



## PROCUREMENT PACKAGE B MINUTE

Procurement Reference No. 2018 5418

TRIM Reference No. COR19/2144

**SUBJECT: Package B - Procurement for Hoarding Advocacy Support Services (HASS) ACT Health Directorate**

**To:** Conrad Barr, Executive Branch Manager, Health Protection Service

**From:** Vojkan Stefanovic, Director, Public Health Regulation and Projects

**Through:** Tim Roach, A/g Director, Strategic Procurement

**Critical Date:** 21 January 2019

**Reason:** Proposed commencement date for HASS

### Recommendations

That you:

Note the information contained in this minute

NOTED  
PLEASE DISCUSS

Agree to the Select Tender methodology for the purchase of HASS at an upper limit of \$160,000 (Excl. GST) and funded from the Policy, Partnerships and Programs Branch 2018/19 budget.

AGREED  
NOT AGREED  
PLEASE DISCUSS

Agree to sign the non-stock request on page 5 of this minute.

AGREED  
NOT AGREED  
PLEASE DISCUSS

A handwritten signature in black ink, appearing to read 'C Barr', written over a dotted line.

Conrad Barr  
Executive Director  
Health Protection Service

8 February ~~2018~~  
2019

## Purpose

The aim of this procurement is to purchase Hoarding Advocacy Support Services (HASS). These Services incorporate the provision of time limited HASS to clients experiencing severe complex hoarding and squalor issues. The HASS would support and complement the existing ACT Government management of severe and complex cases of hoarding and squalor in the ACT community, currently overseen by the multi-agency Hoarding Case Management Group (HCMG).

## Background

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

It is proposed HASS would be delivered to severe and complex hoarding cases managed by the HCMG during the first half of 2019 (from January to June). As of October 2018, there were six such cases being managed by the HCMG. HASS includes, but is not be limited to:

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

## Procurement Methodology

The procurement method for this purchase will be Select Tender (minimum of three quotes). Quotations were sought from the following suppliers:

- [REDACTED]
- Woden Community Services
- [REDACTED]

The Evaluation Team consisting of Chris Kelly (Chair), Adam Duffy, and Craig Cannon conducted an assessment of the quotations received in accordance with applicable procurement policies and guidelines. The Health Directorate received responses from [REDACTED] and Woden Community Services.

The quotation from Woden Community Services was deemed acceptable as the WCS is a long established local SME with a recent previous history of developing and delivering similar hoarding programs. The evaluation panel believes that on balance, the WCS is best placed to provide the HASS trial. However, there would also be utility from additional contract negotiation on cost and some clarification required to confirm allocated staff.

## Issues

WCS previously participated on the HCMG providing limited case management support to hoarding cases managed by the HCMG. However, in February 2018 the WCS formally advised

they would withdraw from the HCMG as they considered their ongoing participation was unsustainable.

The primary WCS staff member responsible for hoarding case management recently left the employment of WCS and now works for [REDACTED]. This development was considered by the evaluation panel. While WCS can demonstrate evidence of the recent successful development and delivery of similar HASS programs, there is an unknown degree of capacity and capability decline with the recent staff loss.

The evaluation team identified the potential utility from additional contract negotiation on cost and some clarification required to confirm allocated staff developing a contract.

### **Benefits/Sensitivities**

The provision of HASS case management would align with the ACT Government commitment to better homes, better communities and better suburbs, by seeking to improve living conditions and urban amenity for those affected by severe and complex hoarding and squalor.

It is anticipated that HASS would make ongoing investments in regulatory interventions more cost effective due to improved outcomes and ongoing support to minimise relapse.

### **Financial**

Policy, Partnerships and Programs Branch will provide \$100,000 to fund HASS regarding complex hoarding cases managed by the HCMG. This funding will be journaled from Health Protection Services as required.

Both of the quotes received exceeded the available funds for this project. The [REDACTED] quote was for [REDACTED]. The WCS quote was for [REDACTED].

Currently the cost of this procurement is \$169,000 (excl. GST) for a period of six months. As noted in issues, it is anticipated that additional contract negotiation would be undertaken with the successful provider and this may see the costs of the procurement reduce to the vicinity \$130,000.

The balance of the funding will be allocated from Health Protection Service recurrent funding.

### **Maintenance**

Nil

### **Estimated Whole of Life Cost**

The total cost of this procurement inclusive of the initial purchase, maintenance and consumables is between \$130-160,000 (incl. GST).

