am inclined to assist him if we can if doing so also helps us get some of our messaging out.
Many thanks
Greg

Greg Bayliss
Communications Manager



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614
P: 02 6201 6628 D: [REDACTED]
www.calvary-act.com.au

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From: Warner, KarenL (Health)
Sent: Wednesday, 21 December 2022 9:18 AM
To: Gilmore, Lisa (Health)
Subject: FW: FOR APPROVAL | Letter and FAQ
Attachments: 221214 FAQ for patients correspondence addition_FOR APPROVALGB edit (003).docx; 221214 Letter - CPHB Operating Theatres_for approval GB EDIT.docx

From: Warner, KarenL (Health)
Sent: Wednesday, 14 December 2022 5:00 PM
To: Greg Bayliss [REDACTED]
Subject: RE: FOR APPROVAL | Letter and FAQ

Hi Greg,

Cleaned up the content for both and made a couple of suggestions in the FAQ doc. Let me know if changes are okay and when you want me to circulate this to my peeps for their review.

Cheers K

From: Greg Bayliss [REDACTED]
Sent: Wednesday, 14 December 2022 4:31 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Subject: RE: FOR APPROVAL | Letter and FAQ

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Hi Karen
I have made some changes for you to consider:
Greg

Greg Bayliss
Communications Manager



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614
P: 02 6201 6628 D: [REDACTED]
www.calvary-act.com.au

From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Wednesday, 14 December 2022 2:00 PM
To: Ross Hawkins [REDACTED]
Cc: Greg Bayliss [REDACTED]; Mitchell, Andrew <Andrew.W.Mitchell@act.gov.au>; Simpson, Sue <Sue.Simpson@act.gov.au>

Subject: FOR APPROVAL | Letter and FAQ
Importance: High

CAUTION: This email originated from outside of Calvary Public Hospital Bruce. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Ross,

Please find attached the surgeons' letter and FAQ to accompany the letter for your approval. Once you're happy with this, I'll circulate to Janet et al.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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**Canberra Health
Services**

An update on surgical services at Calvary Public Hospital Bruce

On Tuesday, 6 December 2022, a fire occurred in the Calvary Public Hospital theatre suite. With all operating theatres currently out of action, ~~the time for the resumption of elective surgery cannot be confirmed~~ do not know when elective surgery will start up again.

Commented [WK(1)]: Going by the consumer rule book on language and style.

Work is underway to ~~recommission-fix~~ four theatres as soon as possible. ~~but this is an extremely thorough and methodical process that includes mandatory periods for air quality monitoring and testing.~~

Commented [WK(2)]: Too much detail. Patients don't need to know how it's going to happen – they really want to know when. Also the bit about air quality will just add more angst. Suggest it is taken out but up to you.

Calvary Public Hospital Bruce is working with all health services across the ACT to make the necessary arrangements for patients who need urgent surgery. It is unavoidable that there will be delays to some elective surgeries. If these delays increase the risks to your health and wellbeing, your surgeon may reassess ~~the~~ urgency of your procedure and reschedule your surgery.

If your symptoms become more severe or you feel your health is ~~deteriorating~~ getting worse please contact either:

- your General Practitioner (GP)
- your specialist, or
- the Territory Wide Surgical Services Team on (02) 5124 9889.

When will I be booked?

The surgical booking team will be in contact with you at least 1 to 3 weeks before your new procedure date has been organised and planned.

You will then get more information to help you prepare for your hospital stay.

What if I cannot make the date offered for my procedure?

We appreciate that these changes may not fit with your availability. If the date offered is not suitable, please talk to the surgical booking team and they will work with you to find another date for your procedure.

What if I am unavailable for a period of time while I wait for my procedure?

If you are unavailable please let the surgical bookings team know as soon as possible. The team would appreciate knowing due to the complexities involved in arranging multiple surgeries but there are also clinical guidelines and rules around how long you can postpone your surgery based on your category, except in exceptional circumstances.

What if I become unwell after I have accepted the date for surgery?

This sometimes happens. If it does, please contact the surgical bookings office as soon as possible. This allows the booking team to use that operating time for someone else.

What if the hospital postpones my surgery after offering me a date?

This rarely happens, but it may for unforeseen reasons. If it does, the surgical bookings team will be in touch to keep you informed and they will find a new date for your procedure.

The bookings team has informed me that my hospital for the procedure and or surgeon has changed.

Arrangements can be made to send some public surgical patients to a private hospital which is contracted to provide surgical services to the ACT Government. This arrangement is in place to open up opportunities to schedule urgent surgeries, when necessary, to ensure patients get the care they need when they need it, under extraordinary circumstances, such as a fire closing down surgical operating theatres.

If your procedure is going to occur in a private facility you will be notified in advance, and there is no cost for the surgery and admission.

Dr address

Dear Dr

Re: Temporary cessation of Operating Theatres at Calvary Public Hospital Bruce (CPHB).

Following a fire last week in Theatre 6 at CPHB the entire theatre suite is closed.

An initial assessment has revealed:

- Theatres 1 to 4 are smoke contaminated
- Theatres 5 and 7 have water damage; and
- Theatre 6 is extensively damaged and will require extensive repairs.

There is a significant loss of equipment and consumables within the theatre suite.

There are plans to re-commission Theatres 1 to 4 as soon as possible. The repair of Theatres 5 to 7 is being treated as an entirely separate project because the scope of works in that area is entirely different.

In the immediate future our priorities are:

- to get maternity and emergency theatre capability at Calvary; and
- rearrange urgent surgeries for completion at Calvary Private Hospital and Calvary John James Hospital

There are approximately 250 Category 1 elective surgery public patients listed at Calvary and it appears that a number of these patients will not be able to have their surgery within the recommended timeframe before the end of the year. There is also a significant number of Category 2 patients who will also potentially face delays. As you can appreciate, this effect is likely to flow-on to the ACT waitlist.

We are appealing to our surgical community to consider the following options to help our patients receive the care they need:

- Prioritising your Category 1 and 2 patients on your waitlist with the surgical bookings team;
- Letting patients know about expected delays in their wait time where this is unavoidable;
- Consider declining referrals from outside the ACT catchment area and redirecting referrals to the appropriate health service;
- Avoid accepting non-time critical emergent patients from surrounding regions where practical;
- In the event you are taking annual leave, referring time critical patients to a specialist colleague(s) who may have list availability or shorter projected wait times
- Consider diverting Medicare ineligible patients not requiring tertiary level care across to the private hospital system, and

- Adding public patients to your private lists through the 'Public in Private' program.

We anticipate some category 2 and 3 patients will become time critical and require re-categorisation.

The flow-on and challenges that we are facing are not dissimilar to those of the COVID shutdown in 2020, which you responded to with compassion and commitment expressed through adaptability and flexibility. On behalf of the many patients for whom surgery is life supporting or life changing, we are calling on your expertise and innovation as we manage public elective surgery in the months ahead.

Even before ACT Fire & Rescue had left Calvary Hospital on the day of the fire, incredibly generous and imaginative offers of collaboration and assistance came from other facilities and health professionals in the ACT. Since the fire, service partnerships and arrangements have been established that erase the lines of public and private services. There is a shared commitment to ensuring our patients receive the right care in the right setting at the right time.

If you have capacity to help with additional surgical activity, or you may have some ideas around increasing throughput in our theatre services, please contact either Calvary Hospital or Canberra Health Services surgical bookings teams, or contact Territory Wide Surgical Services.

Please find following a Frequently Asked Questions sheet that may assist your practice managing calls or be helpful in your interactions with your patients.

We appreciate your assistance as we face these difficult circumstances.

From: Warner, KarenL (Health)
Sent: Wednesday, 21 December 2022 1:00 PM
To: Ross Hawkins
Cc: Zagari, Janet (Health); Gilmore, Lisa (Health)
Subject: finessed | surgeons letter
Attachments: 221221 FAQ for patients correspondence addition_FOR APPROVAL.docx; 221221 Letter - CPHB Operating Theatres_for approval.docx

Hi Ross

I adjusted the surgeons letter to address the contemporary narrative and tidied up the FAQ. Any further nuances from here I'll leave with you.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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- Consider diverting Medicare ineligible patients not requiring tertiary level care across to the private hospital system, and

- Adding public patients to your private lists through the 'Public in Private' program.

We anticipate some category 2 and 3 patients will become time critical and require re-categorisation.

The flow-on and challenges that we are facing are not dissimilar to those of the COVID shutdown in 2020, which you responded to with compassion and commitment expressed through adaptability and flexibility. On behalf of the many patients for whom surgery is life supporting or life changing, we are calling on your expertise and innovation as we manage public elective surgery in the months ahead.

Even before ACT Fire & Rescue had left Calvary Hospital on the day of the fire, incredibly generous and imaginative offers of collaboration and assistance came from other facilities and health professionals in the ACT. Since the fire, service partnerships and arrangements have been established that erase the lines of public and private services. There is a shared commitment to ensuring our patients receive the right care in the right setting at the right time.

If you have capacity to help with additional surgical activity, or you may have some ideas around increasing throughput in our theatre services, please contact either Calvary Hospital or Canberra Health Services surgical bookings teams, or contact Territory Wide Surgical Services.

Please find following a Frequently Asked Questions sheet that may assist your practice managing calls or be helpful in your interactions with your patients.

We appreciate your assistance as we face these difficult circumstances.

From: Warner, KarenL (Health)
Sent: Wednesday, 21 December 2022 3:04 PM
To: Ross Hawkins; Zagari, Janet (Health); Gilmore, Lisa (Health)
Subject: for review| surgeons letter
Attachments: 221214 Letter - CPHB Operating Theatres_for approval.docx; 221221 FAQ for patients correspondence addition_FOR APPROVAL.docx

Hi Ross,

Tidied up and now with FAQ.

@Zagari, Janet (Health) @L Gilmore, Ross finessed this a fair bit as things have developed since the previous draft. Do you wish to review?

Cheers K

From: Ross Hawkins [REDACTED]
Sent: Wednesday, 21 December 2022 2:56 PM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Cc: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Gilmore, Lisa (Health) <Lisa.Gilmore@act.gov.au>
Subject: RE: finessed | surgeons letter

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Karen – some suggested changes

Thanks

Ross

Ross Hawkins

Regional Chief Executive Officer – ACT



Little Company of Mary Health Care Ltd
Cnr Belconnen Way & Haydon Drive, Bruce, ACT, 2617

Calvary acknowledges the Traditional Custodians and Owners of the lands on which all our services operate, commits to Closing the Gap and to the ongoing journey of Reconciliation.

This email is confidential and may be subject to copyright and legal professional privilege. If this email is not intended for you please do not use the information in any way, but delete and notify us immediately. For full copy of our Privacy Policy please visit

From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Wednesday, 21 December 2022 1:00 PM
To: Ross Hawkins [REDACTED]
Cc: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Gilmore, Lisa (Health) <Lisa.Gilmore@act.gov.au>
Subject: finessed | surgeons letter

CAUTION: Be wary when acting on instructions, clicking links or opening attachments unless you recognise the sender and know the content is authentic and safe.

Hi Ross

I adjusted the surgeons letter to address the contemporary narrative and tidied up the FAQ. Any further nuances from here I'll leave with you.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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ACT
Government

**Canberra Health
Services**

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

Dr address

Dear Dr

Re: Temporary cessation of Operating Theatres at Calvary Public Hospital Bruce (CPHB).

Following a fire on 6 December in Theatre 6 at CPHB the entire theatre suite is closed.

An initial assessment has revealed:

- theatres 1 to 3 are smoke contaminated
- theatres 4, 5 and 7 have smoke and water damage
- theatre 6 is has smoke, water and fire damage.

Work is underway to re-commission theatres 1 to 3 as soon as possible and it is anticipated that they will reopen prior to the end of year (all going to plan). The repair of theatres 4 to 7 is being managed as a separate project due the scope of works being significantly different and requiring a different timeframe.

