



Dear 

**Freedom of information request – FOI18-51**

I refer to your application received by ACT Health on 2 July 2018 in which you sought access to information under the *Freedom of Information Act 2016* (the Act).

In your application you have requested:

*“...any correspondence between Health Minister Meegan Fitzharris and Martin Bowles from April 14 to the present that refer to bullying allegations at Calvary Hospital and their investigation. The Health Minister recently made a statement that there had been correspondence between the two parties that referred to both allegations of bullying as well as their investigation on June 21 during an estimates hearing. The minister has also made several public statements calling for investigations of bullying allegations at the hospital. I seek correspondence between Meegan Fitzharris and Martin Bowles from April 14 to the present that references:*

- *Allegations of bullying at Calvary Hospital*
- *The investigation of the allegations of bullying at Calvary Hospital”.*

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act. ACT Health is required to provide a decision on your access application by 20 July 2018.

Decision on access

I advise that three documents have been identified by ACT Health within the scope of your request. The full release of these documents is outlined in the Schedule of documents attached.

Charges

Processing charges are not applicable for this request.

### Online publishing – disclosure log

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 Your personal contact details will not be published.

You may view the ACT Health's disclosure log at <http://www.health.act.gov.au/public-information/consumers/freedom-information/disclosure-log>.

### Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health 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)

### ACT Civil and Administrative Tribunal (ACAT) review

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

Further information may be obtained from the ACAT at:

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

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on 6205 1340 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely



Karen Doran  
**A/g Deputy Director-General**  
Corporate

9 August 2018

## FREEDOM OF INFORMATION REQUEST SCHEDULE

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

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

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

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	<p>"...any correspondence between Health Minister Meegan Fitzharris and Martin Bowles from April 14 to the present that refer to bullying allegations at Calvary Hospital and their investigation. The Health Minister recently made a statement that there had been correspondence between the two parties that referred to both allegations of bullying as well as their investigation on June 21 during an estimates hearing. The minister has also made several public statements calling for investigations of bullying allegations at the hospital. I seek correspondence between Meegan Fitzharris and Martin Bowles from April 14 to the present that references: * Allegations of bullying at Calvary Hospital *The investigation of the allegations of bullying at Calvary Hospital".</p>	FOI18/51

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Letter from Minister Fitzharris to Martin Bowles	19/04/2018	Full release		Yes

2	2-3	Letter from Martin Bowles to Minister Fitzharris	20/04/2018	Full release		Yes
3	4	Letter from Minister Fitzharris to Martin Bowles	20/04/2018	Full release		Yes
Total No of Docs						
3						

**Meegan Fitzharris MLA**

**E-MAILED**  
29/4/2018



Member for Yerrabi

Minister for Health and Wellbeing

Minister for Transport and City Services

Minister for Higher Education, Training and Research

**Mr Martin Bowles**

National Chief Executive Officer

Little Company of Mary Health Care Ltd

[Martin.Bowles@calvarycare.org.au](mailto:Martin.Bowles@calvarycare.org.au)

Dear Mr Bowles *Martin*,

I am writing in relation to recent media coverage in the *Canberra Times* concerning workplace culture matters at Calvary Public Hospital Bruce (Calvary).

I note from the media reports and from your public statements, there are appropriate processes and opportunities in place at Calvary to report workplace cultural issues. Given the concerning nature of the workplace bullying issues, I seek your assurance that these mechanisms are adequate, and that Calvary is investigating and responding to the concerns raised in the media, particularly in relation to allegations of workplace bullying and complaints investigation procedures.

The issues raised in the media are serious in nature, and I would appreciate your timely advice that Calvary is handling the matters appropriately.

ACT Health takes allegations seriously and actively works to prevent and manage any behaviours in the workplace that are inappropriate. This includes fostering a culture of reporting (through a supporting training program and systems for reporting), making sure we have well-established supports in place to respond to staff when concerns are raised and working with our staff, managers, staff representatives, medical colleges and tertiary institutions to ensure these important issues are tackled head on.