**Health Procurement Quality Assurance**

RFQ Sought	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Three quotes attached	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Evaluation Complete	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Funding Approved	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Health Procurement review	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Recorded in HPRM	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Saved in Drive	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>
Compliant Procurement	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>

<b>AGREED / NOT AGREED / NOTED / PLEASE DISCUSS</b>			
Signed off by:	Louise McDonald	Date:	29.1.19
Title:	A/g Procurement Coordinator	Signature:	
Phone:	49771		
Contact Email:	HealthProcurement@act.gov.au		

**Business Support Services signatures**

Signed off by:	Tim Roach	Date:	29.1.19
Title:	A/g Director, Logistic Support	Signature:	

**Business Unit internal signatures**

Signed off by:	Chris Kelly	Date:	14/12/2018
Title:	A/g Manager	Signature:	
Branch/Division	PHRAP		
Phone:	02 51249059		

Signed off by:	Vojkan Stefanovic	Date:	14/12/2018
Title:	Senior Manager	Signature:	
Branch/Division	PHARP		
Phone:	62051727		

**Attachments**

Attachment	Title
Attachment A	RFQ DUO
Attachment B	RFQ WCS
Attachment C	Evaluation Panel Report





# PURCHASE REQUEST FOR NONSTOCK GOODS AND SERVICES

(THIS IS NOT AN OFFICIAL PURCHASE ORDER)

Branch/Section/Ward/Department

Health Protection Services

Delivery Address

Health Protection Services

Public Health Protection and Regulation

Request Date \* :

Delivery Point \* :

Supply Services Del Dkt No :

Qty	Unit	Part No.	Item Description	Tax Name	Est. Unit Cost (excluding tax)	Tax
			BULK ORDER			
			Hording Advocacy Support Services RFQ 2018 5418	10%AP	169,221.00	16,922.10
			BULK ORDER			

Est. Total (including tax) \$ : 189,143.10

Entity Code	Cost Centre	Natural Account	Project Code	Agency Specific	Trading Code
690	69324	712101	99999	9999	99

Possible Suppliers ( if known )

Woden Community Service Inc

Requesting Officer's Name ( Printed )

Chris Kelly

Telephone Number

5124 9059

### Certificate by Authorised Officer

I certify that:

- (i) under the Financial Management Act (1996), I am authorised by the Chief Executive Officer of the Department/Authority to make this commitment and approve the total value of this requisition;
- (ii) funds are available and expenditure is essential; and
- (iii) the financial coding is correct.

Authorised Officer's Signature

Authorised Officers Name (Printed)

Conrad Barr

Authorised Officer's Position Title

Executive Director, Health Protection Services

Position Number

E00335

6/2/10

Purchasing Officer's Notes :

Purchase Order No.

P/O Date

Estimated Delivery Date

ACT Government Guidelines for Purchasing:  
If the value of this Requisition is:

- Under \$25,000, One quote required;
- \$25,000 to under \$200,000, Three written quotes required, or Chief Executive (CE) approval where less than 3 quotes;
- Above \$200,000, open tender or Chief Executive (CE) approval where less than an open tender is conducted.  
*Contact your purchasing section for detailed advice.*

**Pond, Aleks (Health)**

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**From:** McDonald, Louise (Health)  
**Sent:** Wednesday, 20 February 2019 2:14 PM  
**To:** Kelly, Chris (Health)  
**Cc:** Stefanovic, Vojkan (Health); HealthProcurement  
**Subject:** RE: Ref 2018 5418 - Procurement for Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]  
**Attachments:** ShortFormContract WCS.docx

UNCLASSIFIED For-Official-Use-Only

Hello Chris

I have reviewed the contract and have made a couple of minor editing changes.

You mention below that funding is for a reduced number of cases over a four (4) month period. The contract does not specify the number of cases for the period of time. Did you need this specified in the contract?

Finally, you have added the suppliers quotation and referred to it in Section two (2) – the Supplies. I am only able to see page one (1) of the quotation on the contract, you will need to put the entire quotation on the contract or the alternative is to remove the contract as an attachment and add a detailed description of the required services in Section two (2). Before you add the contract as an attachment, you will need to get an update from the supplier to cover the amount of cases they will be working with for the life of the contract and the change in the total value of the quote.

Give me a call if you would like to discuss this further.