The immediate priorities are:

- to return maternity and emergency theatre capability at CPHB
- undertake urgent surgeries at Calvary Bruce Private Hospital and Calvary John James Hospital.

With the theatres being closed at CPHB there are significant flow on effects for Canberra Health Services, our private hospitals and neighbouring NSW services. Calvary and Canberra Health Services are collaborating to ensure patients receive the services and care they require. Below I have outlined the current elective surgery wait list status and a range of key strategies I would like you to consider.

Elective Surgery Wait List

There are approximately 250 Category 1 elective surgery public patients listed at CPHB. Given the time of year and impact of the fire there may be a small number of patients who do not have their surgery within the recommended timeframe. There is also a significant number of Category 2 patients who may face delays and we anticipate some Category 2 and 3 patients will become time critical and require re-categorisation.

This will not only impact on these patients but have a flow on effect down the line and it is important that we do everything within our power to minimise this.

Key Strategies to Minimise Surgery Delays

We are appealing to our surgical community to consider the following to help our patients receive the care they need:

- Prioritise Category 1 and 2 patients on your waitlist with the surgical bookings team
- Add public patients to your private lists through the 'Public in Private' program
- Refer time critical patients to a specialist colleague(s) who may have list availability or shorter projected wait times, if you are taking leave
- Consider declining referrals from outside the ACT catchment area and redirecting referrals to the appropriate health service
- Avoid accepting non-time critical emergent patients from surrounding regions where practical
- divert Medicare ineligible patients not requiring tertiary level care to the private hospital system.

Please keep your patients updated on unavoidable delays in their wait time.

If you have capacity to help with additional surgical activity, or you may have some ideas around increasing throughput in our theatre services, please contact either CPHB, Canberra Health Services surgical bookings teams, or Territory Wide Surgical Services.

Collaboration and Commitment

The challenges we are facing are not dissimilar to those experienced during the COVID shutdown in 2020 and during that period you responded with compassion, commitment, adaptability and flexibility. We are calling on these attributes again as we manage public elective surgery in the months ahead.

I applaud the generosity and offers of collaboration that have already been made, even before ACT Fire & Rescue had left CPHB on the day of the fire offers of collaboration and assistance came from health professionals across the ACT. Since then, partnerships and arrangements have been established to erase the line between public and private services. It is this shared commitment to our patients that will see us through this incident and ensure patients receive the right care in the right setting at the right time.

Please find attached Frequently Asked Questions that may assist your practice managing calls from your patients.

We appreciate your assistance as we manage this response together.



An update on surgical services at Calvary Public Hospital Bruce

On Tuesday, 6 December 2022, a fire occurred in the Calvary Public Hospital theatre suite. With all operating theatres currently out of action, do not know when elective surgery will start up again.

Work is underway to fix four theatres as soon as possible.

Calvary Public Hospital Bruce is working with all health services across the ACT to make the necessary arrangements for patients who need urgent surgery. It is unavoidable that there will be delays to some elective surgeries. If these delays increase the risks to your health and wellbeing, your surgeon may reassess the urgency of your procedure and reschedule your surgery.

If your symptoms become more severe or you feel your health is getting worse please contact either:

- your General Practitioner (GP)
- your specialist, or
- the Territory Wide Surgical Services Team on (02) 5124 9889.

When will I be booked?

The surgical booking team will be in contact with you at least 1 to 3 weeks before your new procedure date has been organised and planned.

You will then get more information to help you prepare for your hospital stay.

What if I cannot make the date offered for my procedure?

We appreciate that these changes may not fit with your availability. If the date offered is not suitable, please talk to the surgical booking team and they will work with you to find another date for your procedure.

What if I am unavailable for a period of time while I wait for my procedure?

If you are unavailable please let the surgical bookings team know as soon as possible. The team would appreciate knowing due to the complexities involved in arranging multiple surgeries but there are also clinical guidelines and rules around how long you can postpone your surgery based on your category, except in exceptional circumstances.

What if I become unwell after I have accepted the date for surgery?

This sometimes happens. If it does, please contact the surgical bookings office as soon as possible. This allows the booking team to use that operating time for someone else.

What if the hospital postpones my surgery after offering me a date?

This rarely happens, but it may for unforeseen reasons. If it does, the surgical bookings team will be in touch to keep you informed and they will find a new date for your procedure.

The bookings team has informed me that my hospital for the procedure and or surgeon has changed.

Arrangements can be made to send some public surgical patients to a private hospital which is contracted to provide surgical services to the ACT Government. This arrangement is in place to open up opportunities to schedule urgent surgeries, when necessary, to ensure patients get the care they need when they need it, under extraordinary circumstances, such as a fire closing down surgical operating theatres.

If your procedure is going to occur in a private facility you will be notified in advance, and there is no cost for the surgery and admission.

From: Warner, KarenL (Health)
Sent: Wednesday, 21 December 2022 5:47 PM
To: George, Jacinta (Health); Zagari, Janet (Health); O'Neill, Cathie (Health);
[REDACTED]
Cc: HSPE; Cross, Rebecca (Health); Chambers, Kate (Health)
Subject: RE: Min update brief - CPHB fires response

Hi Jacinta,

Since the brief that was sent to the Minister on the 19th, I'm not aware of any other requests from media, other than that of WIN TV but we haven't actioned that because it was merely a request for an update and there was nothing further to provide at this stage. Not sure if the attached needs to be adjusted to state: *'since Monday 19 December, only WIN TV has requested an update, which will be supplied when new information becomes available'*.

Cheers K

From: George, Jacinta (Health) <Jacinta.George@act.gov.au>
Sent: Wednesday, 21 December 2022 5:23 PM
To: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>;
[REDACTED] Warner, KarenL (Health)
<KarenL.Warner@act.gov.au>
Cc: HSPE <HSPE@act.gov.au>; Cross, Rebecca (Health) <Rebecca.Cross@act.gov.au>; Chambers, Kate (Health)
<Kate.Chambers@act.gov.au>
Subject: Min update brief - CPHB fires response

OFFICIAL

Dear team

All and any comments/changes welcome. I am aiming to submit tomorrow, so appreciate any feedback by mid morning tomorrow

Thanks

Jacinta George
Executive Group Manager
Ph: (02) 5124 9699
[REDACTED]

Email: jacinta.george@act.gov.au

Health System Planning and Evaluation

Level 3, 2 Bowes Street Phillip ACT 2606

health.act.gov.au



From: Warner, KarenL (Health)
Sent: Thursday, 22 December 2022 10:42 AM
To: Connor, Brienne (Health)
Subject: Calvary content
Attachments: Draft content_theatre options.docx; 221214 MR Final Cleared.docx; 221214 Letter - CPHB Operating Theatres_for approval.docx; FAQ for patients correspondence addition_FOR APPROVAL.docx

Hi Brie

I can still upload this to Utopia – it's just that this isn't technically CHS work, it's just us helping out Calvary. But if you want it in Utopia let me know and I'll shift it there.

Attached:

- Theatre options – the choice of two narratives depending on what happens with the re-opening of the theatres. That's the main game for the moment. It's sitting with Ross for finessing when we get a better idea about the feasibility of re-opening; and
- The rest is just for context should you need it.

I have asked them to include you in a brief 10min meeting Xmas morning and boxing day – but you're not obliged. It's just that they need to do an assessment of where things are at. On the 27th Ross hopes to get the results of the cleaning/infection control back for a couple of the theatres. The date pencilled in so far for re-opening is 3pm on the 29th.

Don't hesitate to give me a yell if you're not sure about something. Hopefully I can help.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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Draft content:

- The following contains 2 x statements based on scenarios and a potential Q&A if required further below.

Two Calvary Public Hospital theatres given all clear to operate again

Birthing services at Calvary Public Hospital Bruce are back now that two operating theatres are working again at the Belconnen-based hospital following a fire in the theatre complex earlier this month.

Calvary ACT Regional Chief Executive Officer, Ross Hawkins says having these two theatres operating means the birthing bypass to Canberra Hospital comes to an end as of [insert date] and some emergency surgeries will be happening at Calvary from this point forward.

“However, to minimise the disruption for women booked in for an elective C-section up until Tuesday January 10 2023, at John James Private Hospital, those surgeries will remain with that hospital,” Mr Hawkins said.

“As it stands, five operating theatres are still offline, but it is anticipated that another four may be functioning again within a few weeks.

“As our operating theatre capacity increases, we will incrementally return services back to Calvary and then adjust our sense of BAU while we are down one operating theatre that was extensively damaged and is likely to be out of action for quite some time.

“The joint operations between our hospital and that of Canberra Health Services and our private hospitals locally to help Calvary through this unfortunate situation, has been incredibly flexible and supportive, of not just our patients, but that of our clinical staff as well.

“We are still working together to ensure the safety of our patients and to deliver the timely care they need while we operate with fewer theatres for the time being.

“However, to have these two theatres back online in such short timeframe under the circumstances is critically important for timely care, especially for our birthing mothers,” Mr Hawkins said.

Patients can contact the Calvary Public Hospital Switchboard on 6201 6111 to be connected with the correct area to discuss their health service matter.

Arrangements for Calvary Public Hospital birthing and maternity services to continue

Commented [WK(1): Kept this short and simple. Assuming the delays will be within a 7-day timeframe.

Birthing services at Calvary Public Hospital Bruce will remain on bypass to Canberra Hospital until at least [date] due to two operating theatres remaining offline until given the all-clear.

Calvary ACT Regional Chief Executive Officer Ross Hawkins says Calvary is working around the clock to get these two theatres up and running.

“We are working diligently and methodically to make this happen because we want to return to business as usual as soon as possible,” Mr Hawkins said.

“Throughout the new year period, we will continue to work with Canberra Health services and our local private hospital colleagues to schedule patients’ surgeries and health service needs so that we continue to deliver timely care,” Mr Hawkins said.

Management of maternity patients

If a patient arrives at Calvary Public Hospital Bruce actively birthing and the timeframe does not allow for the patient to get to another health service safely, the patient will birth at Calvary. Every measure will be put in place to ensure a safe delivery when the timing is critical.

However, patients booked into the Calvary’s Birthing Continuity Program will for the foreseeable future, birth at Canberra Hospital with their designated Calvary midwife.

For maternity patients who are booked in at Calvary for fetal surveillance monitoring or for a clinical review and *who are not in labour*, they can continue with their appointments at Calvary.

The Maternity Assessment Area and our Antenatal service are also continuing at Calvary.

For all elective C-sections coming up, those patients will be scheduled at Calvary John James.

Patient flow and bed management across the system

Midwifery and obstetric teams from both hospitals are meeting regularly, to manage the logistics and patient care coordination for both sites to ensure bed capacity is maintained and timely care continues.

For example, where feasible and safe to do so, gynaecology patients will be relocated at Canberra Hospital to support Calvary patients who need a bed at the Centenary Hospital.

In addition to the logistics within the system, plans will be in place to transfer some patients from Canberra Hospital back to Calvary after giving birth based on a clinical assessment:

- after six hours for patients who have an uncomplicated birth; and
- after 12 hours for patients who have an uncomplicated C-section

If necessary, Canberra Health Services may also transfer patients to Queanbeyan Hospital.

For context, Calvary Public Hospital Bruce on average manages 35 births per week.

Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.

Patients can contact the Calvary Public Hospital Switchboard on 6201 6111 to be connected with the correct area to discuss their health service matter.

If asked:

- What has caused the delay to re-open two of the theatres?

These clinical spaces are being put through extensive cleaning and sterilising processes and until they are deemed clinically safe, they will remain offline. However, we do not anticipate that this process will take much longer. We are working with the right experts to do these assessments and we will take their advice in due course.

- Have you been given an official cause for the fire yet?
- When will you find out?
- If it was caused in the boom of surgical equipment (as has been reported) does that mean similar equipment in the hospital is compromised?

