

Our reference: **ACTHDFOI 23-24.34**



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 ACT Health Directorate (ACTHD) on Tuesday 13 February 2024 and rescoped on **Wednesday 14 February 2024**.

This application requested access to:

*'All briefs provided by ACT Health Directorate (ACTHD) to the Minister for Health and/or the Minister for Mental Health/Population Health concerning the delivery and operation of planned local walk-in health centres- in South Tuggeranong, West Belconnen, the Inner South and North Gungahlin. The timeframe for this application is from the time that took carriage of the planning and delivery of these centres in 2023.'*

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Thursday 28 March 2024**.

I have identified three 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 **1** document/s; and
- grant partial access to **2** document/s.

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 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; and
- The *Human Rights Act 2004*.

### **Full Access**

I grant full access to the document at reference 3.

### **Partial Access**

Documents at references 1 and 2 are partially comprised of information that I consider is personal information.

### **Public Interest Factors Favouring Disclosure**

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

- Schedule 2, 2.1(a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2, 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*.

On balance, the factors favouring disclosure are outweighed by the factor favouring non-disclosure as the information would not provide any government information pertinent to your request. The personal information includes the mobile phone numbers of ACT Government employees. This information has not been disclosed as this could reasonably be expected to prejudice the protection of the individual's right to privacy. Therefore, I have determined the information identified is contrary to the public interest and would not advantage the public in disclosing this information.

### **Charges**

Processing charges are not applicable to this request.

### **Disclosure Log**

Under section 28 of the FOI Act, ACTHD 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](mailto:ACTFOI@ombudsman.gov.au)

Website: [ombudsman.act.gov.au](http://ombudsman.act.gov.au)

ACT Civil and Administrative Tribunal (ACAT) review

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

ACT Civil and Administrative Tribunal  
Allara House  
15 Constitution Avenue  
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 email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Catherine Loft'.

Catherine Loft  
**A/g Executive Group Manager**  
Infrastructure, Communications and Engagement Division

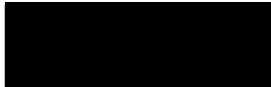
20 March 2024

## 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
	<i>'All briefs provided by ACT Health Directorate (ACTHD) to the Minister for Health and/or the Minister for Mental Health/Population Health concerning the delivery and operation of planned local walk-in health centres- in South Tuggeranong, West Belconnen, the Inner South and North Gungahlin. The timeframe for this application is from the time that took carriage of the planning and delivery of these centres in 2023.'</i>	ACTHDFOI23-24.34

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 31	MIN2023/00734 Ministerial Brief – Community Engagement for South Tuggeranong Health Centre	9 October 2023	Partial Release	Privacy	YES
2.	32 – 41	MIN2023/00880 Ministerial Brief – Site Options	14 November 2023	Partial Release	Privacy	YES
3.	42 - 44	Arrangements Brief – ISCCC AGM	14 November 2023	Full Release		YES
<b>Total Number of Documents</b>						
<b>3</b>						



## ACT Health Directorate

<b>To:</b>	Acting Minister for Health	Tracking No.: MIN2023/00734
<b>CC:</b>	Rebecca Cross, Director General	
<b>From:</b>	Trish Johnston, Acting Deputy Director General, Infrastructure & Engagement	
<b>Subject:</b>	Community Engagement for South Tuggeranong Health Centre	
<b>Critical Date:</b>	09/10/2023	
<b>Critical Reason:</b>	The YourSay engagement is required to launch on 16 October 2023 to meet the required minimum six-week consultation period prior to the engagement shutdown period commencing on 1 December 2023.	

## Recommendations

That you:

1. Agree that community engagement regarding South Tuggeranong Health Centre will commence via YourSay survey on 16 October 2023; and

**Agreed / Not Agreed / Please Discuss**

2. Agree to publish *Phase 3 – ACT Health services for a growing population* consultations outcome report (Attachment B) and related media release (Attachment C) before the YourSay commences.

**Agreed / Not Agreed / Please Discuss**

Tara Cheyne MLA ...../...../.....

Minister's Office Feedback

## Background

1. On 1 September 2023, the Minister for Health and the Chief Minister announced a new South Tuggeranong Health Centre will be built in Conder, with services tailored to local needs and reflecting feedback from the South Tuggeranong community.
2. As part of the announcement, the Minister for Health committed that the clinical services and design will be finalised in consultation with clinicians, consumers and the local community before the project progresses to the development application stage, which is expected in the first half of 2024.
3. During 2022, community engagement was conducted on *Designing ACT health services for a growing population*. This engagement, which was undertaken across three phases between August – December 2022, had eight key areas of focus, including coordination of care, access to services and a new northside hospital. Outcomes of this engagement will help inform the clinical services planning.
4. On 31 July 2023, the Minister for Health's approved the publication of the consultation outcomes report of *Designing ACT health services for a growing population* and requested ACT Health Directorate (ACTHD) to arrange an announcement (MIN23/599).
5. ACTHD prepared a media release to coincide with the publication of the report. The media release was provided to the Minister for Health's office on 12 September 2023, but is yet to be published.

## Issues

6. Further consultation is now required with the local community, key stakeholders, and service providers to understand the clinical services, community services and support, and potential community spaces that are required in South Tuggeranong Health Centre.
7. Pending your approval, ACTHD will launch online, via the YourSay conversations platform, and in person community engagement on 16 October 2023 to further explore the community's experiences with and sentiments to health centres and what services they would like to see at South Tuggeranong Health Centre.
8. The YourSay consultation will open on Monday, 16 October 2023 and will remain open for six weeks before closing COB Friday, 1 December 2023.
9. ACTHD will work closely with Canberra Health Services (CHS), Community Services Directorate (CSD), and Major Projects Canberra (MPC), as well as key stakeholders and the local Tuggeranong community on the services and design.
10. As detailed in the Communications and Engagement Plan ([Attachment A](#)), ACTHD will coordinate both online and face-to-face engagement, with pop-up stalls at local shops, a letterbox drop in the local area, interactions with local student groups, and a presentation to the Tuggeranong Community Council.

11. Community engagement regarding the new health centres that will be built in the Inner South, North Gungahlin, and West Belconnen will form part of the Territory-wide Health Infrastructure Engagement Strategy that will commence early in 2024.

### Financial Implications

12. Not applicable

### Consultation

#### Cross Directorate

13. CHS have provided input on the engagement to date and will continue to be engaged in the service planning for the site.

### Work Health and Safety

14. In person consultation will be conducted in line with ACTHD Work Health and Safety policies.

### Benefits/Sensitivities

15. To undertake the required six-weeks consultation before the recommended shutdown period commences in December 2023, the YourSay engagement must commence on 16 October 2022.

### Communications, media and engagement implications

16. The Infrastructure Communications Team will support the communication, engagement, and media requirements of the proposed consultation.

Signatory Name: Trish Johnston Phone: MS Teams

Action Officer: Sally-Anne Clark Phone: MS Teams

### Attachments

Attachment	Title
Attachment A	Communications and Engagement Plan – South Tuggeranong Health Centre
Attachment B	Phase 3 – ACT Health services for a growing population consultations outcome report
Attachment C	Media release – Designing ACT health services for a growing population

# Communications Plan

**Project:** South Tuggeranong Health Centre

**Directorate/Business Unit:** ACT Health, Strategic Infrastructure

**Launch/release date:** 16 October 2023

<p><b>What is being communicated?</b></p>	<p>The ACT Government is building a new health centre in Conder, with services tailored to local needs, reflecting feedback from the South Tuggeranong community.</p> <p>The new South Tuggeranong Health Centre will provide localised multidisciplinary care with a focus on preventive care and advice, early intervention, and the management of chronic illness.</p> <p>The health centre will be designed to have the flexibility to cater for different services, allowing us to respond to the needs of the community now and into the future.</p> <p>The clinical services and design will be finalised in consultation with clinicians, consumers and the local community before the project progresses to the development application stage, which is expected in the first half of 2024.</p>		
<p><b>Why are we communicating on this issue?</b></p>	<p>Consultation is required with the local community, key stakeholders, and service providers to understand the clinical services and spaces that are required in South Tuggeranong.</p> <p>The ACT Government will launch consultation in late 2023 to explore the community's experiences and sentiments to health centres/walk-in centres and what services they would like to see at South Tuggeranong Health Centre.</p>		
<p><b>Tier:</b></p>	<p>As per <a href="#">WHOG C&amp;E tiering framework</a> Tier 3</p>		
<p><b>Other directorates/agencies involved</b></p>	<ul style="list-style-type: none"> <li>• Canberra Health Services</li> <li>• Major Projects Canberra</li> </ul>	<p><b>Spokesperson</b></p>	<ul style="list-style-type: none"> <li>• Rachel Stephen-Smith – Minister for Health</li> <li>• Liz Lopa – Deputy Director General, ACT Health</li> <li>• Dave Peffer – CEO, Canberra Health Services</li> </ul>