Thank you  
 Louise

**Louise McDonald**

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

---

**From:** Kelly, Chris (Health)  
**Sent:** Wednesday, 20 February 2019 12:09 PM  
**To:** HealthProcurement <HealthProcurement@act.gov.au>  
**Cc:** Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>  
**Subject:** Ref 2018 5418 - Procurement for Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]

Dear Health Procurement,

Please find attached draft short form contract for review / comment please.

By way of background

- WCS was preferred provider as per formal evaluation process
- Original WCS quote was for [REDACTED] for HASS for 6 cases for 6 months.
- HPS has secured 100K for the project and was unable to identify additional funding.

- Following delegate sign-off WCS has provided verbal in-principle agreement to provide HASS to a reduced number of cases over 4 months for \$90 K.

I have been previously liaising with Louise McDonald on this procurement. I would also appreciate advice on bulk purchase order progress please.

Regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob: [REDACTED]

E: [chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)

**Pond, Aleks (Health)**

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**From:** Kelly, Chris (Health)  
**Sent:** Wednesday, 20 February 2019 2:17 PM  
**To:** HealthProcurement  
**Subject:** RE: Ref 2018 5418 - Procurement for Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]

Hi Louise,

I have sent a follow up request to the provider now. I'll let you know when the smart form is complete.

Regards

Chris

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**From:** McDonald, Louise (Health) **On Behalf Of** HealthProcurement  
**Sent:** Wednesday, 20 February 2019 1:31 PM  
**To:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
**Subject:** FW: Ref 2018 5418 - Procurement for Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]

UNCLASSIFIED For-Official-Use-Only

Hi Chris

We previously placed a request to ACT Health Supply to raise a purchase order for the [REDACTED]. At this time, the supplier was required to complete information to add them to Oracle and PICS. You were giving them this information at a meeting on 15 February.

Are you able to advise if the supplier has completed this yet? I am unable to find them as a supplier on PICS and until this is complete a purchase order cannot be raised.

Whilst you are chasing this up, I will review the contract and get back to you shortly with the next steps. I will also contact Supply to ask them to cancel the previous request for a [REDACTED] bulk purchase order and amend it to \$90K, this should be able to be done without delegate sign off on another non-stock request, if not I will amend the existing request and send that onto them.

Thank you  
 Louise

**Louise McDonald**

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

---

**From:** Kelly, Chris (Health)  
**Sent:** Wednesday, 20 February 2019 12:09 PM  
**To:** HealthProcurement <[HealthProcurement@act.gov.au](mailto:HealthProcurement@act.gov.au)>

**Cc:** Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>

**Subject:** Ref 2018 5418 - Procurement for Hoarding Advocacy Support Services (HASS) [DLM=For-Official-Use-Only]

Dear Health Procurement,

Please find attached draft short form contract for review / comment please.

By way of background

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I have been previously liaising with Louise McDonald on this procurement. I would also appreciate advice on bulk purchase order progress please.

Regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob: [REDACTED]

E: [chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)

**Pond, Aleks (Health)**

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**From:** Kelly, Chris (Health)  
**Sent:** Thursday, 21 February 2019 8:35 AM  
**To:** McDonald, Louise (Health)  
**Subject:** Fwd: HASS Procurement [DLM=For-Official-Use-Only]  
**Attachments:** 99137820190220168438.pdf; ATT00001.htm

Fyi

Begin forwarded message:

**From:** Jane Sommariva [REDACTED]  
**Date:** 21 February 2019 at 8:00:20 am AEDT  
**To:** "Chris.Kelly@act.gov.au" <Chris.Kelly@act.gov.au>  
**Cc:** Blessy Pascual [REDACTED] Jennie Seppings [REDACTED]  
**Subject:** RE: HASS Procurement [DLM=For-Official-Use-Only]

Hi, Chris.

Smartlink form has been completed. Please see attached submission confirmation form for your reference.

Thanks.

Regards,

**Jane Sommariva**

Accounts Payable & Fixed Asset Officer

Woden Community Service | Building C, Level 1, 50 Easty Street | Philip ACT 2606

[REDACTED]



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

**From:** Blessy Pascual [REDACTED]  
**Sent:** Wednesday, 20 February 2019 6:56 PM  
**To:** Jane Sommariva [REDACTED] Jennie Seppings [REDACTED]  
**Subject:** Re: HASS Procurement [DLM=For-Official-Use-Only]

Hi Jane

Please forward to Chris kelly.