No. We have not been given a formal analysis or explanation about the cause of the fire. Should it be associated with any equipment of any sort, those matters will be dealt with appropriately through the right channels. At this stage, our priority is patient care and focussing on what we do over the coming weeks to ensure people who need surgery get their surgery when they need it.

- How many mothers have been affected by the bypass to date?
- Do you know what dates the two theatres will be re-opened and have you got dates for the other three theatres?
- How confident should patients be if their surgery is in a theatre next door to fire-damaged theatres?
- Is the restoration work in the theatres disruptive/noisy and impacting on services?
- How is the hospital ensuring the stench from the damaged theatres is not permeating throughout the rest of the hospital?
- How much equipment was damaged and have you been able to replace all of the damaged equipment?

Media Release

15 December 2022

Interim arrangements for Calvary Public Hospital birthing and maternity services

Birthing services at Calvary Public Hospital Bruce will remain on bypass to Canberra Hospital until a number of operating theatres are back online, following last week's fire at the Belconnen-based hospital.

Calvary Public Hospital Bruce and Canberra Health Services are jointly making interim arrangements to ensure timely care for women who were planning to give birth at Calvary Public Hospital before Christmas.

Calvary ACT Regional Chief Executive Officer Ross Hawkins says a preliminary assessment of the damage to a number of operating theatres indicates it may be possible to have up to four theatres back online within a couple of weeks.

"Should this happen, we will have our maternity services back to normal, however, for the time being birthing services are being directed to the Canberra Hospital," Mr Hawkins said.

Canberra Health Services Deputy CEO Janet Zagari says the focus right now is to ensure patients are supported and receiving the care they need as soon as we can arrange this, under these extraordinary circumstances.

"Our staff at both campuses have been working tirelessly to support patients and their carers or loved ones as we work through the logistics of this situation.

"We wish to reassure women who are close to giving birth who may be affected by this detour of birthing services that all the right clinical care and arrangements are in place.

Management of maternity patients

If a patient arrives at Calvary Public Hospital Bruce actively birthing and the timeframe does not allow for the patient to get to another health service safely, the patient will birth at Calvary. Every measure will be put in place to ensure a safe delivery when the timing is critical.

However, patients booked into the Calvary's Birthing Continuity Program will for the foreseeable future, birth at Canberra Hospital with their designated Calvary midwife.

For maternity patients who are booked in at Calvary for fetal surveillance monitoring or for a clinical review and *who are not in labour*, they can continue with their appointments at Calvary.

The Maternity Assessment Area and our Antenatal service are also continuing at Calvary.

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Our patients can be assured that all steps are in place to provide safe and timely care during this untimely interruption, particularly leading up to Christmas.


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Media contact:

Greg Bayliss

Communications Manager

Calvary Public Hospital Bruce



Dr address

Dear Dr

Re: Temporary cessation of Operating Theatres at Calvary Public Hospital Bruce (CPHB).

Following a fire on 6 December in Theatre 6 at CPHB the entire theatre suite is closed.

An initial assessment has revealed:

- theatres 1 to 3 are smoke contaminated
- theatres 4, 5 and 7 have smoke and water damage
- theatre 6 is has smoke, water and fire damage.

Work is underway to re-commission theatres 1 to 3 as soon as possible and it is anticipated that they will reopen prior to the end of year (all going to plan). The repair of theatres 4 to 7 is being managed as a separate project due the scope of works being significantly different and requiring a different timeframe.

The immediate priorities are:

- to return maternity and emergency theatre capability at CPHB
- undertake urgent surgeries at Calvary Bruce Private Hospital and Calvary John James Hospital.

With the theatres being closed at CPHB there are significant flow on effects for Canberra Health Services, our private hospitals and neighbouring NSW services. Calvary and Canberra Health Services are collaborating to ensure patients receive the services and care they require. Below I have outlined the current elective surgery wait list status and a range of key strategies I would like you to consider.

Elective Surgery Wait List

There are approximately 250 Category 1 elective surgery public patients listed at CPHB. Given the time of year and impact of the fire there may be a small number of patients who do not have their surgery within the recommended timeframe. There is also a significant number of Category 2 patients who may face delays and we anticipate some Category 2 and 3 patients will become time critical and require re-categorisation.

This will not only impact on these patients but have a flow on effect down the line and it is important that we do everything within our power to minimise this.

Key Strategies to Minimise Surgery Delays

We are appealing to our surgical community to consider the following to help our patients receive the care they need:

- Prioritise Category 1 and 2 patients on your waitlist with the surgical bookings team
- Add public patients to your private lists through the 'Public in Private' program
- Refer time critical patients to a specialist colleague(s) who may have list availability or shorter projected wait times, if you are taking leave
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- divert Medicare ineligible patients not requiring tertiary level care to the private hospital system.

Please keep your patients updated on unavoidable delays in their wait time.

If you have capacity to help with additional surgical activity, or you may have some ideas around increasing throughput in our theatre services, please contact either CPHB, Canberra Health Services surgical bookings teams, or Territory Wide Surgical Services.

Collaboration and Commitment

The challenges we are facing are not dissimilar to those experienced during the COVID shutdown in 2020 and during that period you responded with compassion, commitment, adaptability and flexibility. We are calling on these attributes again as we manage public elective surgery in the months ahead.

I applaud the generosity and offers of collaboration that have already been made, even before ACT Fire & Rescue had left CPHB on the day of the fire offers of collaboration and assistance came from health professionals across the ACT. Since then, partnerships and arrangements have been established to erase the line between public and private services. It is this shared commitment to our patients that will see us through this incident and ensure patients receive the right care in the right setting at the right time.

Please find attached Frequently Asked Questions that may assist your practice managing calls from your patients.

We appreciate your assistance as we manage this response together.

**An update on surgical services at Calvary Public Hospital Bruce**

On Tuesday, 6 December 2022, a fire occurred at Calvary Public Hospital Bruce within its Operating Theatre complex. With all operating theatres currently out of action, elective surgery cannot be done at the hospital for the foreseeable future.

ACT Fire and Rescue are still assessing the damage to determine when the hospital can return to normal or reduced services.

Please be assured Calvary Public Hospital Bruce is working with all health services across the ACT to make the necessary arrangements for patients who need surgery urgently. However, for the time being there will be delays to some elective surgeries, which may affect you and if so, your surgeon will decide when to schedule your surgery.

If your condition gets worse, please contact either:

- your General Practitioner (GP)
- your specialist, or
- the Territory Wide Surgical Services Team on (02) 5124 9889.

When will I be booked?

The surgical booking team will be in contact with you at least 1 to 3 weeks before your new procedure date has been organised and planned.

You will then get more information to help you prepare for your hospital stay.

What if I cannot make the date offered for my procedure?

We appreciate that these changes may not fit with your availability. If the date offered is not suitable, please talk to the surgical booking team and they will work with you to find another date for your procedure.

What if I am unavailable for a period of time while I wait for my procedure?

If you are unavailable please let the surgical bookings team know as soon as possible. The team would appreciate knowing due to the complexities involved in arranging multiple surgeries but there are also clinical guidelines and rules around how long you can postpone your surgery based on your category, except in exceptional circumstances.

What if I become unwell after I have accepted the date for surgery?

This sometimes happens. If it does, please contact the surgical bookings office as soon as possible. This allows the booking team to use that operating time for someone else.

What if the hospital postpones my surgery after offering me a date?

This rarely happens, but in some cases it can occur for various reasons. If it does, the surgical bookings team will be in touch to keep you informed and they will find a new date for your procedure.

The bookings team has informed me that my hospital for the procedure and or surgeon has changed.

Arrangements can be made to send a number of procedures to one of the ACT's private healthcare facilities because the ACT Government has contracts with a number of private hospitals. This arrangement is in place to open up opportunities to schedule urgent surgeries, when necessary, to ensure patients get the care they need when they need it, under extraordinary circumstances, such as a fire closing down surgical operating theatres.

If your procedure is going to occur in one of the private facilities you will be notified in advance, and this will be at no cost to you.

From: Connor, Brienne (Health)
Sent: Thursday, 22 December 2022 11:41 AM
To: Warner, KarenL (Health)
Subject: RE: Calvary content

OFFICIAL

Awesome thanks Karen 😊 I'll try and attend the two meetings on xmas day and boxing day.

From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Thursday, 22 December 2022 11:39 AM
To: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Subject: RE: Calvary content

Yes I have had that discussion with them but I'll remind them tomorrow.

From: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Sent: Thursday, 22 December 2022 11:30 AM
To: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Subject: RE: Calvary content

OFFICIAL

Thanks for sending through Karen. Do they know to ring the on-call number if they need anything? As the emails and inboxes won't be regularly monitored throughout this time.

From: Warner, KarenL (Health) <KarenL.Warner@act.gov.au>
Sent: Thursday, 22 December 2022 10:42 AM
To: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Subject: Calvary content

Hi Brie

I can still upload this to Utopia – it's just that this isn't technically CHS work, it's just us helping out Calvary. But if you want it in Utopia let me know and I'll shift it there.

Attached:

- Theatre options – the choice of two narratives depending on what happens with the re-opening of the theatres. That's the main game for the moment. It's sitting with Ross for finessing when we get a better idea about the feasibility of re-opening; and
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Don't hesitate to give me a yell if you're not sure about something. Hopefully I can help.

Cheers K

Karen Warner | Director, Change Communication (DHR)
Canberra Health Services | ACT Government
M: [REDACTED] E: karenL.warner@act.gov.au

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From: Jean, David (Health)
Sent: Thursday, 22 December 2022 4:58 PM
To: Hattley, Alison (Health)
Subject: Fwd: A message from Susan Freiberg, Executive Director
Attachments: Quality Board Seasonal update- Summer.docx; 2023 - POSTER - Call for Nominations - Nurses & Midwives Excellence Awards.pdf

OFFICIAL

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From: CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>
Sent: Thursday, December 22, 2022 4:32:28 PM
To: #CHS WYC Neonatology all staff <#CHSWYCNeonatologyallstaff@act.gov.au>; #CHS WYC Maternity and Gynaecology all staff <#CHSWYCMaternityandGynaecologyallstaff@act.gov.au>; #CHS WYC Paediatrics all staff <#CHSWYCPaediatricsallstaff@act.gov.au>; #CHS WYC Admin and Projects <#CHSWYCAAdminandProjects@act.gov.au>; #CHS WYC Allied Health <#CHSWYCAAlliedHealth@act.gov.au>; #CHS WYC Community All Staff <#CHSWYCCommunityAllStaff@act.gov.au>; CHS WYC Access and Operations Coordinator <CHS.WYCAccessandOperationsCoordinator@act.gov.au>
Cc: Jean, David (Health) <David.Jean@act.gov.au>; [REDACTED]; CHS, WYC Executive Office <CHS.WYCExecutiveOffice@act.gov.au>; Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Pilkington, Suzanne (Health) <Suzanne.Pilkington@act.gov.au>; Gaukroger, Mark (Health) <Mark.Gaukroger@act.gov.au>
Subject: A message from Susan Freiberg, Executive Director

OFFICIAL

Out of Scope



Out of Scope

A few updates:

- Calvary theatre and birth suite is planned to reopen 29 December 2022

Out of Scope

Busy times ahead!

Out of Scope

Out of Scope



Kind regards,

Susan Freiberg
Executive Director

Women, Youth and Children



Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Jean, David (Health)
Sent: Wednesday, 4 January 2023 9:29 AM
To: Morrell, Katherine (Health); Connor, Brienne (Health)
Subject: FW: Sit Rep 7 # - Calvary Maternity Bypass

OFFICIAL

Probably need to acknowledge maternity in Janet's email this week. This is placing a huge strain on the team.

While you're at it also acknowledge how hard teams across the board have worked over the past couple of weeks. Maybe get a few words from Cathie?