## Target audiences:

<p><b>Primary</b></p>	<ul style="list-style-type: none"> <li>• Local community (Conder, Gordon, Banks, Theodore)</li> <li>• Broader Tuggeranong community</li> <li>• Ageing Tuggeranong residents</li> </ul>
<p><b>Key influencers/stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Health Care Consumers' Association</li> <li>• Mental Health Care Consumers Association</li> <li>• Health Infrastructure Consumer Reference Group</li> </ul>

Approved by: Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

Action officer: Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

Date: 25 September 2023



# Communications Plan

**Project:** South Tuggearnong Health Centre

**Directorate/Business Unit:** ACT Health, Strategic Infrastructure

**Launch/release date:** 16 October 2023

	<ul style="list-style-type: none"> <li>• Tuggeranong Community Council</li> <li>• Winnunga Nimmityjah Aboriginal Health and Community Services</li> </ul>
<b>ACTPS</b>	<ul style="list-style-type: none"> <li>• Canberra Health Services</li> <li>• Community Services Directorate</li> <li>• Education Directorate</li> <li>• Major Projects Canberra</li> <li>• Chief Minister, Treasury and Economic Development Directorate</li> </ul>

## Key messages:

- As we begin to design the South Tuggeranong Health Centre, we want to hear from the community about what services they would like to see at the new centre.
- Today, the ACT Government has launched a YourSay survey to explore the community's experiences with and sentiments to health centres and what services they would like to see at South Tuggeranong Health Centre.
- The outcome of ACT Government's [Designing ACT health services for a growing population](#) consultation last year has helped inform the clinical service planning for the health centre in South Tuggeranong.
- The new health centre in South Tuggeranong will offer community-based services that are closer to home and provide timely access to integrated multidisciplinary care.
- A greenfield site located at Block 13, Section 228, Conder has been chosen as the preferred site for a twelve-room health service in South Tuggeranong. The site, which is in close proximity to Lanyon Marketplace, has sufficient capacity to deliver other community services required to support the population.

## Health Centres

- In the 2023-24 Budget, the ACT Government committed \$16.6 million over four years to design and construct a new community-based facility in South Tuggeranong and plan the sites and early design for the Inner South and North Gungahlin. A fourth centre is also planned for West Belconnen.
- The new South Tuggeranong Health Centre will complement the existing health centre in Tuggeranong on Anketell Street.
- The new facilities will be operational from early 2026, meeting the ACT Government commitment to roll out new local health centres offering accessible public health care across Canberra's suburbs by mid-decade.
- The ACT Government's four new health centres will focus on optimising innovative and alternative models of care that involve multidisciplinary professionals, including GPs, specialists, nursing, allied health and community care providers and Non-Government Organisations.
- The new health centres will focus on primary preventative care, early intervention, and the management of acute and chronic complex illnesses in the community.
- A tender was released in September 2023 to progress the design of the South Tuggeranong Health Centre.

## What we have heard

**Approved by:** Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

**Action officer:** Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

**Date:** 25 September 2023

# Communications Plan

**Project:** South Tuggearnong Health Centre

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- To coincide with the launch of the ACT Health Services Plan in August 2022, ACT Health facilitated community engagement between August and December 2022 to better understand what Canberrans want and need from public health services across the ACT.
- The community was provided multiple opportunities to engage with and provide feedback on various elements of ACT health care services, including through a YourSay survey, participating in the community panel, or by attending one of the in-person or online activities.
- The community engagement covered several key areas, including services, access, virtual health, and coordination of care.
- **Key outcomes of YourSay survey:**
  - When asked what services people would like better access to that are not currently available in their area, the most common responses were paediatrics (19%), mental health (15%), walk-in centre (8%), hospital (7%) and pregnancy (5%).
  - When asked where they prefer to receive services, most respondents said they are happy to receive healthcare wherever it is recommended to best suit their health issue (59%), followed by as close to home as possible (39%), and at a clinic in the community (24%).
  - Most people ranked urgency of care (74% of respondents), availability (73% of respondents) and wait times (69% of respondents) as the top 3 key factors that influence decisions about where to access health services broadly.
- **Key outcomes of Community Panel:**
  - When asked how likely they would be to use/want education and awareness-raising sessions in the community health centres, 70% said it would be very likely or somewhat likely that they would choose to attend or use an education and awareness-raising session held at a community health centre.
  - When asked whether different centres should provide different services (e.g. Health Hubs and Walk in Centres) or whether there should be a mix of services at each centre, 67% participants strongly felt that there should be a mix of services at each centre.

**Approved by:** Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

**Action officer:** Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

**Date:** 25 September 2023

# Communications Plan

**Project:** South Tuggearnong Health Centre  
**Directorate/Business Unit:** ACT Health, Strategic Infrastructure

**Launch/release date:** 16 October 2023



Action plan – how we are informing and engaging our target audiences:

When	What	Responsibility
16 <sup>th</sup> October 2023	YourSay launches and survey opens	Strategic Infrastructure Comms - LR & NR
16 <sup>th</sup> October 2023	Ministerial media release published, and socials posted	Strategic Infrastructure Comms - LR
W/C 16 <sup>th</sup> October 2023	Letters/flyers sent to Conder, Gordon, Banks & Theodore residents.	Strategic Infrastructure Comms - LR
W/C 16 <sup>th</sup> October 2023	Flyers posted at: <ul style="list-style-type: none"> <li>Gordon Community Centre</li> <li>Tuggeranong Community Health Centre (CHS)</li> <li>Lanyon Family Care Centre (CHS)</li> <li>Tuggeranong Child and Family Centre (CHS)</li> <li>Village Creek Centre (CHS)</li> </ul>	Strategic Infrastructure Comms - LR
W/C 16 <sup>th</sup> October 2023	Letterbox drop to: <ul style="list-style-type: none"> <li>Uniting Amala Gordon retirement village</li> <li>Isabella Gardens retirement village</li> <li>LDK Greenway Views retirement village</li> </ul>	Strategic Infrastructure Comms - LR
W/C 16 <sup>th</sup> October 2023	Our CBR Tuggeranong newsletter – October/November	Strategic Infrastructure Comms - LR
W/C 23 <sup>rd</sup> October 2023	Pop-up at Lanyon Marketplace (4 Sidney Nolan Street, Conder)	Strategic Infrastructure Comms – LR & NR
W/C 30 <sup>th</sup> October 2023	Pop-up at IGA Gordon (114 Lewis Luxton Avenue, Gordon)	Strategic Infrastructure Comms – LR & NR
TBC	One-on-one engagement with key stakeholders: <ul style="list-style-type: none"> <li>Health Care Consumers' Association</li> <li>Mental Health Care Consumers Association</li> <li>Winnunga Nimmityjah Aboriginal Health and Community Services</li> </ul>	Strategic Infrastructure Comms – LR & NR
TBC	Presentation to Health Infrastructure Consumer Reference Group (HICRG)	Strategic Infrastructure Comms - LR
TBC	Presentation & engagement to students, student council groups: <ul style="list-style-type: none"> <li>Charles Conder Primary School;</li> </ul>	Strategic Infrastructure Comms – LR & NR

**Approved by:** Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

**Action officer:** Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

**Date:** 25 September 2023

# Communications Plan

**Project:** South Tuggearnong Health Centre

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	<ul style="list-style-type: none"><li>• Theodore Primary School;</li><li>• Lanyon High School</li></ul>	
W/C 6 <sup>th</sup> November 2023	Pop-up at Tuggeranong Hyperdome	Strategic Infrastructure Comms - LR
W/C 6 <sup>th</sup> November 2023	Presentation at Tuggeranong Community Council, followed by Q&A session	Strategic Infrastructure Comms - LR
1 December 2023	Consultation ends	Strategic Infrastructure Comms - LR
December 2023 /January 2024	Listening report published	Strategic Infrastructure Comms – LR & NR