Thanks

Get [Outlook for iOS](#)

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**From:** Jane Sommariva [REDACTED]  
**Sent:** Wednesday, February 20, 2019 4:08 pm

**To:** Jennie Seppings

**Cc:** Blessy Pascual

**Subject:** RE: HASS Procurement [DLM=For-Official-Use-Only]

Hi, Jennie.

All done. Please see attached submission confirmation form for your reference.

Regards,

**Jane Sommariva**

*Accounts Payable & Fixed Asset Officer*

Woden Community Service | Building C, Level 1, 50 Easty Street | Philip ACT 2606



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

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**From:** Jennie Seppings [REDACTED]

**Sent:** Wednesday, 20 February 2019 3:51 PM

**To:** Jane Sommariva [REDACTED]

**Cc:** Blessy Pascual [REDACTED]

**Subject:** FW: HASS Procurement [DLM=For-Official-Use-Only]

Hi Jane

Can you please access the smartlink below and add the relevant WCS bank account details. Can you let me know when it's done and if you have any queries.

Thanks!

Jen

---

**From:** Jenny Kitchin [REDACTED]

**Sent:** Wednesday, 20 February 2019 3:17 PM

**To:** Jennie Seppings [REDACTED]

**Subject:** FW: HASS Procurement [DLM=For-Official-Use-Only]

Hi Jennie – please see request below. Is someone able to provide this information and complete the form to return?

Many thanks

Jenny



**From:** Kelly, Chris (Health) [<mailto:Chris.Kelly@act.gov.au>]  
**Sent:** Wednesday, 20 February 2019 2:11 PM  
**To:** Jenny Kitchin [REDACTED]  
**Cc:** Kate West [REDACTED] Stefanovic, Vojkan (Health)  
<[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>

**Subject:** HASS Procurement [DLM=For-Official-Use-Only]

Good afternoon Jenny, and congratulations on your recent appointment as CEO to WCS.  
As discussed with Kate West in relation to the WCS quote for Hoarding Advocacy Support Services (HASS) last week, I would like to follow up with you in her absence and request that WCS provide bank information at the smartlink to follow.

Smart link:<https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1378>

Special note

- if this link fails to work please copy and paste into your search bar
- please add: HD – Health Directorate and [vele.baloski@act.gov.au](mailto:vele.baloski@act.gov.au), as your contact on the bottom of the form, this will ensure the form comes back to the correct person for validation.

Could you please advise by return email when the smart link form has been completed. I will then be in touch soon after to discuss the relevant contract.

Kind regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob [REDACTED]

E:[chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)

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

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No virus found in this message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 2016.0.8039 / Virus Database: 4793/15884 - Release Date: 08/14/18

Internal Virus Database is out of date.

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Version: 2016.0.8039 / Virus Database: 4793/15884 - Release Date: 08/14/18

Internal Virus Database is out of date.

**Pond, Aleks (Health)**

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**From:** De Ridder, Linda (Health) on behalf of ACTHealth, EH Policy  
**Sent:** Monday, 25 February 2019 10:06 AM  
**To:** Taylor, Alex; Barr, Conrad (Health); Bingham, Jaime (Health); Green, Ben; Kanellopoulos, Maria; Keene, Toby; Kelly, Chris (Health); Mackey, Patricia; Meere, Patrick; Roberts, Rachael; Shaw, Wayne; Sloan, Sean; Stedman, Andrew (Health); Stefanovic, Vojkan (Health); Ujdur, Steve; McMahon, Rachael (Health); O'Neill, Joshua (Health); Collins, Ellen; Bvirakare, Faith (Health); Weston, ScottD  
**Subject:** Draft Minutes from Hoarding Case Management Group (HCMG) 14 Feb [SEC=UNCLASSIFIED]  
**Attachments:** HCMG - Draft Minutes - 14 February 2019.pdf

Hello HCMG members

Attached are the draft Minutes from the Hoarding Case Management Group meeting on 14 February. Please let me know of any inaccuracies.

The Action List is on page 7. Please take note of any actions for your area.

Kind regards,  
Linda de Ridder

Linda de Ridder | Policy Officer  
Health Protection Service | Public Health, Protection and Regulation | ACT Health  
PH 02 5124 9222 | FAX 02 5124 9305  
25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611  
E [linda.deridder@act.gov.au](mailto:linda.deridder@act.gov.au) W [health.act.gov.au](http://health.act.gov.au)

## Hoarding Case Management Group (HCMG)

### Meeting Minutes

14 February 2019

Health Protection Service, 25 Mulley Street, Holder

#### 1. Attendance and Apologies

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

#### 2. Conflicts of interest

Members did not declare any conflicts of interest.