David Jean

Executive Branch Manager

Strategic Communication and Engagement

Canberra Health Services | ACT Government

P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au

Canberra Health Services media on-call phone: 0466 948 935

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From: O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>

Sent: Wednesday, 4 January 2023 9:21 AM

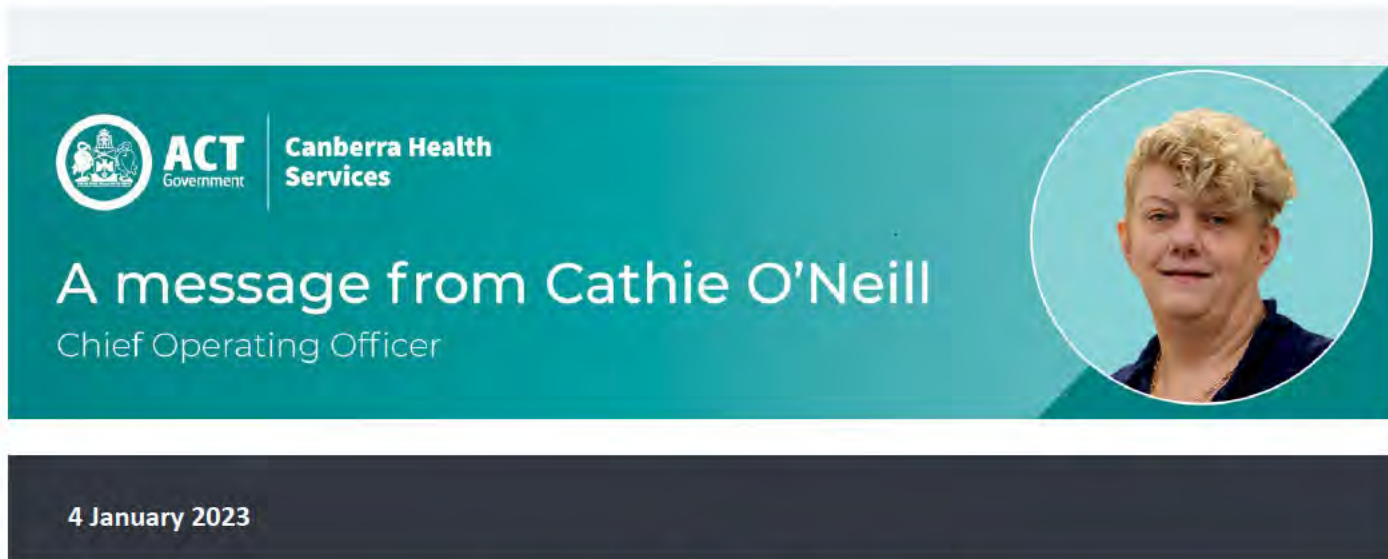
To: Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Pilkington, Suzanne (Health) <Suzanne.Pilkington@act.gov.au>; Lim, Boon (Health) <Boon.Lim@act.gov.au>; Ogilvie, Rebekah (Health) <Rebekah.Ogilvie@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>; CHS WYC Access and Operations Coordinator <CHS.WYCAccessandOperationsCoordinator@act.gov.au>; Health, After Hours Hospital Managers <AfterHoursHospitalManagers@act.gov.au>; Alder, Wendy (Health) <Wendy.Alder@act.gov.au>; Howard, Grant (Health) <Grant.Howard@act.gov.au>; Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Peffer, Dave (Health) <Dave.Peffer@act.gov.au>; Abhayaratna, Walter (Health) <Walter.P.Abhayaratna@act.gov.au>; [REDACTED]; Bransgrove, Meagen


<Meagen.Bransgrove@act.gov.au>; Bergin, Catherine <Catherine.Bergin@act.gov.au>; [REDACTED]
Subject: Sit Rep 7 # - Calvary Maternity Bypass

OFFICIAL

Please distribute to your relevant staff.

OFFICIAL



 **ACT**
Government

Canberra Health Services

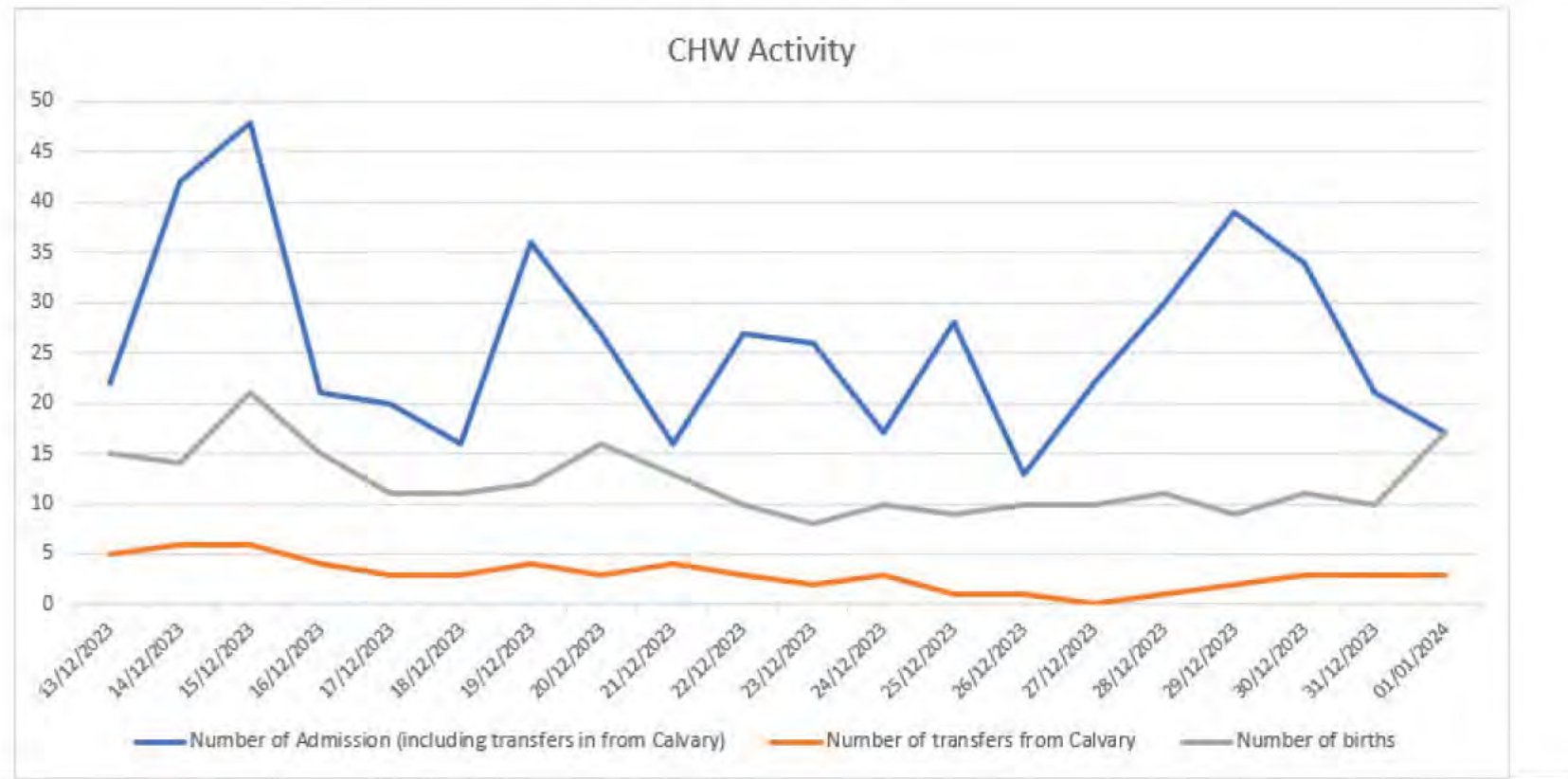
A message from Cathie O'Neill
Chief Operating Officer

4 January 2023

SITUATION REPORT

FOR FURTHER DISTRIBUTION

Incident:	Calvary Maternity Bypass – Theatre Outage
Location:	Canberra Health Services (CHS)
Update:	Situation Report #7
Key issues:	Status as of 1300hrs Tuesday 3 Jan 2023



DATE	Births	Number of Admission (including transfers in from Calvary)	Transfers to calvary (including babies)	Transfers to Queanbeyan	Discharges (including transfers to Calvary)	Staff from Calvary
02/01/23	17	17 (3)	4		27	2 - BS 2 - PNW 1 - CMC
01/01/23	10	21 (3)	4		28	3 - PNW 1 - BS
31/12/22	11	34 (3)	4		38	3 - PNW
30/12/22	9	39 (2)	7		57	1 - BS 1 - PNW
29/12/22	11	30 (1)	1		39	3 - BS
28/12/22	10	22 (0)	7		40	4 - BS
27/12/22	10	13 (1)	7		26	3 - BS
26/12/22	9	28 (1)	6		39	3 - BS
25/12/22	10	17 (3)	6	1	31	0
24/12/22	8	26 (2)	6		36	0

Update

Unfortunately Calvary Theatres have been unable to reopen as planned due to ongoing issues with the air quality testing and the diversion of birthing women and emergency surgery to CHS has continued.

We want to acknowledge the ongoing hard work and challenges that this has placed on Maternity Units at Centenary Hospital and Calvary Public Hospital Bruce and thank everyone for their efforts in pulling together during this trying time and continuing to deliver quality maternity care.

- Birthing Services at Calvary Public Hospital Bruce (CPHB) will remain on bypass to Centenary Hospital until early January 2023 due to ongoing airborne bacteria in the restored theatres. At this stage pending the next results of the cultures, anticipated reopening will be Friday 6 January.

- Daily meeting with Calvary and Centenary recommenced from 3rd January to review planned activity and operational demand
- Elective caesarean sections from CPHB continue to be carried out at Calvary John James Hospital.
- Interim level 6-Tiered Perinatal Network support for Southern NSW and Murrumbidgee has been extended until further notice during the Calvary bypass.
- Calvary is also able to help to ease the load on MAU by accepting antenatal women for assessment. Their eligibility criteria for assessment have been distributed to staff in MAU
- Calvary assisting with EPAU scans and FMU scans
- The process for postnatal transfers to CPHB have been going well and we would like to thank everyone for working hard to ensure that women and babies are transferred safely. Dedicated transport process has been extended until the 9th January pending outcome of air quality testing in their theatres.
- CPHB continue to send us midwifery staff where possible to assist in our Birth Suite. We are working with their medical staff to get assistance where needed, noting that they still have to staff their unit to look after their postnatal women and also their Maternity Assessment Area.

Next Update: 05/01/23

Lead contact: Cathie O'Neill | Chief Operating Officer

M: [REDACTED]

Cathie O'Neill
Chief Operating Officer
Canberra Health Services

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

canberrahealthservices.act.gov.au | healthhub.act.gov.au

From: George, Jacinta (Health)
Sent: Wednesday, 4 January 2023 1:52 PM
To: Zagari, Janet (Health); Daniel Wood; Robin Haberecht (Calvary)
Cc: HSPE
Subject: CPHB theatre fires impact - brief post CT article 4 January
Attachments: Caveat Brief - Minister for Health - CPHB Operating Theatres - Indefinite Closure (A40213275)_draft.docx

OFFICIAL

Janet, Daniel and Robin

Thanks for assistance this morning. This is the brief that I will send through in response to request from Minister's Office.