**Approved by:** Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

**Action officer:** Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

**Date:** 25 September 2023

# Communications Plan

**Project:** South Tuggearnong Health Centre  
**Directorate/Business Unit:** ACT Health, Strategic Infrastructure

**Launch/release date:** 16 October 2023



## Communications Collateral

What	Due Date	Responsibility
YourSay project site: <ul style="list-style-type: none"> <li>Project overview, timeline, and promotion engagement activities – face to face and online</li> <li>Online Survey - Multiple choice; likert scale ranking type questions, sentiment testing</li> </ul>	9 October – need to allow for clearances with CMTEDD and ACT Health Exec	LR & NR
Pop-up assets <ul style="list-style-type: none"> <li>Poster summarising what we heard from last year’s engagement;</li> <li>Map of the proposed site;</li> <li>What services would you like to see (space for post-it notes)</li> </ul>	16 October 2023	LR to work with Online Strategy and Design (Mahesh)
Community Engagement <ul style="list-style-type: none"> <li>Letter to residents;</li> <li>Flyers to post;</li> <li>Presentation to Community Council</li> <li>Socials assets for:               <ul style="list-style-type: none"> <li>Lanyon Valley Community Notice Board</li> <li>Tuggeranong Community Notice Board</li> </ul> </li> </ul>	11 October 2023	LR to work with Online Strategy and Design (Mahesh)
Media Announcement <ul style="list-style-type: none"> <li>Media release</li> <li>Talking points</li> <li>Social media wording</li> </ul>	To be sent to MO by 11 October 2023	LR
Website updates <ul style="list-style-type: none"> <li>Canberra Health Services</li> <li>ACT Health</li> <li>Our Canberra</li> </ul>	16 October 2023	LR to work with relevant teams

**Approved by:** Sally-Anne Clark - A/g Executive Branch Manager, Communications & Engagement – Strategic Infrastructure

**Action officer:** Lachlan Roberts - A/g Director, Communications & Engagement – Strategic Infrastructure

**Date:** 25 September 2023



Communication Link

# Designing ACT Health services for a growing population

## Consultation outcomes report

1.0

July 2023

## Acknowledgement of Country

In the spirit of reconciliation, Communication Link acknowledges the Ngunnawal people, Traditional Custodians of the land on which our head office resides. We acknowledge and respect their continuing culture and the contribution they make to the life of our community in Canberra and the region. We also acknowledge all other Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of all land on which our work and connections may reach, and pay our respect to their Elders, past and present.



# Contents

1.	Executive summary .....	5
2.	Introduction .....	6
2.1	Introduction .....	6
2.2	Relationship to other reports .....	7
3.	Engagement methodology .....	8
3.1	Structure and deliverables .....	8
3.2	Areas of focus .....	9
3.3	Governance structure .....	9
3.4	Promotion .....	9
3.5	Participation.....	10
4.	Process outcomes.....	11
4.1	Health care <b>services</b> across the ACT .....	11
4.1.1	Walk-in centres and community health facilities .....	12
4.2	<b>Accessing</b> ACT health care services.....	12
4.2.1	Navigation and coordination of care.....	12
4.2.2	Financial access.....	13
4.2.3	Services that cater for diverse consumer needs.....	13
4.3	<b>Virtual health</b> care services .....	13
4.3.1	Barriers and opportunities to accessing virtual care .....	13
4.3.2	Enabling access to virtual health care.....	13
4.4	<b>Accessing</b> urgent care .....	14
4.5	<b>Quality and safety</b> of ACT health care services .....	14
4.6	Coordination of care .....	15
4.7	Delivery of <b>integrated care</b> solutions.....	15
4.7.1	Understanding integrated care.....	15
4.7.2	Expectations of integrated care solutions .....	15
4.8	A new Northside Hospital.....	16





4.8.1 Safety ..... 16

4.8.2 Services ..... 16

5. Conclusion and next steps ..... 17

Appendix 1 – Consumer principles ..... 18



# 1. Executive summary

Community engagement activities undertaken as part of the *Designing ACT health services for a growing population* engagement strategy explored public perceptions around current health services in the ACT and what may be required across the Territory in years to come. The phased engagement program—commenced in August 2022 and concluded in December 2022 to explore the community's perceptions of the ACT health care system. This engagement was designed to get a broad understanding of public opinion on health care across the ACT in the first phase with deeper consultation occurring through a deliberative style engagement approach for the Integrated Care Program and a range of activities to socialise the Northside Hospital early design concept. Several similar themes arose across eight key focus areas from the information gathered and feedback received from each stream of the engagement program. This included the identification of common barriers to accessing virtual care, financial barriers to accessing health care when not offered a bulk-billed service, use of walk-in centres, lack of clarity in navigation of and access to services across the ACT health care system.

Through the Integrated Care community panel workshops, it was uniquely noted that the ACT Government should address how and where Aboriginal and Torres Strait Islander people want to access health care services based on improved engagement and empowerment with the community rather than through the current service provision. This was reflected through the consumer principles (see Appendix 1) developed by the panel.

Reports provided to Canberra Health Services (CHS) and the ACT Health Directorate (ACT Health) will guide and inform the design and development of future integrated health care services across the Territory as well as the ongoing planning and funding for the Northside Hospital.

This consultation outcomes report provides an overview of program delivery and identification of common themes and record of issues unique to individual streams of engagement.



## 2. Introduction

### 2.1 Introduction

The *Designing ACT health services for a growing population* engagement program was a three-phased engagement program designed to bring together different aspects of the ACT Government's health planning. This aimed to help realise the vision of a person-centred health system that is innovative, effective, and sustainable, and gather feedback on early planning for a Northside Hospital with the Canberra community.

As Canberra's population continues to grow, investment in health services and facilities is vital to cater for this growth—and that means being prepared with a long-term plan across all facets of care.

The ACT Government is looking for ways to improve long-term health outcomes for the community, and make health services more modern, effective, and accessible. Community health options are expanding with significant investment in walk-in clinics, telehealth, at home care as well as preventative and management programs. It is an ongoing transformation of approaches, systems, policies, and infrastructure to improve the lives and health outcomes for all Canberrans.

Through the *Designing ACT health services for a growing population* engagement activities, the ACT Government sought to explore experiences and perceptions of health care across the region and gaps in services and facilities.

The engagement program sought to gather community feedback to ensure that the ACT Government has a well-rounded understanding of what people want and need from changing health care services across the ACT. Activities and information focused on 'person-centred services; safe and effective care' and was built on the foundations of the strategic goals of Access, Accountability and Sustainability – consistent with the *ACT Health Services Plan*.

Outcomes from this engagement program aim to support the ACT Government to continue to progress with their commitment to delivering health care that meets the needs of people accessing the ACT health system now and into the future.

This engagement program focused on the planning and design of future tailored integrated care solutions, and a new Northside Hospital. Consultations also carried a secondary focus on the activation of a clinical services plan for the northside of the ACT that considers access to health services for northside residents as well how the ACT can better balance health service provision across the Territory.

The engagement program was undertaken across three phases:

- Phase one
  - *Designing ACT health services for a growing population* YourSay survey
  - EOI for Integrated Care community panel.
- Phase two
  - Northside Hospital community consultation
  - Integrated Care community panel meets and deliberates.
- Phase three
  - Close the loop with the community
  - Provide outcomes of engagement.

This engagement structure aimed to gauge public opinion on health care across the ACT through Phase one, then dive deeper into two separate engagement streams through Phases 2 and 3. The first



stream of Phase two explored potential integrated care service solutions through a representative, deliberative panel, with the second stream engaging with the community on the new Northside Hospital. Concluding separately, each stream will close the loop with the community through publication of relevant reporting and documentation on the YourSay website.

## 2.2 Relationship to other reports

Reports have been provided at the conclusion of each program phase. As outlined below, where relevant, individual reports have been delivered to address the different engagement streams.

This consultation outcomes report provides an overview of the engagement program delivered under the *Designing ACT health services for a growing population* project, as a whole and highlights key themes and topics similar and unique to each phase and engagement stream.

Table 1 Project report and purpose

Engagement phase	Reports issued	Report purpose
<b>Phase one</b>		
<i>Designing ACT health services for a growing population</i> YourSay survey	Phase one – consultation report	Summarise outcomes of Phase one engagement activities and responses to, and outcomes of the YourSay survey.
EOI for Integrated Care community panel	Phase one – consultation report	Summarise the recruitment process for the ACT Integrated Care Community Panel.
<b>Phase two</b>		
Northside Hospital community consultation	Phase two – Northside Hospital – consultation report	Summarise the outcomes of engagement activities and exploration of interactions with the ACT community regarding the new Northside Hospital.
Integrated Care community panel meets and deliberates	Meeting summaries	Individual summaries from each meeting endorsed by meeting participants
	ACT Integrated Care Community Panel – Process and outcomes report	Summarise the findings of the insights gained from the work undertaken by the ACT Integrated Care Community Panel. Present the consumer principles (see Appendix 1) developed by the panel to guide the design and delivery of future health care services across the ACT.
<b>Phase three</b>		
Provide outcomes of engagement	Consultation outcomes report	Summarise the outcomes of the – <i>Designing ACT health services for a growing population</i> engagement program drawing on key themes and topics similar and unique to each phase and engagement stream.
Close the loop with the community	Consultation outcomes report	Summarise outcomes of the engagement program to provide clear and transparent information to the community regarding community sentiment and expectations for ACT health care services.