#### 3. Actions arising from previous meeting

Progress of action items from the previous meeting was reviewed.

The following items have been completed:

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

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

The following items are ongoing:

- [REDACTED] - ACT Fire & Rescue will be invited to the next inspection by TCCS.
- [REDACTED] - Further collaboration between AC and TCCS.
- [REDACTED]

*Unsure if this has occurred, as staff have transitioned out of the area. Sean to follow up and advise Secretariat.*

- [REDACTED] Public Trustee & Guardian, Public Advocate and Housing ACT will continue to manage this case and liaise with each other, as appropriate.  
*This has been taking place and is ongoing.*
- [REDACTED] Access Canberra to consider regulatory options and report back to HCMG.  
*Secretariat to seek update from Access Canberra out of session.*
- General actions - Ben Green to provide draft outline of regulatory options to the Secretariat for circulation to members.
- [REDACTED] Review property in six months (February 2019).  
*Sean Sloan advised that this case is not resolved. Return it to the list of active cases.*

**4. Endorsement of meeting minutes from 16 October 2018**

Members endorsed the meeting minutes of 16 October 2018.



5. Update on current hoarding incidents

5.1 [redacted] property

[redacted]

5.2 [redacted]

[redacted]

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

5.3 [redacted] property

[redacted]



[Redacted content]

5.4 [Redacted] property

[Redacted content]

5.5 [Redacted] property

[Redacted content]

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

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



5.6 [REDACTED]

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

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

## 6. New Business

### 6.1 Funding for Non-Government Organisation support services

Agenda paper provided for this item.

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

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

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

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

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

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

*Need for ongoing funding*

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

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

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

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

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

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

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

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

6.2



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

**Action:** Housing ACT will undertake an inspection.

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

## 7. Action Items

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

<i>Watch and wait</i>	
<div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> <i>Review property in six months (April 2019), with a view to removing it from the group.</i>	<i>HCMG</i>

#### **8. Next Meeting and venue**

Tuesday 16 April 2019, 2.30pm – 4.30pm

Health Protection Service, 25 Mulley St Holder

DRAFT

**Pond, Aleks (Health)**

---

**From:** Jenny Kitchin <[REDACTED]>  
**Sent:** Monday, 25 February 2019 11:48 AM  
**To:** Kelly, Chris (Health)  
**Subject:** RE: HASS Procurement [DLM=For-Official-Use-Only]

Many thanks Chris.

Jenny

---

**From:** Kelly, Chris (Health) [mailto:Chris.Kelly@act.gov.au]  
**Sent:** Monday, 25 February 2019 9:32 AM  
**To:** Jenny Kitchin <[REDACTED]>  
**Subject:** RE: HASS Procurement [DLM=For-Official-Use-Only]

Good morning Jenny,

My apologies for the delayed reply, as I was out of the office Thursday and Friday. I am working to have a draft HASS contract to you by tomorrow. We can then organise an agreeable time to meet and discuss the contract if required.

Kind regards

Chris

---

**From:** Jenny Kitchin [mailto:[REDACTED]]  
**Sent:** Wednesday, 20 February 2019 3:14 PM  
**To:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
**Cc:** Kate West [REDACTED], Pam Boyer [REDACTED]  
**Subject:** RE: HASS Procurement [DLM=For-Official-Use-Only]

Many thanks Chris.

I will organise for this to be provided to you.

Regards

**Jenny Kitchin**

Chief Executive Officer

Woden Community Service | Callam Offices, 50 Easty St. | Woden ACT 2606

[REDACTED] W: wcs.org.au



*Woden Community Service acknowledges the Ngunnawal people as the traditional owners of this land and their continuing connection to land and community. We also acknowledge Aboriginal and*

*Torres Strait Islander peoples who have come from other nations to live on Ngunnawal land. We pay our respects to their cultures, ancestors and elders past, present and future.*

---

**From:** Kelly, Chris (Health) [mailto:Chris.Kelly@act.gov.au]  
**Sent:** Wednesday, 20 February 2019 2:11 PM  
**To:** Jenny Kitchin [REDACTED]  
**Cc:** Kate West [REDACTED] Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>  
**Subject:** HASS Procurement [DLM=For-Official-Use-Only]

Good afternoon Jenny, and congratulations on your recent appointment as CEO to WCS.