Jacinta

Jacinta George
Executive Group Manager
Ph: (02) 5124 9699

Email: jacinta.george@act.gov.au

Health System Planning and Evaluation

Level 3, 2 Bowes Street Phillip ACT 2606

health.act.gov.au



SENSITIVE

To: Chris Steel MLA, Acting Minister for Health

CC: Rebecca Cross, Director-General
Janet Zagari Deputy Chief Executive CHS

Subject: Calvary Public Hospital Bruce Operating Theatres– Media Article Indefinite Closure

- On 4 January 2023, The Canberra Times published an article *Calvary operating theatres shut indefinitely*. This related to the fire on 6 December 2022 at Calvary Public Hospital Bruce (CPHB). You were recently briefed on the impact of this fire (MIN22/1871).
- This article contained several factual errors which are currently in the process of being corrected.
- On 4 January 2023, ACT Health Directorate's (ACTHD) Executive Group Manager (EGM), Health System Planning and Evaluation (HSPE) spoke to the General Manager, CPHB, who advised:
 - re-opening of the theatres will be dependent on a clear result confirmed in final air sampling results, due to be received the afternoon of 4 January 2023.
 - planning to open some theatres is progressing following receipt of preliminary clear results.
 - if the final results are clear, surgery is planned to re-commence at CPHB from 08:00, 6 January 2023. Initially emergency surgery and emergency caesareans will commence.
 - it is likely that Category 1 elective surgeries will then re-commence on Monday, 9 January 2023.
 - elective caesareans booked up until 10 January 2023 at Calvary John James Hospital (CJH) would likely remain booked at CJH, to minimise disruptions to patients already booked. At this stage, it is planned that elective caesareans will commence at CPHB on 10 January 2023, however this will be reviewed during ongoing planning.
 - three theatres will be opened initially: theatre 1 will be used as a sterile stock room, theatre 2 will be used for emergency surgery and emergency caesareans and theatre 3 will be used for priority Category 1 surgeries.
 - CPHB is working to have theatre 4 back online as soon as possible.
 - the timeframe for re-instating theatres 5-7, which were more significantly damaged, is unknown at this stage.
 - CPHB continues to work with Calvary Bruce Private Hospital and CJH on scheduling surgery for Category 1 and urgent Category 2 patients.

- Calvary plans to speak to the media on Thursday 5 January 2022, should air sampling results on 4 January confirm that there are no infection control barriers to utilising the three theatres.
- ACTHD will provide you with further advice as it becomes available.

Contact Officer: Jacinta George EGM HSPE
Contact Number: 5124 9699
Date: 4 January 2023

Noted/Please Discuss

.....
Chris Steel MLA
Acting Minister for Health
/ / 2023

Draft

From: Kent, Brittany (Health) on behalf of CHS, DCEO
Sent: Wednesday, 4 January 2023 3:40 PM
To: Zagari, Janet (Health)
Subject: FOR INFO - CAVEAT BRIEF: Calvary operating theatres shut indefinitely
Attachments: Caveat Brief - CPHB Operating Theatres - Indefinite Closure - UPDATED.pdf

Importance: High

Hi Janet

Please see attached Caveat Brief re. the CPHB Operating Theatres.

If there's anything else you need in preparation for Friday's briefing, let me know.

Kind regards

Brittany Kent | Executive Officer

Phone: (02) 512 49461 | M: [REDACTED] | Email: CHSDCEO@act.gov.au

Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government

Canberra Hospital, Yamba Drive, Garran ACT 2605 | health.act.gov.au

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From: Murray, Ryan (Health) <Ryan.Murray@act.gov.au> **On Behalf Of** CHS DLO
Sent: Wednesday, 4 January 2023 3:12 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Subject: FW: Calvary operating theatres shut indefinitely

OFFICIAL: Sensitive

Hi Brittany,

Please find attached for Janet's records.

Thanks,

Ryan Murray | Directorate Liaison Officer | Canberra Health Services

Phone: (02) 6205 5030 | Mobile: [REDACTED] | Email: CHSDLO@act.gov.au

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Wednesday, 4 January 2023 2:54 PM
To: CHS DLO <CHSDLO@act.gov.au>
Subject: RE: Calvary operating theatres shut indefinitely

OFFICIAL: Sensitive

Apologies Ryan - slightly updated version attached.

Thank you

Tara

Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Officer of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Gower, Tara (Health) **On Behalf Of** ACT Health DLO

Sent: Wednesday, 4 January 2023 2:31 PM

To: CHS DLO <CHSDLO@act.gov.au>

Subject: RE: Calvary operating theatres shut indefinitely

OFFICIAL: Sensitive

Hi Ryan

Please share the attached with Janet's office.

Thank you

Tara

Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Officer of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Gower, Tara (Health) **On Behalf Of** ACT Health DLO

Sent: Wednesday, 4 January 2023 11:57 AM

To: CHS DLO <CHSDLO@act.gov.au>

Subject: RE: Calvary operating theatres shut indefinitely

OFFICIAL

Thanks Ryan – please lock in 1:30pm on Friday.

Martin will send through an invite shortly.

Thank you

Tara

Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health
 Officer of Emma Davidson | Minister for Mental Health
 Level 2, Legislative Assembly Building, Civic Square



From: Murray, Ryan (Health) <Ryan.Murray@act.gov.au> **On Behalf Of** CHS DLO
Sent: Wednesday, 4 January 2023 10:58 AM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>
Subject: RE: Calvary operating theatres shut indefinitely
Importance: High

OFFICIAL

Hi Tara,

Janet is available all afternoon. Once confirmed, please let me know!

Thanks,

Ryan Murray | Directorate Liaison Officer | Canberra Health Services
 Phone: (02) 6205 5030 | Mobile: [REDACTED] | Email: CHSDLO@act.gov.au
 Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government
 Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Wednesday, 4 January 2023 10:21 AM
To: CHS DLO <CHSDLO@act.gov.au>
Subject: FW: Calvary operating theatres shut indefinitely
Importance: High

OFFICIAL

Hi Ryan

Can you please check with Janet's office if she is available on Friday from 1:30pm to meet with Ms Castley and ACTHD re the Canberra Times article this morning about the indefinite closure of Calvary operating theatres.

Thank you
 Tara

Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate
 Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au
Office of Rachel Stephen-Smith | Minister for Health
Officer of Emma Davidson | Minister for Mental Health
 Level 2, Legislative Assembly Building, Civic Square



From: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Sent: Wednesday, 4 January 2023 10:18 AM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>; STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Cc: Bergin, Catherine <Catherine.Bergin@act.gov.au>
Subject: RE: Calvary operating theatres shut indefinitely
Importance: High

Sorry Tara, can you also please check with Jacinta/CHS about Janet Zagari attending to discuss TWSS

From: Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO
Sent: Wednesday, 4 January 2023 10:15 AM
To: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Cc: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: RE: Calvary operating theatres shut indefinitely

OFFICIAL

Hi Martin

Rebecca and Jacinta can be available at the following times:

- Tomorrow between 9:30am – 2:30pm or from 3:30pm onwards
- Friday from 1:30pm onwards.

Meg – the team are preparing a Caveat brief for this meeting.

Thank you

Tara

Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate

Mob: [REDACTED] | Email: ACTHealthDLO@act.gov.au

Office of Rachel Stephen-Smith | Minister for Health

Officer of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Sent: Wednesday, 4 January 2023 9:54 AM
To: ACT Health DLO <ACTHealthDLO@act.gov.au>
Cc: Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>
Subject: FW: Calvary operating theatres shut indefinitely
Importance: High

Hey Tara,

Can I please get officials' availability for tomorrow and Friday?

Thanks,
Martin

Martin Elliffe (He/Him)

Office Manager | Office of Rachel Stephen-Smith MLA

Minister for Aboriginal and Torres Strait Islander Affairs | Minister for Families and Community Services |
Minister for Health

Member for Kurrajong

ACT Legislative Assembly, 196 London Circuit, Canberra ACT 2600 | P: (02) 6205 2661 | www.act.gov.au



From: Sanby, Liam <Liam.Sanby@parliament.act.gov.au>

Sent: Wednesday, 4 January 2023 9:37 AM

To: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>

Cc: Castley, Leanne <Leanne.Castley@parliament.act.gov.au>

Subject: Calvary operating theatres shut indefinitely

Hi Stephen-Smith office,

Ms Castley was hoping to get an updated briefing following the Canberra Times article this morning about the indefinite closure of Calvary operating theatres.

Would it be possible to arrange this briefing ASAP or early next week?

Thanks,

Liam

Liam Sanby

Adviser | Office of Ms Leanne Castley MLA, Member for Yerrabi

Phone: 6205 0283

Email: Liam.Sanby@parliament.act.gov.au

SENSITIVE

To: Chris Steel MLA, Acting Minister for Health

CC: Rebecca Cross, Director-General
Janet Zagari, Deputy Chief Executive Officer, Canberra Health Services

Subject: Calvary Public Hospital Bruce Operating Theatres– Media Article Indefinite Closure

- On 4 January 2023, The Canberra Times published an article *Calvary operating theatres shut indefinitely*. This related to the fire on 6 December 2022 at Calvary Public Hospital Bruce (CPHB). You were recently briefed on the impact of this fire (MIN22/1871 refers).
- This article contained several factual errors which are currently in the process of being corrected.
- On 4 January 2023, Executive Group Manager, Health System Planning and Evaluation (EGM HSPE) spoke to the General Manager, CPHB, who advised:
 - re-opening of the theatres will be dependent on a clear result confirmed in final air sampling results, due to be received this afternoon (4 January 2023).
 - planning to open some theatres is progressing following receipt of preliminary clear results.
 - if the final results are clear, surgery is planned to re-commence at CPHB from 08:00, 6 January 2023. Initially emergency surgery and emergency caesareans will commence.
 - it is likely that Category 1 elective surgeries will then re-commence on Monday, 9 January 2023.
 - elective caesareans booked up until 10 January 2023 at Calvary John James Hospital (CJH) would likely remain booked at CJH, to minimise disruptions to patients already booked. Elective caesareans will commence at CPHB on 11 January 2023.
 - three theatres will be opened initially: theatre 1 will be used as a sterile stock room, theatre 2 will be used for emergency surgery and emergency caesareans and theatre 3 will be used for priority Category 1 surgeries and elective caesarean sections.
 - CPHB is working to have theatre 4 back online as soon as possible.
 - the timeframe for re-instating theatres 5-7, which were more significantly damaged, is unknown at this stage.
 - CPHB continues to work with Calvary Bruce Private Hospital and CJH on scheduling surgery for Category 1 and urgent Category 2 patients.

- Calvary plans to advise/speak to the ABC on Thursday 5 and Friday 6 January 2023, should air sampling results on 4 January 2023 confirm that there are no infection control barriers to utilising the three theatres.
- The ACT Health Directorate will provide you with further advice as it becomes available.

Contact Officer: Jacinta George, EGM HSPE
Contact Number: 5124 9699
Date: 4 January 2023

Noted/Please Discuss

.....
Chris Steel MLA
Acting Minister for Health
/ / 2023

From: Morrell, Katherine (Health)
Sent: Thursday, 5 January 2023 11:45 AM
To: CHS COO
Cc: Jean, David (Health); Connor, Brienne (Health)
Subject: RE: Data for Janet's email

OFFICIAL

No worries, please thank her for trying for me!

Cheers,
Katherine

From: Ramsay, Michelle (Health) <Michelle.Ramsay@act.gov.au> **On Behalf Of** CHS COO
Sent: Thursday, 5 January 2023 11:35 AM
To: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Subject: RE: Data for Janet's email

OFFICIAL

Hi Katherine

Sorry, but we can't provide the data as Cathie is having trouble logging into EPIC remotely.

She said that Calvary is opening theatres from 3pm tomorrow but will take birthing women from 7 January. Janet is across this.

Kind regards

Michelle Ramsay | Executive Officer
Phone: 02 5124 5804 | Email: michelle.ramsay@act.gov.au
Office of the Chief Operating Officer | Canberra Health Services | ACT Government
Level 2, Building 28, Canberra Hospital
PO Box 11, Woden ACT 2606 | health.act.gov.au
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From: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Sent: Thursday, 5 January 2023 11:14 AM
To: CHS COO <CHSCOO@act.gov.au>
Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Subject: RE: Data for Janet's email

OFFICIAL

Thanks Michelle,

I've mostly finished drafting Janet's email so I thought it might be easiest to send it across so you can see the info to add in - [20230106_Janet's Jottings.docx](#)

Do you reckon you'll hear back today? I'm keen to get the email to Janet this afternoon if I can.