## 3. Engagement methodology

### 3.1 Structure and deliverables

As outlined in the community engagement plan, Communication Link supported CHS and ACT Health to gather feedback and ideas from the ACT community to:

1. Inform the design and structure of integrated care options to be implemented across the ACT.
2. Inform development of the Northside Hospital project for of a new, public, Northside Hospital to be located in the north of the ACT.

This engagement structure aimed to gauge public opinion on health care across the ACT, then dive deeper into two separate engagement streams. The first stream aimed to explore the expectations of future integrated care service solutions through a representative community panel. The second stream aimed to engage with the local community on the early concept design for the new Northside Hospital.

Each stream concluded separately, resulting in the:

- endorsement of eight consumer principles developed by the community panel to guide future integrated care solutions
- analysis of consumer sentiment and feedback regarding the early concept design for the new Northside Hospital.

Phase one of the *Designing ACT health services for a growing population* engagement program opened on 8 August 2022 for an initial four-week period - this was extended by one week to close on 16 September 2022.

Facilitated via the ACT Government YourSay platform, the survey offered the community an opportunity to develop an understanding of the ACT Government's objectives for the future of health care across the Territory. It also allowed them to complete an online survey and submit an expression of interest (EOI) to join the integrated care community panel. The YourSay page is at <https://yoursayconversations.act.gov.au/accessing-health-care>

Building on Phase one consultation, a community panel was established to gather insights and perspectives about integrated care and the delivery of health care services closer to where people live.

Panel engagement activity was complex with detailed subject matter that participants were required to understand within the context of community needs that extended past their own.

General feedback on concerns, priorities, and aspirations for the design of future health care services across the ACT was discussed and included improving accessibility and flexibility of access for patients and their care givers, empowering consumer choice and control through people-centred care, better integration of services for non-English-speaking community members, better support for Aboriginal and Torres Strait Islander peoples to access health care the way they want to, rather than assuming everyone wants to access the same types of care the same way and transparency of information and effective information management so that patients have knowledge of, and input into the information on their record.

Concurrently to the integrated care panel activities, a six-week engagement program commenced from 18 October to 29 November 2022 to consult with the community on the early concept design for the new Northside Hospital.



Engagement for the Northside Hospital centred around 5 key themes that focused on understanding the user experience. It did not explicitly seek feedback on potential sites or commercial issues relating to the new Northside Hospital or on clinical services, which are being explored through development of an ACT Clinical Services Plan.

### 3.2 Areas of focus

Outcomes discussed in this report are gathered against the Phase one focus areas and additional information in subsequent phases as shown in table 2.

Table 2 Focus areas mapped against engagement phases and information sources.

	Phase one– YourSay	Phase two – Northside Hospital	Phase two – Integrated Care
Services	✓	✓	✓
Access	✓	✓	✓
Virtual health	✓		✓
Urgent care	✓	✓	✓
Quality and safety	✓	✓	✓
Coordination of care	✓		✓
Integrated care	✓		✓
New hospital	✓	✓	
Additional feedback		✓	✓

### 3.3 Governance structure

Communication Link delivered the engagement and communication activities for this consultation working with and under direction from CHS and ACT Health.

Communication Link worked at the direction of CHS and ACT Health. All collateral and content was prepared by Communication Link and approved by the relevant program managers.

CHS and ACT Health managed all internal ACT Government engagement and additional key stakeholder engagement in-line with advice from Communication Link. CHS and ACT Health channels were utilised for promotion, and this was coordinated from within CHS and ACT Health based on planning undertaken by Communication Link.

### 3.4 Promotion

Promotional activities were centred around a dedicated YourSay page (<https://yoursayconversations.act.gov.au/accessing-health-care>) that was adapted during the engagement phases.

For Phase one engagement, the YourSay page hosted the survey and the EOI form for the Integrated Care Community Panel. Both tools were promoted through ACT government social media channels, stakeholder emails, digital displays, OurCBR newsletter, ACT government intranet pages and through posters displayed in community health centres and walk-in centres.



The YourSay page was also used during Phase two Northside Hospital engagement. This included an early concept design, frequently asked questions, factsheet, activities list and virtual engagement session registration. Additionally, in-person and online events and engagement opportunities were promoted in a range of ways including through social media posts on ACT Health and ACT Government channels, OurCBR newsletter, Involved newsletter, Multicultural Community eNewsletter, via key stakeholder channels, draft Ministerial media release, stakeholder emails, ACT government intranet pages, posters displayed in community health centres and walk-in centres and corflutes displayed at pop-up locations.

### 3.5 Participation

The YourSay survey during Phase one (of 46 questions) received a total of 869 responses including 65 hard copy surveys.

A total of 56 expressions of interest were received to participate in the Integrated Care Community Panel. Of these, 35 people were selected to participate in the panel workshops and 30 confirmed their participation.

A total of 396 people participated in the Phase two Northside Hospital public engagement activities. Of these, 108 people provided feedback through the YourSay channel, 11 attended the stakeholder workshop and an additional 3 stakeholders provided separate feedback via email submissions. The remaining 288 participants provided feedback via the pop-up or drop-in sessions.



## 4. Process outcomes

Through the *Designing ACT health services for a growing population* project, the ACT community was provided multiple opportunities to engage with and provide feedback on various elements of ACT health care services – via completion of the survey on the dedicated YourSay page, participating in the community panel or by attending one of the in-person or online activities for Northside Hospital.

The three engagement streams delivered through this project, while having differing objectives, were developed around the foundation of eight key areas of focus:

- Services
- Access
- Virtual health
- Urgent care
- Quality and safety
- Coordination of care
- Integrated care
- A new Northside Hospital.

**The summaries provided in this section are not designed to replace the detailed information contained in the reports outlined in table 1. These summaries are designed to provide an overview of the commonalities and repeated themes heard across consultation activities and provide a centralised record of this.**

The online survey in Phase one aimed to explore people's experiences in accessing ACT public health services and gain a high-level understanding of the community perception of the health system and what they want and need from health services.

In Phase two, the community panel was formed to gather informed perspectives to help shape CHS' planning to provide the right relationships and infrastructure to support integrated health care services closer to where people live.

The public engagement activities were designed to gather views and feedback to inform early planning for the new Northside Hospital. Engagement centred around the early concept design to help understand community sentiment and health care service priorities for the facility.

### 4.1 Health care services across the ACT

Throughout the program of engagement, survey respondents, and panel members demonstrated their awareness of the health care services available across the ACT. Survey respondents noted the top three services they were aware of: the hospital emergency department (97%), walk-in centres (94%) and hospital in-patient (91%). The services with the lowest community awareness were counselling and social work (49%) care for older people (43%) and justice health (29 %).

Information given to panel members on the range of services available across the ACT was gratefully received. The Integrated Care Community Panel advised that additional information could be provided on lesser-known services and greater access to information on service availability and access would be beneficial.

Those providing feedback through Northside Hospital engagement activities did not explore current health care services. The focus of this engagement was to obtain feedback on the health care services they would like available in a future hospital environment.





### 4.1.1 Walk-in centres and community health facilities

Survey respondents were asked if they had visited a walk-in centre in the last two years. 65% answered yes, with the locations ranked in order of most visits being Belconnen (231), Gungahlin (155), Tuggeranong (107) and Weston (106).

Survey respondents were also asked if they had visited a Community Health Centre in the last two years. 34% answered yes, with the locations ranked in order of most visits being Belconnen (141), Gungahlin (99), Dickson/Inner North (36), Phillip (34), Weston (26) and City (16).

Panel members were not explicitly asked if they had used these services, however, they provided advice on the current and future use of these facilities. For example, panel members strongly supported a proposal that walk-in centres and community health facilities provide a mix of services rather than specialising in specific services. These results indicate an expectation that more services will be available at health care centres. However further discussion revealed understanding that there are not necessarily enough relevant specialists to enable services to be provided consistently across each centre.

Throughout the panel process, panel members regularly shared strong positive sentiment for the availability of walk-in centres. Members noted that if improvement could be made to these services it would include an option to book a scheduled appointment as well as ability to walk-in and be seen, implementing a transparent triage system, access to wait times and facilities that would make it easier for parents or guardians to wait with children at the service location.

For Community Health Centres, participants noted the potential for these to expand to include greater service access and access to specialists, as well as pharmacy services. Panel members showed strong support for proposals to offer virtual health appointments facilitated by a community health centre staff member and using community health facilities for education and awareness-raising sessions for members of the public.