I know we share a commitment to delivering high quality public health care services to the Canberra community and understand that this can only be done if there is a safe and respectful workplace culture. I look forward to hearing from you.

Yours sincerely

*M Fitzharris*  
Meegan Fitzharris MLA

Minister for Health and Wellbeing

*19/4/2018*  
**AUSTRALIAN CAPITAL TERRITORY LEGISLATIVE ASSEMBLY**

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Phone +61 2 6205 0051

GPO Box 1020, Canberra ACT 2601, Australia  
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@MeeganFitzMLA



MeeganFitzharrisMLA

20 April, 2018

The Hon. Meegan Fitzharris, MP  
Minister for Health  
CPO Box 1020  
CANBERRA ACT 2601  
Email: [fitzharris@act.gov.au](mailto:fitzharris@act.gov.au)

Dear Minister

## Calvary Public Hospital Bruce – Workplace Culture

I refer to your letter of 19 April 2018 relating to media coverage of workplace culture matters at Calvary Public Hospital Bruce.

I want to reassure you that Calvary is handling these matters appropriately. Before this issue was reported in the Canberra Times, Calvary already had in place a comprehensive suite of advisory services and reporting mechanisms for staff to raise matters related to workplace conduct and behaviours. Staff access to these services has been reiterated since these matters appeared in the media.

These options included both internal and external reporting and advisory services, all of which offered staff, contractors and volunteers anonymous or identified reporting opportunities. Any investigations arising from reported matters are conducted according to Calvary's policies and procedures, our Code of Conduct, relevant industrial agreements and natural justice.

There are some particular initiatives that I would like to highlight:

- On the recommendation of the ACT Coroner, WorkSafe ACT is conducting an independent investigation of Calvary's 'bullying and harassment' investigations. Calvary is completely engaged in supporting this investigation;
- CEO Barbara Reid is focussing on the issue, with an ongoing program of spontaneous interactions with staff, and the reiteration to all leaders and managers of their responsibilities around conduct;
- The Calvary Executive Team members are to increase their visibility to frontline staff and to raise conduct and behaviour issues as topics for open and honest conversations;
- Workplace behaviours and conduct, and the responsibility for all staff to report incidents, is a significant part of the Orientation process for all new staff and clinical staff performing rotations through Calvary.

Part of Barbara's focus on this matter also includes the production and placement of material in both public and staff areas across Calvary that reiterates every staff member's awareness of and accountability for behaviours. Whilst culture is a critical dimension of every organisation, creating and maintaining it is rarely given the visibility it deserves. This campaign will commence at an appropriate time to not represent a knee-jerk reaction to the current claims, many of which are inaccurate and malicious.

At the national level we are also undertaking a significant piece of work which looks to embed behaviours that deliver on the values and mission of Calvary.

In closing, Calvary and I share your commitment to high quality public health services and a safe and respectful workplace.

Yours sincerely,



Martin Bowles  
National CEO

**E-MAILED**  
20/4/2018



## Meegan Fitzharris MLA

Member for Yerrabi

Minister for Health and Wellbeing  
Minister for Transport and City Services  
Minister for Higher Education, Training and Research

Mr Martin Bowles  
National Chief Executive Officer  
Little Company of Mary Health Care Ltd  
[Martin.Bowles@calvarycare.org.au](mailto:Martin.Bowles@calvarycare.org.au)

Dear Mr Bowles *Martin.*

Thank you for your prompt and comprehensive reply to my letter yesterday about the reports of bullying and cultural issues at Calvary Public Hospital Bruce (Calvary).

I appreciate your assurances that Calvary has a range of measures in place and significant senior leadership focussed on these issues. I value your comments about the ongoing importance of creating and maintaining a healthy workplace culture.

Yours sincerely

Meegan Fitzharris MLA  
Minister for Health and Wellbeing

*20/4/2018*

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