Cheers,
Katherine

From: Ramsay, Michelle (Health) <Michelle.Ramsay@act.gov.au> **On Behalf Of** CHS COO
Sent: Thursday, 5 January 2023 10:15 AM
To: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Subject: RE: Data for Janet's email

OFFICIAL

Hi Katherine

I think they were hoping to come off bypass by 6pm tomorrow evening but this was dependent on air quality testing which scheduled for yesterday.

I would have to make some enquiries as I haven't seen anything formally.

Kind regards

Michelle Ramsay | Executive Officer
Phone: 02 5124 5804 | Email: michelle.ramsay@act.gov.au
Office of the Chief Operating Officer | Canberra Health Services | ACT Government
Level 2, Building 28, Canberra Hospital
PO Box 11, Woden ACT 2606 | health.act.gov.au
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From: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Sent: Thursday, 5 January 2023 10:03 AM
To: CHS COO <CHSCOO@act.gov.au>
Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Subject: RE: Data for Janet's email

OFFICIAL

Thanks so much Michelle.

Could you also let me know if the Calvary Theatres are opening this week?

If so, can you send through a few dot points I can put into Janet's email for Friday?

Many thanks,
Katherine

From: Ramsay, Michelle (Health) <Michelle.Ramsay@act.gov.au> **On Behalf Of** CHS COO
Sent: Thursday, 5 January 2023 9:08 AM
To: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Subject: RE: Data for Janet's email

OFFICIAL

Hi Katherine

Cathie is off sick today but she's going to have a look and see if she can pull data.

Kind regards

Michelle Ramsay | Executive Officer

Phone: 02 5124 5804 | Email: michelle.ramsay@act.gov.au

Office of the Chief Operating Officer | Canberra Health Services | ACT Government

Level 2, Building 28, Canberra Hospital

PO Box 11, Woden ACT 2606 | health.act.gov.au

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From: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Sent: Wednesday, 4 January 2023 3:28 PM
To: CHS COO <CHSCOO@act.gov.au>
Subject: Data for Janet's email

OFFICIAL

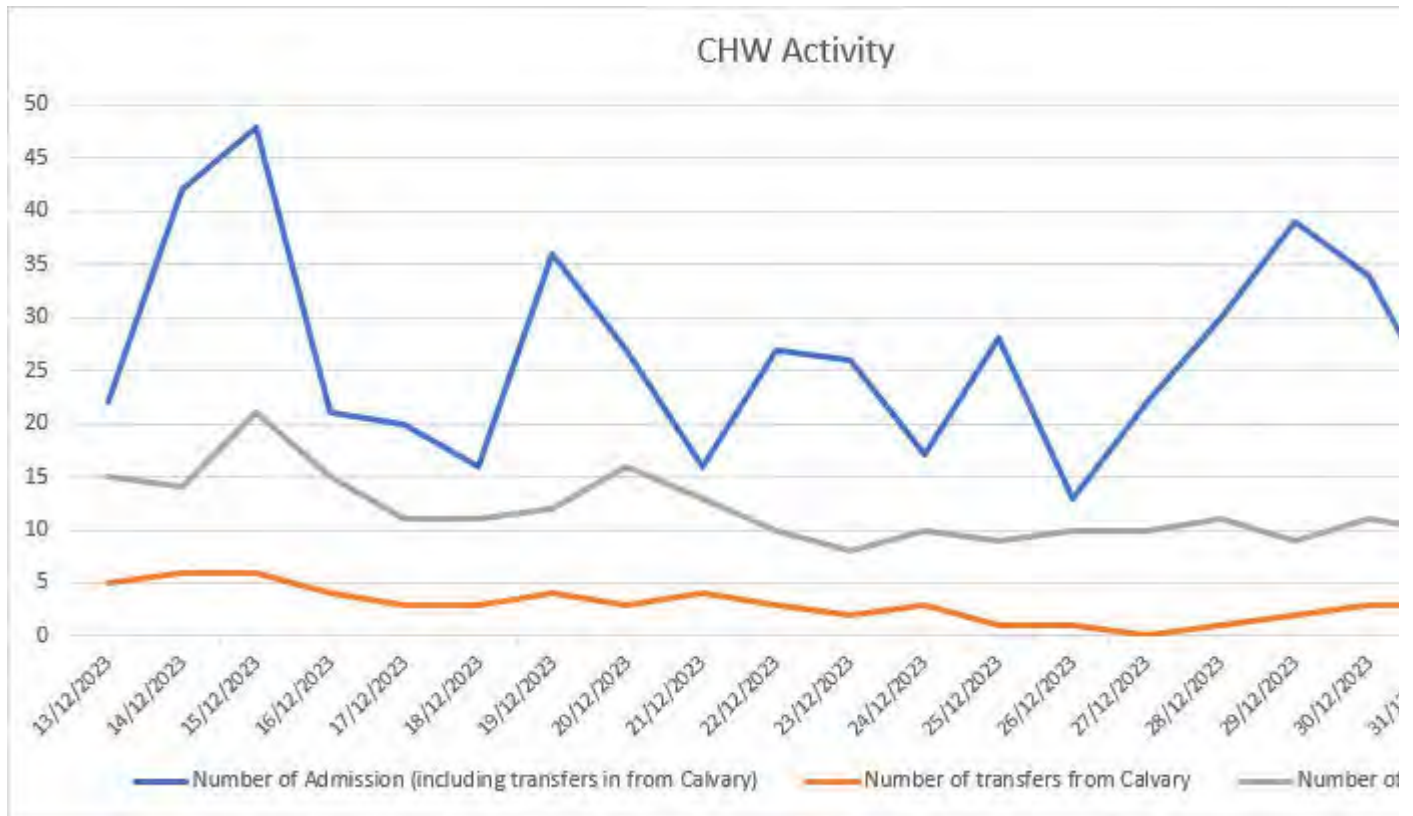
Hi Michelle and Maddy,

I'm writing Janet's Friday email and was hoping to include some graphs that demonstrate just how busy we've been over the Christmas period.

I was wondering if there are any graphs that Cathie might like to share? I was thinking something that shows how many hospitals beds online, ED presentations and births but very happy to go with whatever she thinks is best.

I have the below graph from today's sit rep. If possible, it would be great to have something like this but that also compares the number of births this year compared to the same period last year.

Many thanks,
Katherine



Kind regards,
Katherine

Katherine Morrell | Assistant Director, Channels and Insights
 Phone: (02) 5124 9533 | Email: katherine.morrell@act.gov.au
Strategic Communications and Engagement | Canberra Health Services | ACT Government
 Level 2, Building 23 Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Please note I do not work on Friday

From: Canberra Health Services Media
Sent: Thursday, 5 January 2023 9:17 PM
To: #CHSCommsandGR
Subject: FW: Calvary Public Hospital resumes birthing and emergency surgery services

Importance: High

OFFICIAL

FYI team - big, big shout out of thanks from Greg Bayliss at Calvary for all our work and support since the hospital fire 😊

Cheers

Gareth Williams | Director, Media
 Canberra Health Services | ACT Government
 Phone [REDACTED] | Email: gareth.williams@act.gov.au
 Building 23, Level 2, Canberra Hospital, Garran ACT 2605 | www.health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past, present and emerging.

From: Greg Bayliss [REDACTED]
Sent: Thursday, 5 January 2023 6:02 PM
To: Health Media <HealthMedia@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Calvary Public Hospital resumes birthing and emergency surgery services
Importance: High

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Colleagues, FYI.

Thanks to you/your teams for all the actual, explicit and implicit support since 6/12.

It has been an amazing time really – and I am so very grateful for everything you did to assist us, and it was a comfort and reassurance to know you 'had our back'.

Your support has been mirrored by your clinical teams that have carried the load we could not care for.

Thanks – I owe you all a squash/beer/plonk.

Can you please share this message widely, there were so many offers of assistance I cannot remember everyone.

Almost moved to a Jeff Fenech or overloaded Christmas party moment of "I love youse all".

Cheers and thanks, you are good people.

GB

Calvary Public Hospital resumes birthing and emergency surgery services

Two operating theatres reopening at Calvary Public Hospital at 7am on Friday 6 January 2023 will enable women to birth in the Calvary Birth Suite or Calvary Birth Centre as planned.

However, women booked for an elective C-section will continue to be transferred to Calvary John James Hospital until 9 January 2023.

Birthing by-pass arrangements have been in place since the Calvary operating theatre fire on 6 December 2022.

Ross Hawkins, Calvary ACT Regional Chief Executive Officer, said: "Our priority services are emergency C-section capacity which enables birthing to resume at Calvary, and the capability to perform emergency surgery for patients being admitted through our Emergency Department. We now have that capability.

"We appreciate it has been disruptive for women to be diverted to the Centenary Hospital for birthing, and we are grateful for their understanding. We are thankful for the care and support of the Centenary Hospital midwives to women originally booked to birth at Calvary.

"The opening of theatre capacity will enable Calvary to resume a complete woman-centered maternity service, including birthing.

"Our next important task is the progressive resumption of elective surgery at Calvary Public Hospital."

Media contact:

Greg Bayliss
Communications Manager
Calvary Public Hospital Bruce

Greg Bayliss
Communications Manager



Public Hospital Bruce
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617
PO Box 254 Jamison Centre ACT 2614
P: 02 6201 6628 D: [REDACTED]

www.calvary-act.com.au

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Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

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From: Jean, David (Health)
Sent: Friday, 6 January 2023 7:30 AM
To: #CHSCommsandGR
Subject: Fwd: Sit Rep 8# FINAL- Stand down Calvary Maternity Bypass

OFFICIAL

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From: O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>
Sent: Friday, January 6, 2023 7:29:18 AM
To: Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; Freiberg, Susan (Health) <Susan.Freiberg@act.gov.au>; Pilkington, Suzanne (Health) <Suzanne.Pilkington@act.gov.au>; Lim, Boon (Health) <Boon.Lim@act.gov.au>; Ogilvie, Rebekah (Health) <Rebekah.Ogilvie@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>; CHS WYC Access and Operations Coordinator <CHS.WYCAccessandOperationsCoordinator@act.gov.au>; Health, After Hours Hospital Managers <AfterHoursHospitalManagers@act.gov.au>; Alder, Wendy (Health) <Wendy.Alder@act.gov.au>; Howard, Grant (Health) <Grant.Howard@act.gov.au>; Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; Peffer, Dave (Health) <Dave.Peffer@act.gov.au>; Abhayaratna, Walter (Health) <Walter.P.Abhayaratna@act.gov.au>; [REDACTED] Bransgrove, Meagen <Meagen.Bransgrove@act.gov.au>; Bergin, Catherine <Catherine.Bergin@act.gov.au>; [REDACTED]
Subject: Sit Rep 8# FINAL- Stand down Calvary Maternity Bypass

OFFICIAL

|

OFFICIAL

Please distribute to your relevant staff.

OFFICIAL



Canberra Health
Services



A message from Cathie O'Neill

Chief Operating Officer

4 January 2023

SITUATION REPORT

FOR FURTHER DISTRIBUTION

Incident:	Calvary Maternity Bypass – Theatre Outage
Location:	Canberra Health Services (CHS)
Update:	Situation Report #7
Key issues:	Status as of 0700 Friday 6 Jan 2023

I am pleased to advise that as of 0700 this morning Calvary were able to come off bypass for both emergency surgery and birthing.

Calvary have notified their expectant mothers. ACTAS and NSW Ministry of Health have also been informed.

I would like to extend my sincere thanks to all our staff and those involved from all our partner organizations for collaborating to ensure continuation of safe services.

I am particularly aware of the significant impact this has had on our obstetricians, midwives and administrative staff at a time when you were looking forward to a quieter time of year. Your efforts and commitment to service is appreciated.