As discussed with Kate West in relation to the WCS quote for Hoarding Advocacy Support Services (HASS) last week, I would like to follow up with you in her absence and request that WCS provide bank information at the smartlink to follow.

Smart link: <https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1378>

Special note

- if this link fails to work please copy and paste into your search bar
- please add: HD – Health Directorate and [vele.baloski@act.gov.au](mailto:vele.baloski@act.gov.au), as your contact on the bottom of the form, this will ensure the form comes back to the correct person for validation.

Could you please advise by return email when the smart link form has been completed. I will then be in touch soon after to discuss the relevant contract.

Kind regards

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

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**Pond, Aleks (Health)**

---

**From:** Kelly, Chris (Health)  
**Sent:** Monday, 25 February 2019 2:17 PM  
**To:** HealthProcurement  
**Subject:** RE: reference 2018 5418 - Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019 [SEC=UNCLASSIFIED]  
**Attachments:** ShortFormContract WCS Update 25022019.docx

Thanks Louise,

Noting your previous advice on the contract I have redrafted (section 2) to provide a full description of the services to be provided as opposed to the full quote. On reflection I believe this to be the best option noting the variation between the RFQ and contract negotiation final cost. I have also updated the milestones at section 5.

I have attached the revised draft for your review.

Many thanks

Chris

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

From: McDonald, Louise (Health)  
Sent: Thursday, 21 February 2019 9:11 AM  
To: Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
Subject: reference 2018 5418 - Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

UNCLASSIFIED

Hello Chris

Please find attached the purchase order for the procurement with reference 2018 5418.

You can now send the purchase order with the contract to the supplier. Please note in the email to the supplier that the contract is not legally binding until both parties have signed.

Once the contract is signed by both parties, please ensure you send a copy to me with the attached notification form (completed) and a word version of the contract. I will then get it added to the contract register.

All invoices for this procurement must be endorsed by you to say the services have been received and then forwarded to ACT Health Supply to be paid against the purchase order number H1927048. They do not require financial delegate endorsement as this has been completed when preparing the purchase order. Supply will then arrange the payment of the invoice and receipt it against the purchase order. Please do not process any invoices for this procurement through your general invoicing process i.e. Converga.

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

Warm regards  
Louise

Louise McDonald



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

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

From: Baloski, Vele (Health)  
Sent: Thursday, 21 February 2019 9:00 AM  
To: McDonald, Louise (Health) <Louise.McDonald@act.gov.au>  
Subject: RE: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -  
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

Hi Louise

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

Kind Regards

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

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

From: McDonald, Louise (Health)  
Sent: Thursday, 21 February 2019 8:42 AM  
To: Baloski, Vele (Health) <Vele.Baloski@act.gov.au>  
Subject: FW: HPE Content Manager Correspondence : COR19/2144 : Procurement package B - reference 2018 5418 -  
Procurement for Hoarding Advocacy Support Services for ACT Health Directorate - 2019

UNCLASSIFIED

Hello Vele

Thank you for raising this purchase order.

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

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

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

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

Thank you  
Louise

Louise McDonald

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

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

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

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

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

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

UNCLASSIFIED

Hello Supply

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

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

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

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

Warm regards  
Louise

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

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

From: ED-HPS-Support  
Sent: Wednesday, 13 February 2019 3:04 PM  
To: McDonald, Louise (Health) <Louise.McDonald@act.gov.au>  
Cc: Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Kelly, Chris (Health) <Chris.Kelly@act.gov.au>

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

UNCLASSIFIED

Hi Louise

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

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

Thank you - Bec 😊

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

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

Record Number:COR19/2144

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

**Pond, Aleks (Health)**

---

**From:** Kelly, Chris (Health)  
**Sent:** Tuesday, 26 February 2019 10:40 AM  
**To:** 'Jenny Kitchin'  
**Cc:** Stefanovic, Vojkan (Health)  
**Subject:** Hoarding Advocacy Support Services (HASS) draft contract and purchase order [DLM=For-Official-Use-Only]  
**Attachments:** H1927048.pdf; ShortFormContract WCS 26022019.pdf

Good morning Jenny,

As previously discussed, please find attached HASS purchase order and draft contract for your review. I'm am happy to meet with you or discuss by phone as required.