## 4.2 Accessing ACT health care services

Building on commentary around access to walk-in centres, when asked about services, the community was asked which services they would like better access to which are not currently available in their area. Survey respondents' most mentioned services were paediatrics (19%), mental health (15%), walk-in centre (8%), hospital (7%) and pregnancy (5%).

The demand and need for a number of these services was further reinforced by the feedback regarding health care services people would like to see at a new Northside Hospital. Twenty-one percent of overall feedback received on a new Northside hospital related to clinical, or health care services respondents wanted to see. This included paediatric services (27%), maternity or pregnancy services (12%) and mental health services (6%), which aligns with the outcomes of the Phase one survey.

### 4.2.1 Navigation and coordination of care

As was identified by the panel and highlighted through the survey, consumers often find it difficult to navigate the health system, when coordinating care and arranging health services with more than one provider. Other key issues relating to coordination of care raised through both engagement streams included poor customer service, access to transport to get to services, cost of services and lack of access to bulk billing.



### 4.2.2 Financial access

Cost, lack and difficulty accessing bulk billing services was a consistent theme throughout both streams of engagement. The community panel noted that services are not always transparent about offering bulk billing and many were confused about why some providers did not offer bulk billing. This then presented a barrier for community members in terms of being able to afford to access the service and restricted choice in relation to service providers and wait times.

### 4.2.3 Services that cater for diverse consumer needs

Through all engagement streams, feedback was consistently noted that spoke to a need for better services with greater individual choice to support diverse consumer needs. This included people who do not speak English as their first language, LGBTQIA+ people, people with different cultural needs, people with disability (both visible and invisible) and Aboriginal and Torres Strait Islander peoples.

## 4.3 Virtual health care services

Responses to each engagement stream revealed that the ACT community is aware of, and where possible and appropriate, open to utilising virtual health care services. delivered via phone or video.

When asked about virtual health in the YourSay survey, the majority (83%) of survey respondents were supportive of it being offered as a service option. However, when asked for their preferred way to receive services, only 10% of respondents indicated it was their preferred approach.

### 4.3.1 Barriers and opportunities to accessing virtual care

Community panel participants expressed that virtual care was a good option to have for consumers. However, they also noted that there are times when it is not the best option for an individual (such as needing a physical examination), and that there are financial, technological and capability issues that create barriers for some consumers in accessing virtual health care services. The physical technology and connectivity required to access virtual care is not affordable for all consumers, nor was the cost of a virtual consultation with many providers charging the same as an in-person appointment without the option to bulk-bill.

Those in favour of the service indicated that as an offering for routine or minor ailments and script renewals, it was supported. It was also noted through the community panel that it has great potential for those not able to easily access services in person, such as those with a disability, those in rural or remote areas, and for areas like mental health services.

### 4.3.2 Enabling access to virtual health care

In consideration of the consumer principles developed by the community panel, as well as feedback received from participants on barriers to accessing virtual care, CHS proposed that virtual care could be offered as a health service option; however, it needs to suit individual circumstances and preferences, with technology and user support available. It could be made available at community accessible locations including walk-in centres. This suggestion was strongly supported by participants and aligned with the community panel principles and conversations around providing support out of the home, to access virtual care services.

People who engaged with the Northside Hospital programs also provided feedback suggesting that a new Northside Hospital could be a good location for providing access to virtual health, telehealth, and virtual visits. A hospital could enable accessibility to these services by ensuring the technical ability to enable this in a user-friendly way for those who may not have access to relevant technology, or who may require support to navigate a virtual or telehealth appointment. This could include providing a space, technology and in-person support to book and attend these appointments, potentially



lightening the load and demand for in-person hospital consultations through the Emergency Department or after hours services. This is consistent with feedback received from the Integrated Care Community Panel.

## 4.4 Accessing urgent care

Engagement revealed that the ACT community is aware of the options available to them outside of a hospital emergency department, for accessing urgent / immediate care.

Over 70% of survey respondents have attended a walk-in centre and over half have used the Health Direct phone line (51%).

The community panel advised they would like greater access to walk-in centres. They noted that longer opening hours would help keep more people from presenting at an emergency department, and greater transparency about wait times and triaging, would result in a timely consultation.

The community panel also discussed the need for clear data and information systems integrated into urgent care services to support parents and carers and reduce stress when they are accessing emergency paediatric care for their children and those in their care. These systems should focus on effective capture of data and information and be used to reduce the need for parents to repeat information. This data and information should also be easy to share more broadly outside of immediate urgent and emergency care so that it is applied and factored into the integrated care planning/approach for an individual.

When accessing urgent care, location was identified as the most significant factor in the YourSay survey.

Sixty per cent of survey respondents indicated that they would like a new Northside Hospital to have an emergency department as is currently available at the Bruce Calvary Public Hospital.

Out of those asked what clinical services should be available at the new Northside Hospital, 16% identified emergency services. Other comments asked for a larger emergency department, to reduce waiting times, or the need for specialist emergency areas such as maternity or paediatrics. There was also feedback suggesting that better services in other areas could reduce the reliance on the emergency department.

## 4.5 Quality and safety of ACT health care services

There were a range of topics noted across each of the engagement streams that participants felt were important in delivering health care services that they would consider safe and high quality.

Survey respondents were asked what a health service needs to have to assure them of its quality and safety. Most people provided multiple responses, with quality of service (94%), professional standards (89%), wait times (83%) and good customer service (82%) all ranked highly in the YourSay survey. Culturally appropriate services were also important to quality and safety for 35% of respondents.

A recurring focus on resourcing and training appeared in all engagement streams. Those who engaged with the Northside Hospital activities provided feedback about the need for staff training in cultural awareness, need for diverse staff to work with diverse patients, attract and retain specialists and training new medical professionals. Feedback from this cohort also noted that to have confidence in a health care facility, there it needs to be adequately staffed, and staff must have received appropriate training and experience.



The community panel also expressed these priorities through the consumer principles developed – see Appendix A. These focused on support for staff and caregivers, patient input, and consultation into their individual care with increased access to more health care services, with a focus on better resourcing.

## 4.6 Coordination of care

Opportunities to improve coordination of care across providers was evident through the YourSay survey and was a considerable focus of the community panel discussions.

Communication between service providers was noted as a key issue in both engagement streams.

The community panel noted it was sometimes hard to understand how to access health care services. Many participants noted that navigating the system to access more than one service was very difficult and they had experienced difficulty gaining support or assistance.

Through the community survey, it was reinforced that many people experience issues in navigating the health system to be able to coordinate services. This included not knowing how to organise appointments across public/private systems, what to do when providers are unresponsive and dealing with the volume of administration involved. Panellists also said it was often hard to contact or be contacted by health service providers. This is often compounded when people have more than one provider to deal with, complex health issues, disability, or when coordinating services for their children and panellists noted that this could become very stressful.

## 4.7 Delivery of integrated care solutions

Responses throughout this engagement program have revealed that ACT consumers believe that enabling integrated care across a wide range of services would be beneficial for both the patient and care providers.

### 4.7.1 Understanding integrated care

Survey respondents were asked questions about the term 'integrated care', with 69% indicating that they were not familiar with the term. When asked to describe what they think it means, 52% showed through their responses that they had a broad understanding that the term related to multiple healthcare providers communicating and working together to deliver the best possible healthcare to a patient. Most of these responses included 'multidisciplinary', 'holistic', 'coordinated' or similar.

### 4.7.2 Expectations of integrated care solutions

The community panel was provided a definition of integrated care and asked to reflect on how they thought this could be demonstrated through ACT health care system. Continuity of care was a primary consumer principle developed by the panel, defined as 'the want for a seamless experience when going between health care providers'. This aligned with the survey responses that noted integrated care as encompassing health care that was 'multidisciplinary', 'holistic', 'coordinated', or similar.

Those engaging with Northside Hospital activities were not asked to consider integrated care solutions explicitly, however, feedback received noted an expectation for the new hospital to integrate with community care, mobile care, tertiary care, and walk-in centres/health hubs.



## 4.8 A new Northside Hospital

Centred around the early concepts for the Northside Hospital and focusing on understanding the user experience, the Phase two Northside Hospital engagement program and YourSay survey revealed a range of community expectations for this project.

The Integrated Care Community Panel were made aware of the engagement activities underway and encouraged to participate, however a new Northside Hospital was not a focus of the panel's work.

### 4.8.1 Safety

Most survey responses (60%) related to quality and safety. Of these responses, 49% talked about workforce and 32% mentioned wait times. The most common feedback overall was that the existing hospitals are understaffed and as a result, the wait times are excessive. Respondents suggested that a new hospital requires adequate staffing levels to provide quality care. Other topics mentioned under quality and safety included service quality, professional standards, and public safety.