This is the final Sit Rep

Cathie O'Neill
Chief Operating Officer
 Canberra Health Services

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

canberrahealthservices.act.gov.au | healthhub.act.gov.au

From: Kent, Brittany (Health) on behalf of CHS, DCEO
Sent: Friday, 6 January 2023 7:53 AM
To: Jean, David (Health)
Cc: Connor, Brienne (Health)
Subject: RE: Calvary opening

OFFICIAL

Amazing, thank you! I was just about to put the points together.

Let me know if there's anything else you need for this one.

Brittany Kent | Executive Officer

Phone: (02) 512 49461 | M: [REDACTED] | Email: CHSDCEO@act.gov.au

Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government

Canberra Hospital, Yamba Drive, Garran ACT 2605 | health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Jean, David (Health) <David.Jean@act.gov.au>
Sent: Friday, 6 January 2023 7:32 AM
To: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>; CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Subject: Re: Calvary opening

OFFICIAL

Hi Britt, don't worry about drafting anything if your haven't already. We should have enough information as have received emails from Cathie and Calvary this morning.

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From: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Sent: Thursday, January 5, 2023 5:49:19 PM
To: CHS, DCEO <CHSDCEO@act.gov.au>
Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: Calvary opening

OFFICIAL

Thanks Brittany,

Could you please send the dot points to Brie Connor (CC'd), she'll finish up the email as I don't work on Fridays.

Cheers,
Katherine

From: Kent, Brittany (Health) <Brittany.Kent@act.gov.au> **On Behalf Of** CHS, DCEO
Sent: Thursday, 5 January 2023 3:05 PM
To: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>
Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>
Subject: Re: Calvary opening

OFFICIAL

Hi Katherine

Definitely will be able to provide some lines. Ross at Calvary did some media this morning so we'll take the messaging from that to ensure it's consistent. I will have it to you first thing.

Kind regards

BK

Get [Outlook for iOS](#)

From: Morrell, Katherine (Health) <Katherine.Morrell@act.gov.au>

Sent: Thursday, January 5, 2023 2:49:16 PM

To: CHS, DCEO <CHSDCEO@act.gov.au>

Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>; Jean, David (Health) <David.Jean@act.gov.au>

Subject: RE: Calvary opening

OFFICIAL

Hi Brittany,

Just following up on the below? Any official word about Calvary?

Cheers,

Katherine

From: Morrell, Katherine (Health)

Sent: Thursday, 5 January 2023 11:46 AM

To: CHS, DCEO <CHSDCEO@act.gov.au>

Cc: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>

Subject: Calvary opening

OFFICIAL

Good morning,

Michelle Ramsay told me that Calvary Theatres are opening on Friday.

Could you please send me some info on this so that I can include it in Janet's email?

Kind regards,

Katherine

Katherine Morrell | Assistant Director, Channels and Insights

Phone: (02) 5124 9533 | Email: katherine.morrell@act.gov.au

Strategic Communications and Engagement | Canberra Health Services | ACT Government

Level 2, Building 23 Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Please note I do not work on Friday

From: Jean, David (Health)
Sent: Friday, 6 January 2023 10:48 AM
To: Connor, Brienne (Health)
Subject: RE: (TEST) A message from the Acting CEO - 6 January

OFFICIAL

Couple of tweaks. Good to go to CEO Office for approval.

David Jean
Executive Branch Manager
Strategic Communication and Engagement

Canberra Health Services | ACT Government
P. (02) 512 46115 | M. [REDACTED] | E. David.Jean@act.gov.au
Canberra Health Services media on-call phone: 0466 948 935

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Creating exceptional healthcare together



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From: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Sent: Friday, 6 January 2023 10:39 AM
To: Jean, David (Health) <David.Jean@act.gov.au>
Subject: (TEST) A message from the Acting CEO - 6 January

OFFICIAL

Hi David

See below today's email for Janet for review please.

[View this email in your web browser](#)



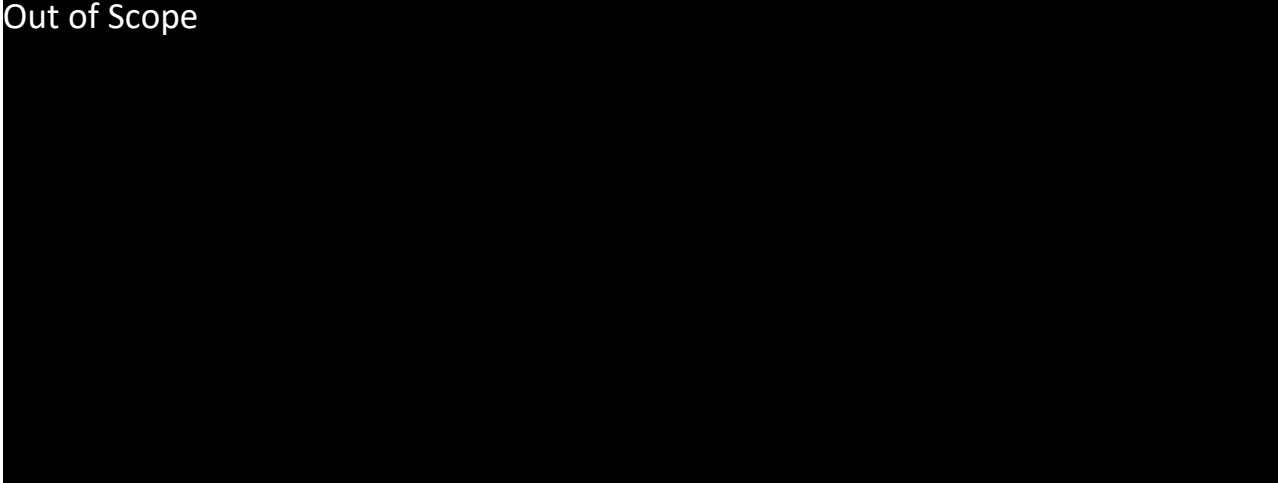
A message from Janet Zagari
Acting Chief Executive Officer




6 January 2023

Hi Team,

Out of Scope



 On top of that, the Calvary maternity bypass has put considerable pressure on our team in Women, Youth and Children, who nevertheless continue to do an exceptional job to deliver quality maternity care.

I cannot thank you all enough for the incredible effort you've put in over the summer period.

Calvary theatres

I am pleased to advise that as of this morning, Calvary were able to come off bypass for both emergency surgery and birthing.

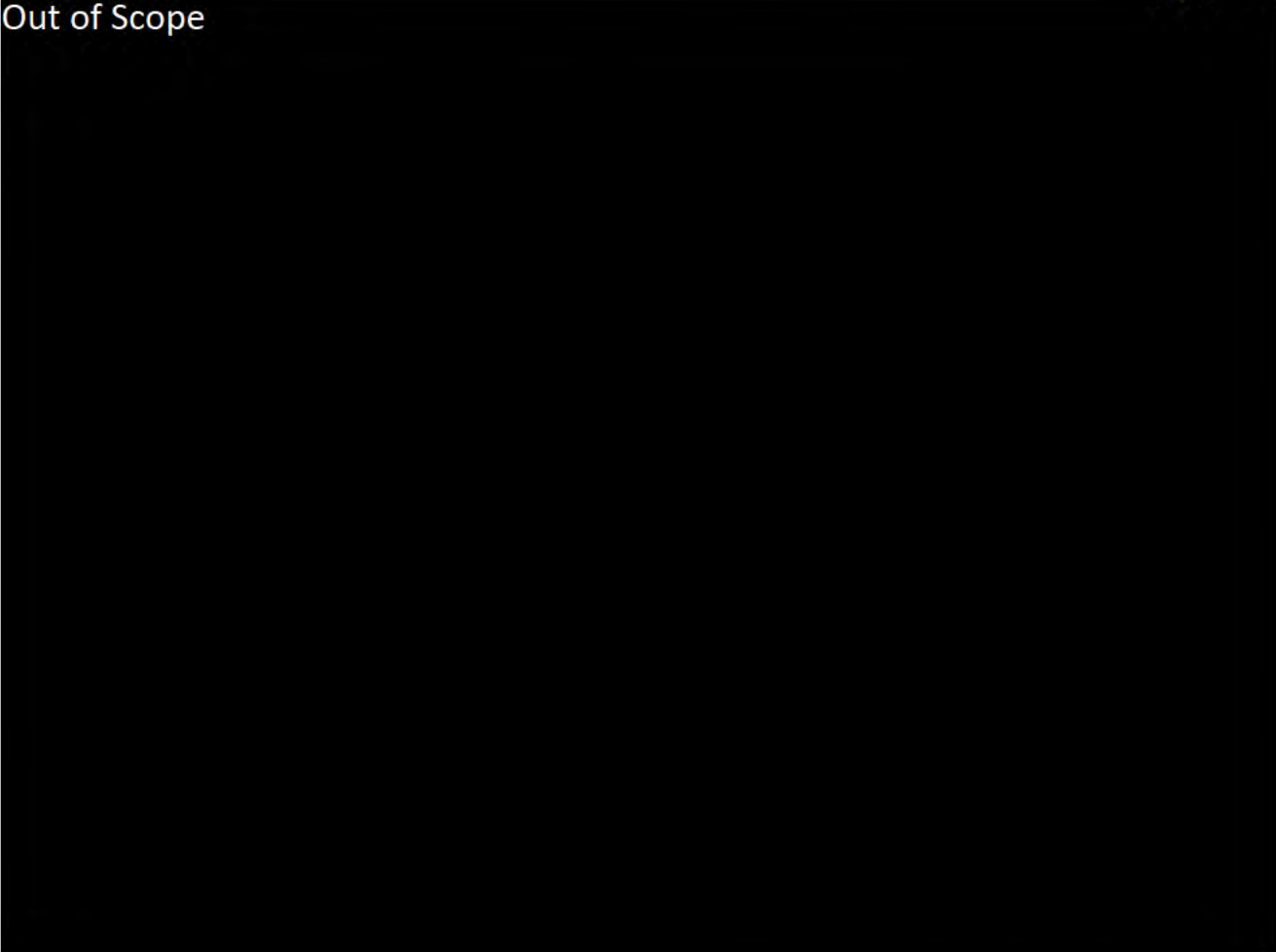
A big thank you to all our staff and those involved from all our partner organisations for collaborating to make sure we could continue to deliver safe services.

The arrangements had a significant impact on our obstetricians, midwives and administrative staff at a time when you were looking forward to a quieter time of year. Your efforts and commitment are greatly appreciated.

Out of Scope



Out of Scope



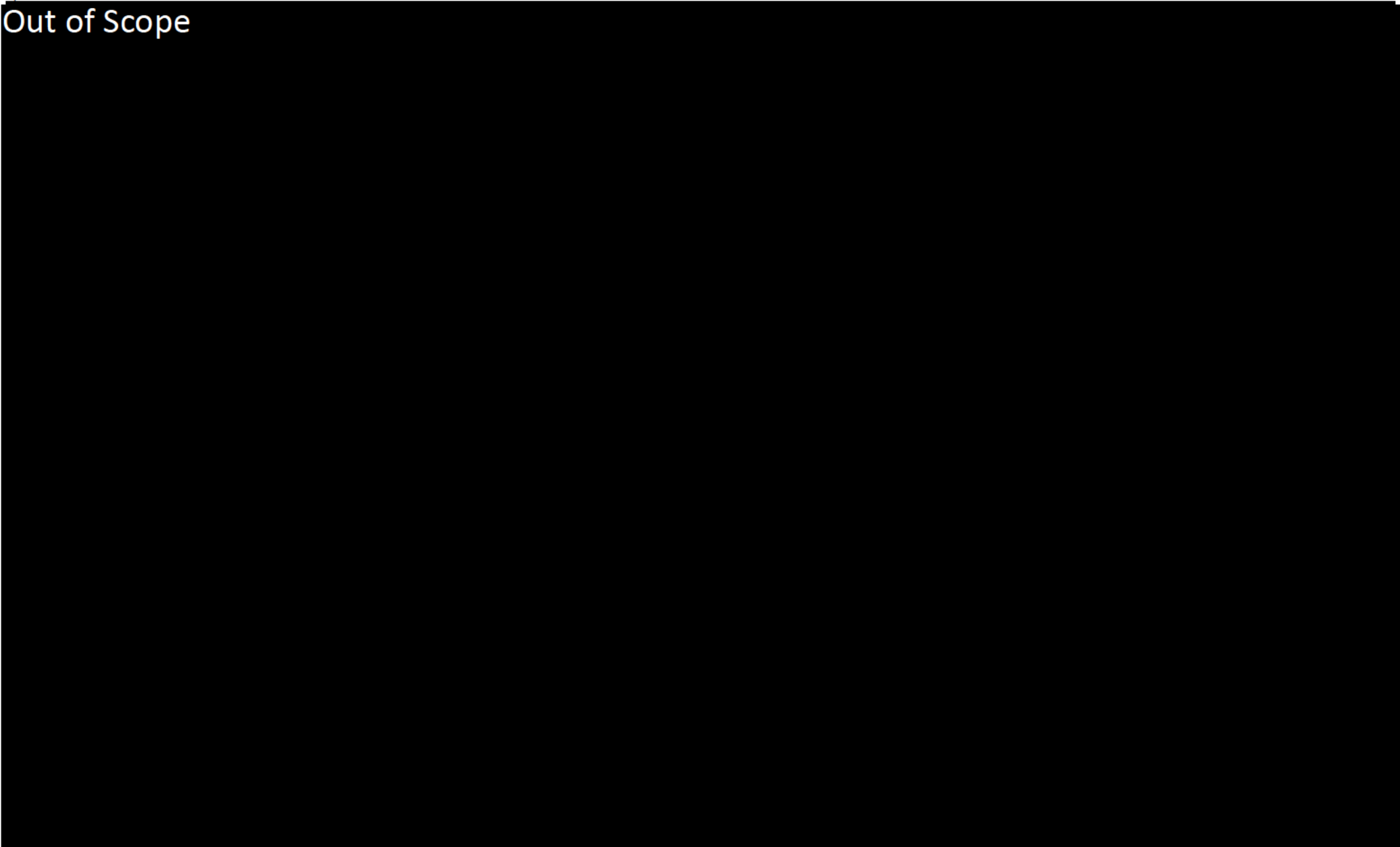
Janet

Janet Zagari
Acting Chief Executive Officer

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Out of Scope



Out of Scope

From: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Sent: Friday, 6 January 2023 3:19 PM
To: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>; CEOHealth <CEOHealth@act.gov.au>
Cc: Jean, David (Health) <David.Jean@act.gov.au>
Subject: RE: FOR REVIEW/ACTION: A message from the Acting CEO - 6 January

OFFICIAL

Thanks Janet, I'll make these changes now. Are you happy for us to distribute once these have been made?

From: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>
Sent: Friday, 6 January 2023 3:16 PM
To: CEOHealth <CEOHealth@act.gov.au>; Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Cc: Jean, David (Health) <David.Jean@act.gov.au>
Subject: FW: FOR REVIEW/ACTION: A message from the Acting CEO - 6 January
Importance: High

OFFICIAL

Hi Britt, Brienne,

Please see below the edits from me. So sorry, was finished hours ago 😞

Thanks, Janet

Janet Zagari | A/g CEO

Phone: 02 5124 6799 | Email: janet.zagari@act.gov.au

Office of the Deputy CEO | Canberra Health Services | ACT Government

PO Box 11 Woden ACT 2606 | health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: CEOHealth <CEOHealth@act.gov.au>
Sent: Friday, 6 January 2023 11:09 AM
To: Zagari, Janet (Health) <Janet.Zagari@act.gov.au>
Subject: FOR REVIEW/ACTION: A message from the Acting CEO - 6 January
Importance: High

Hi Janet

Please see below messaging for your review and approval.

Kind regards

Brittany Kent | Executive Officer

Phone: (02) 512 49461 | M: [REDACTED] | Email: CHSDCEO@act.gov.au

Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government

Canberra Hospital, Yamba Drive, Garran ACT 2605 | health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Connor, Brienne (Health) <Brienne.Connor@act.gov.au>
Sent: Friday, 6 January 2023 10:59 AM
To: CEOHealth <CEOHealth@act.gov.au>
Cc: Jean, David (Health) <David.Jean@act.gov.au>
Subject: For review: A message from the Acting CEO - 6 January

OFFICIAL

Hi team

Please see below a draft CEO message for Janet’s review and approval.

Let me know if there’s anything else you would like included.

Kind regards,

Brienne Connor | A/g Senior Director, Channels and Insights

Phone: (02) 5124 9532 | Email: brienne.connor@act.gov.au

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**Canberra Health
Services**



A message from Janet Zagari

Acting Chief Executive Officer

6 January 2023

Out of Scope

On top of that, the Calvary theatre closures and resultant maternity and emergency surgery bypass has put considerable pressure on our teams in Women, Youth and Children and Surgery, who nevertheless continue to do an exceptional job to deliver quality maternity care to our community.

I cannot thank you all enough for the incredible effort you've put in over the summer period.

Calvary theatres

I am pleased to advise that as of this morning, Calvary were able to come off bypass for both emergency surgery and birthing.

A big thank you to all our staff and those involved from all our partner organisations for

collaborating to make sure we could continue to deliver safe services.

The arrangements had a significant impact on our obstetricians, midwives, allied health, administrative and support staff at a time when you were looking forward to a quieter time of year. Your efforts and commitment are greatly appreciated, and the contribution from every member of the team was essential. On behalf of the entire executive of both CHS and Calvary, I would like to extend our acknowledgement and thanks for the way that our teams have worked together. The incredible efforts of everyone across the WYC areas ensured that parents were able to welcome their new babies into the world despite disruption. The way you made the staff from Calvary feel part of the team made a huge difference to them in a difficult time for everyone. You exemplified the CHS values and your kindness under pressure is a testament to you all.

Out of Scope



Janet

Janet Zagari
Acting Chief Executive Officer

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: CEOHealth <info@mail.chscomms.act.gov.au>
Sent: Friday, 6 January 2023 4:00 PM
To: Connor, Brienne (Health)
Subject: A message from the Acting CEO - Where in the world is Dave?

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Canberra Health
Services

A message from Janet Zagari

Acting Chief Executive Officer



6 January 2023

Out of Scope

On top of that, the Calvary theatre closures and resultant maternity and emergency surgery bypass put considerable pressure on our teams in Women, Youth and Children and Surgery, who nevertheless continue to do an exceptional job to deliver quality care to our community.

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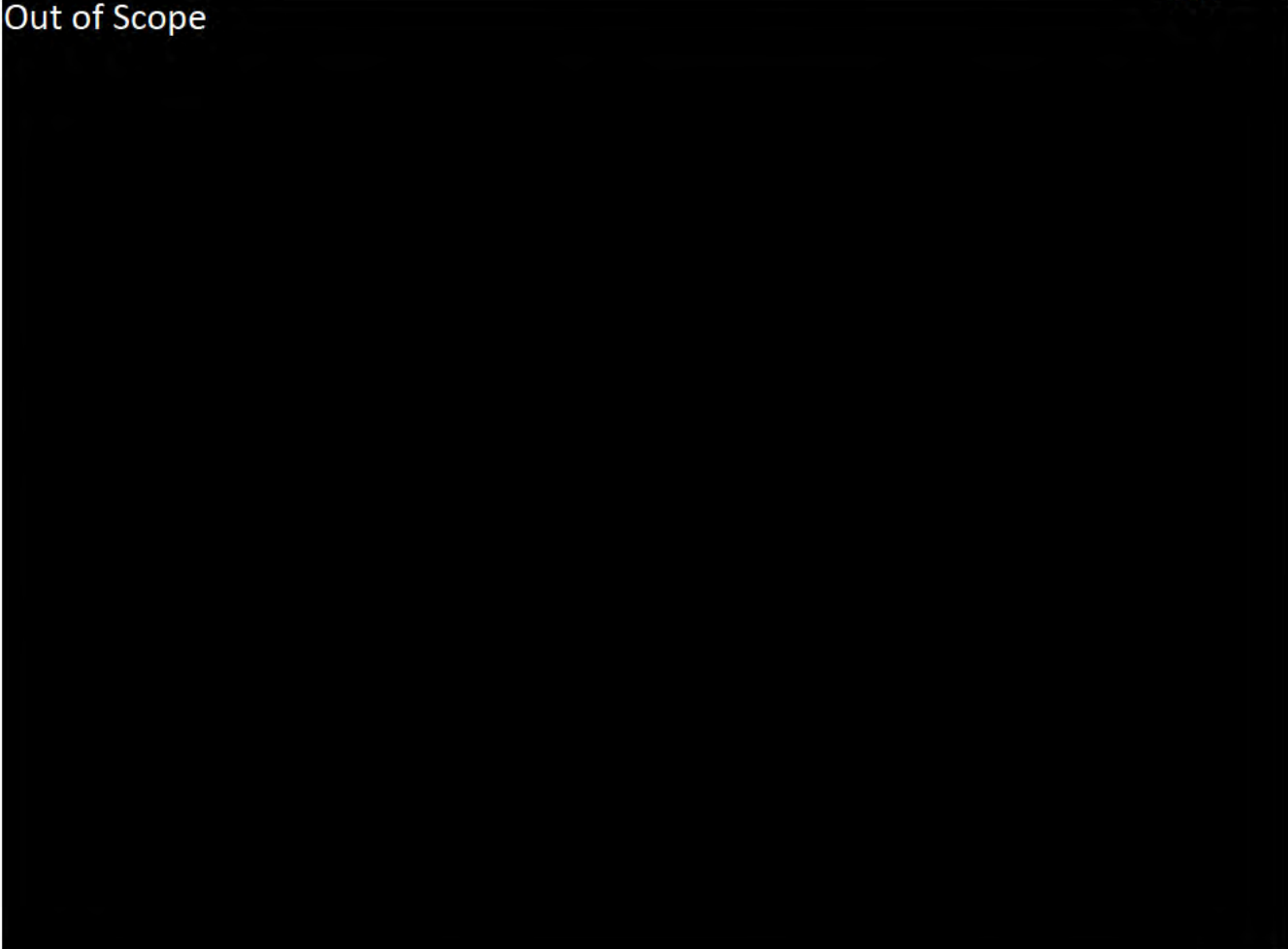
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Out of Scope



Out of Scope



Janet

Janet Zagari
Acting Chief Executive Officer

Acknowledgment of Country

We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Connor, Brienne (Health)
Sent: Monday, 16 January 2023 9:15 AM
To: Canberra Health Services Communications; Williams, Gareth (Health); Kent, Brittany (Health)
Cc: Greenaway, Elaine (Health)
Subject: RE: Theatre Comms
Attachments: A message from the Acting CEO - Where in the world is Dave?

OFFICIAL

Hi Brittany

The Calvary theatres info went out in Janet's email last Friday – see attached. Is this what you mean?

Kind regards,

Brienne Connor | A/g Senior Director, Channels and Insights
Phone: (02) 5124 9532 | Email: brienne.connor@act.gov.au
Strategic Communications and Engagement | Canberra Health Services | ACT Government
Level 2, Building 23 Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au
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From: Kent, Brittany (Health) <Brittany.Kent@act.gov.au> **On Behalf Of** CHS, DCEO
Sent: Friday, 13 January 2023 12:43 PM
To: Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>
Cc: Canberra Health Services Communications <CHScomms@act.gov.au>
Subject: Theatre Comms

Hi team

Janet wanted to follow up the comms re Calvary theatres given Calvary have already gone out with theirs.

Is this one ready for her review/clearance?

Brittany Kent | Executive Officer
Phone: (02) 512 49461 | M: [REDACTED] | Email: CHSDCEO@act.gov.au
Office of the Deputy Chief Executive Officer | Canberra Health Services | ACT Government
Canberra Hospital, Yamba Drive, Garran ACT 2605 | health.act.gov.au
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