Feedback relating to safety from the Northside Hospital engagement activities included providing a safe and hygienic environment, the need for decreased patient load, and cultural, socioeconomic, or religious bias impacting on safety.

### 4.8.2 Services

A large portion of survey responses (45%) related to desired clinical services including emergency, mental health, oncology, maternity, allied health, and paediatrics. This aligned with feedback received from the Northside Hospital engagement activities that revealed those engaged expected the hospital to have an emergency department, would like it to be larger than what currently exists at the Calvary Hospital in Bruce and to have additional services that encompassed oncology.



## 5. Conclusion and next steps

Following the conclusion of the *Designing ACT health services for a growing population* engagement activities, a wealth of information has been presented that will help to inform future health service planning.

At the conclusion of the Community Panel, CHS was presented the eight consumer principles developed by the community panel. The CHS team reviewed the consumer principles and presented panel members with proposed actions to address some of the expectations identified in them.

The panel provided confirmation that they would like to see the principles visually reflected in relevant CHS policy and documentation, including on the CHS website. The panel also noted that they would be supportive of user assisted access to virtual care sessions at community-based locations.

The CHS team will continue work to demonstrate the expectations of the consumer principles as it designs and delivers new health care solutions across the ACT into the future. The principles will guide how and where care is provided to cater for the diverse requirements of the local community.

Outcomes from the Northside Hospital engagement program will inform the next stage of planning and early design concept options for the new hospital and potential funding decisions by ACT Government. There will be more opportunities for community engagement over the next few years as the Northside Hospital planning project progresses.



## Appendix 1 – Consumer principles

	Defined	In action
Respect, equality, equity	Consideration of each patient's individual circumstances. Acknowledgement of an individual's culture, belief system, communication, and physical needs so that the care considered and provided is both clinically and personally appropriate.	<ul style="list-style-type: none"> <li>• Training provided to health care providers and support staff who engage with the community at health care service locations so that they are aware of cultural sensitivities and can identify when a patient or community member may require additional support, including the elderly, to actively participate in their health care journey.</li> <li>• Access to representatives who can advocate for, represent, or support those who may have diverse medical needs, be of advanced age, or have unique cultural requirements.</li> <li>• Acknowledgement of Australia as a highly multicultural society through visual and obvious commitment to serving our community at each health care service location so that people from all walks of life feel comfortable to attend.</li> </ul>
Accessibility	Support for patients to access health care services that provide for an individual's communication, financial, physical and environmental requirements in a timely way.	<ul style="list-style-type: none"> <li>• Patient access to resources that identify service availability and wait-times to enable self-selection of service and service providers.</li> <li>• Health care services that respond to individual cultural and social needs by having relevant community representatives available or accessible to support patients when needed.</li> <li>• Clarity in options of financial access, for those needing or seeking support to see a GP so that it is clear where subsidised GP appointments are available.</li> <li>• The tools and functionality to remotely view wait times when in community health intake.</li> </ul>
Clear navigation information and assistance	Provision of clear information, via accessible channels, that supports people of all backgrounds and literacy levels to	<ul style="list-style-type: none"> <li>• Information to be made consistently available across a range of formats to cater to the communication and literacy levels of the community.</li> </ul>

	Defined	In action
	understand, navigate and participate in their journey within the health care services that they need.	<ul style="list-style-type: none"> <li>Information to be made available in an appropriate format via communication channels relevant to individuals, where they seek it.</li> <li>Mechanisms in place for clear, consistent, and timely communication between providers, and between providers and patients when action is required by one or more parties.</li> </ul>
Integrated, well trained, and supported staff	Health care professionals who are supported to participate in an integrated and open health care journey with the patients, considering their views and experience as well as clinical treatment.	<ul style="list-style-type: none"> <li>Having programs and technology available to capture and share the patient health care journey with relevant health care providers.</li> <li>The ability for patients to provide input into records and information available to relevant health care provider via integrated programs.</li> </ul>
Person centred, individualised care	Health care services provided in consideration of the individual as a whole, considering their individual medical, emotional, communication, education and cultural needs and sensitivities and aim to treat the person long-term as well as the immediate issue at hand.	<ul style="list-style-type: none"> <li>Individualised care plans developed with each patient, with input from all relevant health care providers, and plans available and accessible via secure integrated programs.</li> <li>Health care professionals working with patients to identify health care goals and integrating these into individualised care plans.</li> <li>Consideration of alternate health options that may complement clinical treatment, i.e., pet therapy.</li> <li>Flexibility, control and choice over when and how patient care is provided.</li> </ul>
Appropriate care for Aboriginal and Torres Strait Islander community members	Commitment to self-determination and increased involvement of local Aboriginal and Torres Strait Islander communities in identifying preferred ways to access health care services and receive treatment and acknowledgement that one solution does not work for all Aboriginal and Torres Strait Islander communities.	<ul style="list-style-type: none"> <li>Providing health care services at facilities tailored to requirements identified through Aboriginal and Torres Strait Islander – led engagement. A clear focus on services that specialise in the diseases and illnesses that disproportionately impact this community so that patients can access the care they need where and how they want to access it.</li> <li>Providing equitable and culturally humble care to the indigenous community when considering treatment approaches and options.</li> <li>Ensure appropriate representatives are available or accessible to support patients in communicating individual needs or providing health</li> </ul>





	Defined	In action
		care providers with the cultural understanding required to provide the most appropriate care.
Transparency of information sharing	Patient confidence in accuracy and disclosure of relevant health and personal information – including patient experience, treatment specifications and cultural considerations – to all health care professionals who are a part of their health care journey.	<ul style="list-style-type: none"> <li>• Providing means for patients to have access to review the information retained on any file accessible by approved health care providers.</li> <li>• Patient experience feedback sought upon discharge or end of care to inform future care providers as well as address any issues identified.</li> <li>• Health care services share the measures that have been taken to address complaints or feedback which have a clear resolvable action,</li> <li>• Opportunity to provide input to healthcare records to prevent having to tell a person's story many times over.</li> </ul>
Continuous involvement from the community – partners not just involved	Community consultation undertaken to inform the development and establishment of new health care services showing that local patients have input into the design of services available.	<ul style="list-style-type: none"> <li>• Engagement with the community in co-design processes at relevant stages of service and facility design, where possible.</li> <li>• Public reporting that aligns to the outcomes of initial community consultation and provides updates to ensure currency and relevancy.</li> <li>• Community involvement in identification of service requirements for areas across the ACT so that health care services are delivered to meet the unique needs of the community it will service, i.e., more services focused on aged care,</li> <li>• Involving the community in the identification of unique cultural or community-specific training and inclusion requirements so that staff are empowered to provide the best and most appropriate care for the community they service.</li> </ul>





# Media release

## Tara Cheyne MLA

Assistant Minister for Economic Development  
 Minister for the Arts  
 Minister for Business and Better Regulation  
 Minister for Human Rights  
 Minister for Multicultural Affairs

Member for Ginninderra

xxxx October 2023

## Designing ACT health services for a growing population

Following detailed community engagement, the ACT Government has released its final report that will help guide and inform the design and development of the ACT's health care services now and into the future.

The community engagement, which was undertaken across three phases between August and December 2022, had eight key areas of focus, including coordination of care, access to services and a new northside hospital.

Through the community engagement, the ACT Government sought to explore Canberrans' experiences and perceptions of health care across the territory, and what services and facilities may be required in years to come.

Acting Minister for Health Tara Cheyne said that the community's feedback will ensure that the ACT Government has a better understanding of what Canberrans want and need from public health services across the ACT.

"Canberrans should have access to public health care, where and when they need it," Minister Cheyne said. "The ACT Government is committed to providing a high-performing public health care system that delivers safe and effective person-centred care."

"Feedback from this engagement program identified common barriers and issues with accessing health care. Participants outlined difficulty in understanding where and what services were available when, often leading to a lack of clarity in navigation of and access to services across the ACT health system."

"As such, a key element participants identified was the need for coordinated and integrated services, inclusive of community services. Innovation in the delivery of care, such as, virtual care and access to services, particularly community-based services were supported, such as walk-in centres."

The community was provided multiple opportunities to engage with and provide feedback on various elements of ACT health care services, including through a YourSay survey, participating in the

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# Media release

## Tara Cheyne MLA

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 Minister for the Arts  
 Minister for Business and Better Regulation  
 Minister for Human Rights  
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Member for Ginninderra

community panel, or by attending one of the in-person or online activities for a new northside hospital.

The community panel developed eight consumer principles to guide future public health care services, which included:

- Respect, equality, and equity;
- Appropriate care for Aboriginal and Torres Strait Islander community members;
- Accessibility;
- Clear navigation information and assistance;
- Integrated, well-trained, and supported staff;
- Person-centred, individualised care;
- Transparency of information sharing; and
- Continuous involvement from the community.

“These principles will guide how and where care is provided to cater for the diverse requirements of the local community,” Minister Cheyne said.

“The ACT Government will continue work to deliver the expectations of the consumer principles in health care solutions across the ACT now and into the future.

“Outcomes from this engagement will be used in planning for services, including our new health centres. As we begin to design the South Tuggeranong Health Centre, the outcomes of this engagement will help inform the clinical service planning to support the local community’s care needs into the future.

“Canberra Health Services and ACT Health will work collaboratively to ensure these principles will guide and inform the design and development of future integrated health care services across the Territory as well as the ongoing planning for the northside hospital.”

To read the consultations outcomes report, including the listening reports for each engagement phase, visit the [YourSay website](#).

**Statement ends**

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## Background

1. The Parliamentary and Governing Agreement for the 10th Legislative Assembly for the ACT includes a commitment to roll out new health centres in South Tuggeranong (Conder), West Belconnen, North Gungahlin, and the Inner South between 2021-22 and mid-decade, offering accessible public health care across Canberra. The health centres will provide integrated multi-disciplinary care with a focus on preventive care and advice, early intervention and the management of acute and chronic illness.
2. The new health centres will offer community-based services that are closer to home and support the changing health needs of the region. The Canberra community will have the opportunity to have their say as to what type of services they would like to see in their local centres.
3. In the 2023-24 Budget, the ACT Government committed \$16.6 million over four years to design and construct the new health hub in South Tuggeranong, and to progress site planning and preliminary design for additional facilities in North Gungahlin and the Inner South.
4. The ACT Health Directorate (ACTHD) is currently undertaking community consultation for South Tuggeranong (Conder) and working on options for North Gungahlin.
5. Canberra Health Services (CHS) identified Block 34, Section 78 as the preferred site as part of the early planning for Health Centres. It is a former preschool and is currently open space/carpark.
6. You met with members of the Griffith and Narrabundah Residents Association on 15 September 2023, and requested additional sites in Griffith and Manuka be explored as alternatives as well as the preferred site.

## Issues

7. This program of works is in the process of being transferred from CHS to ACTHD.
8. ACTHD is developing a project plan and proposed program of works for the Health Centre project. This work includes confirming sites at both the Inner South and North Gungahlin.
9. This will be informed by:
  - a. Community engagement; and
  - b. Site review, analysis and due diligence.
10. ACTHD is working with CHS and other relevant stakeholders to determine an appropriate process for matching services with community need and plan for corresponding services.

11. There are seven sites being considered for the Inner South Health Centre. To inform decision making and since the site visit ACTHD have conducted high-level desktop research and cross government engagement on the above sites. This included a review of custodianship, current and future planned use, topography, zoning, or site limitations at Attachment A, and summary below.

<b>Site</b>	<b>Permitted use under current zoning</b>	<b>Significant land issues Competing uses</b>	<b>Recommended for further assessment</b>
Griffith Block 34 Section 78 (playground and informal carpark behind shops)	Yes.	A Development Application for some water management has been lodged and may need to be amended if site is preferred.	Yes, preferred.
Griffith Block 33 Section 78 (former tennis court)	No.	Current car parking and requires Territory Plan Variation.	Yes, potential.
Griffith Block 39 Section 78 Transport Canberra and City Services depot	No.	Potential contamination from use as depot and required Territory Plan Variation.	Yes, potential.
Griffith Block 51 Section 78 (oval)	No.	Was returned to the community as urban open space when block 45 was sold for the aged care facility.	No.
Griffith Block 46 Section 78 (old primary school site)	Yes.	Currently occupied. Likely to require significant investment to make suitable for health centre.	No.
Griffith Block 50 Section 78 (Community hall)	Yes.	Currently used as a community hall.	No.
Griffith Block 5 Section 41 (adjacent Manuka Occasional Child Care Association)	Yes.	Stakeholder concerns, land includes Manuka Occasional Child Care Association (MOCCA) car park. May have parking limitations.	Yes, potential.

12. Based on this initial assessment ACTHD are proposing to further consider three sites, including:
  - a. The preferred site;
  - b. the previous school site; and
  - c. the site adjacent to MOCCA.
13. While the site adjacent to MOCCA has stakeholder concerns, it is in a central accessible location for the inner south, being located at a group rather than local shopping centre.
14. ACTHD work to further assess these blocks will include:
  - a. Further site analysis including parking, traffic, transport and accessibility,
  - b. Ongoing engagement with other directorates, and
  - c. Community engagement.

**Next steps:**

15. When this further work is complete, ACTHD will prepare a Submission for ACT Government consideration on the preferred site for the Inner South Community Health Centre. Design with the successful tenderer will be based on the preferred site.

**Financial Implications**

16. Nil at this stage.

**Consultation**

Internal

17. ACTHD Service Planning teams are involved in the scoping for the services at the Community Health Centres.

Cross Directorate

18. Timothy Norton, Senior Project Manager, City Services, Transport Canberra City Services
19. Elizabeth Howell, Senior Director, Schools Planning, ACT Education Directorate
20. Rod Baxter, Government Priorities, Environment Planning Sustainable Development Directorate
21. Tania Shaw, Senior Director, Corporate Governance, ACT Property Group
22. ACTHD has been working closely with CHS in the development of the brief, supporting documentation and work undertaken to date.

External

23. Nil

**Work Health and Safety**

24. Nil

**Benefits/Sensitivities**


25. CHS has previously instructed Major Projects Canberra for procurement of design consultancy services for expanding health centres across the city on behalf of Canberra Health Services (RFT 29224-001). The tender documents list Block 34 Section 78 as the Inner South site and submissions (including up to concept design) have been based on this identified site.

26. Significant changes to site selection may result in a delay in commencing design.

**Communications, media and engagement implications**

27. You are briefing the inner south Community Council on 14 November 2023.

28. Ongoing communications and engagement will be led by the Infrastructure, Communication and Engagement team including developing a detailed plan once the site has been confirmed and a design consultant can be appointed.

Signatory Name:	Catherine Loft, Executive Group Manager, Infrastructure, Communication and Engagement	Phone:	
Action Officer:	Caitlin Bladin, A/g Executive Branch Manager, Infrastructure Policy, and Planning	Phone:	MS Teams

**Attachments**

<b>Attachment</b>	<b>Title</b>
Attachment A	Outcomes of desktop research – Inner South site options



**GRIFFITH Block 33 Section 78 (former tennis court)**Block size: 3175m<sup>2</sup>

Zoning: PRZ2

Custodianship: Urban Open Space

Historical / Current use: Tennis courts/car parking



Was the site of old tennis court

Good size.

Requires further investigation will have parking implications for the shops  
 No current direct site access  
 Requires a Territory Plan Variation

**GRIFFITH Block 39 Section 78**Block size: 1385m<sup>2</sup>

Zoning: PRZ1

Custodianship: ACTPG

Historical / Current use: Depot – currently vacant

Requires further investigation - Potentially contaminated land (asbestos, diesel)  
**Territory Plan variation would be required - currently not CF zone**



**GRIFFITH Block 51 Section 78**

Block size: 25601m<sup>2</sup>

Zoning: PRZ1

Custodianship: TCCS

Historical / Current use: Oval for former schools



**Government Commitment** - Was returned to the community as urban open space when block 45 was sold for the aged care facility.  
 Potential to sub-divide  
**Territory Plan variation would be required** - currently not CF zone

**GRIFFITH Block 46 Section 78**Block size: 14843m<sup>2</sup>

Zoning: CF

Custodianship: ACTPG (subleased to 2 community organisations)

Historical / current use: Community Hub – current tenancies in place



Potential options for co-location/use if M16 exit to Kingston Arts Precinct.

**Tenancy/Lease** – Currently not available.  
 Existing leases and government commitment to a community facility.  
 Costly to convert into health facility.

**GRIFFITH Block 50 Section 78**Block size: 2703m<sup>2</sup>

Zoning: CF

Custodianship: ACTPG (subleased to community organisation)

Historical / current use: Community Hire facility

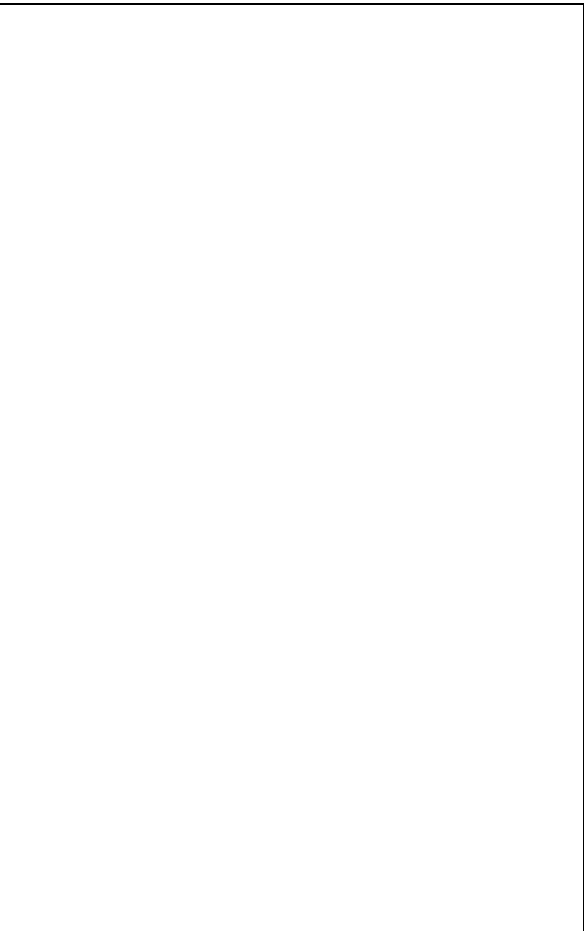
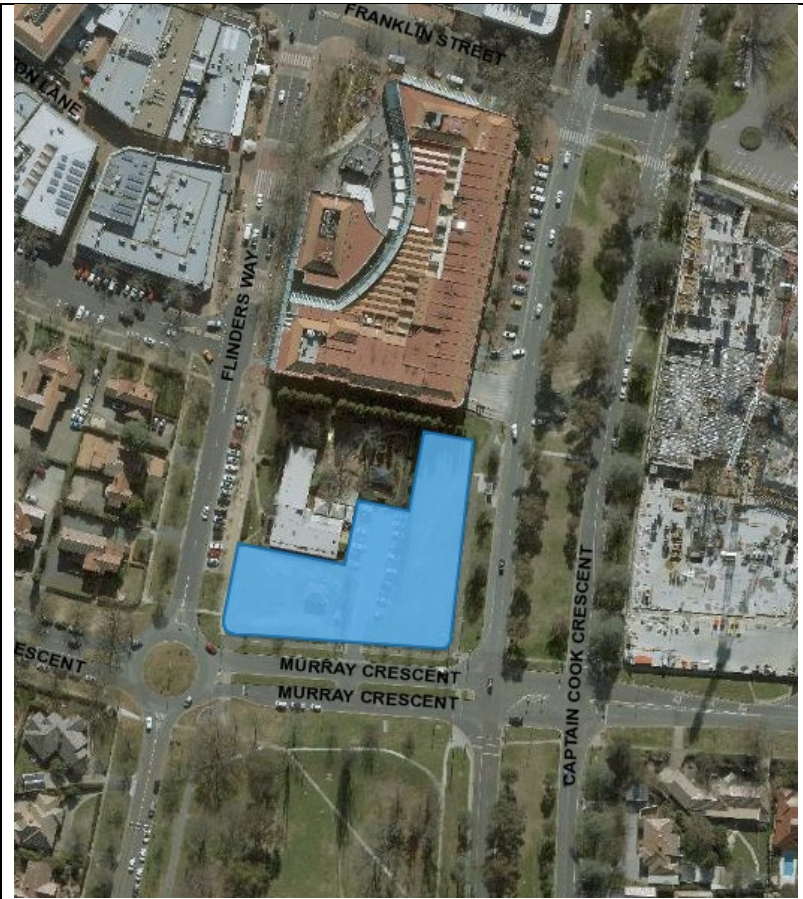
**Tenancy/Lease** - not available, purpose built hall for hire by government



**Griffith Block 5 Section 41 (near Manuka)**  
 Block size: 3635m<sup>2</sup>  
 Zoning: CF  
 Custodianship: TCCS  
 Historical / current use: Undeveloped land

Already CF -zoned.

Stakeholder concerns - Adjacent to Manuka Occasional Childcare Centre (MOCCA) - ACTPG as custodian. Land includes carpark developed to service MOCCA – any development needs to be in consultation with ACT Property Group to ensure childcare centre needs are met.





## Rachel Stephen-Smith MLA

Minister for Health

Minister for Families and Community Services

Minister for Aboriginal and Torres Strait Islander Affairs

Member for Kurrajong

### ARRANGEMENTS BRIEF – MINISTER STEPHEN-SMITH

<b>FUNCTION:</b>	Inner South Canberra Community Council's (ISCCC) Annual General Meeting (AGM) and Public Forum
<b>VENUE:</b>	Eastlake Football Club, 3 Oxley Street Griffith
<b>HOST:</b>	Inner South Community Council chairperson, Marea Fatseas
<b>TIME/DATE:</b>	8pm Tuesday, 14 November 2023
<b>TIME COMMITMENT:</b>	1 hour (not including travel time)
<b>CATERING:</b>	Not applicable
<b>DRESS CODE:</b>	Business/Casual
<b>YOUR ROLE:</b>	Address members and attendees at the forum regarding the ACT Government's commitment to build a new health centre in the Inner South, before handing over to Liz Lopa to present.
<b>WHERE TO PARK:</b>	Parking is available on site.
<b>WHO WILL MEET YOU:</b>	<ul style="list-style-type: none"> <li>Liz Lopa, Deputy Director General, Corporate, Communications and Delivery, ACT Health Directorate</li> <li>Sally-Anne Clark Executive Branch Manager, Communications and Engagement, ACT Health Directorate</li> </ul>
<b>ADVISER ATTENDING:</b>	Advisers are welcome to attend.
<b>AUDIENCE:</b>	Members and guests of Inner South Canberra Community Council
<b>VIPs:</b>	<ul style="list-style-type: none"> <li>Julie Tongs (ISCCC have invited Julie Tongs from Winnunga to speak at the meeting, but is awaiting confirmation of her attendance)</li> </ul>

<b>PAST INVOLVEMENT:</b>	<ul style="list-style-type: none"> <li>On 11 September 2023, Minister for Health wrote to ISCCC Chairperson with an update on the new health centre and confirming her attendance at the November meeting.</li> <li>On 15 September 2023, Minister for Health went on a site tour with members of the council to discuss potential sites for the new health centre.</li> </ul>
<b>SENSITIVITIES:</b>	A brief is being developed regarding the most suitable site for the new health centre in Inner South following the Minister’s site visit in September.
<b>ORDER OF CEREMONIES</b>	<p>7:00pm – ISCCC AGM commences.</p> <p>7:55pm – ISCCC AGM concludes.</p> <p>8:00pm – Minister arrives.</p> <p>8:05pm – Minister addresses members.</p> <p>8:10pm – Liz Lopa to share presentation.</p> <p>8:20pm – Q&amp;A with members.</p> <p>8:30pm – Winnunga presentation (TBC)</p> <p>8:50pm – Other business</p> <p>9:00pm – Meeting ends.</p>

## TALKING POINTS – MINISTER STEPHEN-SMITH

- Yuma everyone. Firstly, I wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on, and recognise any other people or families with connection to the lands of the ACT and region.
- I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.
- I would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today’s event.
- Thank you for the opportunity today to attend the Inner South Canberra Community Council, and to provide an update on the new health centre that we are bringing to the Inner South.
- At the 2020 ACT election, we committed to build five new health centres to provide more health services to Canberrans closer to home, including the co-located space in Molonglo.
- In the 2023-24 ACT Budget, the Government committed \$16.6 million over four years to:

- design and construct a health centre in South Tuggeranong,
  - finalise site investigation and early design work for health centre in the Inner South, and
  - finalise site investigation and early design work for health centre in North Gungahlin.
- This investment is just one of the significant investments the ACT Government has been making in the ACT health system, including building a \$1 billion hospital in Bruce and the redevelopment of the Canberra Hospital Masterplan.
  - The new health centre will offer Inner South residents a range of services closer to their homes with a focus on preventive care and advice, the management of chronic illness and assisting with coordinating care for multiple health issues.
  - We will be building on the success of our existing Community Health Centres and Walk-in Centres to ensure the Inner South Health Centre offers health services that respond to the specific health needs of the Inner South community.
  - Our aim is that this service will become part of an integrated health system, connecting with other services in the region including the expanding Canberra Hospital and local General Practitioners to provide a network of services for the local community.
  - I'm looking forward to hearing your feedback on these centres and all our future planned health infrastructure engagement.
  - I will now handover to Liz Lopa, the Deputy Director General of Corporate, Communications and Delivery at the ACT Health Directorate, to provide more information about the new health centre and the next steps of this exciting investment in community health services. Thank you.

**END**