If you are happy with the contract please sign and return to me via email for the delegate to then sign. Please also note that the contract is not legally binding until both parties have signed. Once the contract is signed by both parties it will be added to the online ACT Government contract register.

Kind regards

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

po\_fax.qrp

**Canberra Health Services - Supply Services**

**ACT**  
Government  
Health

**Purchase Order**

Commercial in Confidence

PO Box 47  
Mitchell ACT 2911

ABN: 82 049 056 234

**Purchase Order No: H1927048**

Please quote this number on all deliveries and invoices.  
Please supply goods/services in accordance with terms and conditions  
at: [www.supply.bsb.com.au/TermsCond.php](http://www.supply.bsb.com.au/TermsCond.php).

## DELIVER TO:

Health Protection Services - HOLDER  
Howard Florey Centre, 25 Mulley Street

HOLDER 2611

**To Supplier:**

WODEN COMMUNITY SERVICE INCORPORATED  
26 CORINNA ST PHILLIP ACT 2606

Supplier ABN: 80527241761

Supplier Contact: Contact Fax: 0

**NOTES TO THE SUPPLIER: COR19/2144 : Procurement package B - reference 2018 5418**

Line No	Order Qty	Sell Unit	Description	Supplier Cat No	Unit Price	GST	Total (excl GST)
1	81819	EACH	HORDING ADVOCACY SUPPORT SERVICES RFQ 2018 5418		1.00	8,181.90	81,819.00

PLEASE SUPPLY INVOICE WITH GOODS  
AS THIS WILL EXPEDITE PAYMENT.

**Total (incl GST): \$90,000.90**

Authorised By: Vele Baloski  
On: 21 Feb 2019

Purchasing Officer: Vele Baloski  
Contact Phone: (02) 62050800  
Facsimile: (02) 62050806  
Email Contact: [vele.baloski@act.gov.au](mailto:vele.baloski@act.gov.au)  
Accounts Payable Enquiries: (02) 62079000 Option 2

Please supply Material Safety Data Sheets where relevant

**Pond, Aleks (Health)**

---

**From:** Kate West [REDACTED]  
**Sent:** Thursday, 7 March 2019 10:31 AM  
**To:** Kelly, Chris (Health)  
**Subject:** RE: Hoarding Advocacy Support Services (HASS) draft contract and purchase order [DLM=For-Official-Use-Only]

Hi Chris,

Thank you for sending this through. I will get it signed and returned asap. Any chance you would be happy to come to us? I will be having Cate our worker, Pam her supervisor and myself attend the meeting. Jenny Kitchin may also attend.

Anytime after 2pm on Monday the 18<sup>th</sup> would be great.

Kind regards

**Kate West**

*Director Service Development*

Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] W: [wcs.org.au](http://wcs.org.au)

---

**From:** Kelly, Chris (Health) <[Chris.Kelly@act.gov.au](mailto:Chris.Kelly@act.gov.au)>  
**Sent:** Thursday, 7 March 2019 10:28 AM  
**To:** Kate West [REDACTED]  
**Subject:** RE: Hoarding Advocacy Support Services (HASS) draft contract and purchase order [DLM=For-Official-Use-Only]

Hi Kate,

Welcome back, I hope you had a restful holiday.

I have updated the contract (attached) commencement date to 18/03/2019 and the first payment to 25 March. I will remain the contact until April [REDACTED] I am currently acting in her position.

Happy to meet on 18 March as requested. I'll send an outlook invitation. Would you like to host or have here at HPS?

Regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob: [REDACTED]

E: [chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)

---

**From:** Kate West [mailto: [REDACTED]]  
**Sent:** Wednesday, 6 March 2019 9:30 AM  
**To:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
**Subject:** RE: Hoarding Advocacy Support Services (HASS) draft contract and purchase order [DLM=For-Official-Use-Only]

Hi Chris,

Thank you for following up with Jenny when I was on leave – I am very excited to see the contract come through and ready to go so quickly! I believe the start date on the contract was yesterday – are we able to change it to next week or is that too difficult? If it is, I am happy to sign it as is. We have an excellent and very experienced staff member in hoarding who is commencing in this project as of the 18 March. In the meantime there will be two of us doing the preparatory work around the evaluation tools and setting up the project.

Will you be the main contact for the project? If so can we set up a meeting for the afternoon of 18 March with all the involved people from WCS to discuss the clients and what will be realistically achieved with the 4 months of work.

I hope this is all ok – I am happy to meet and discuss beforehand if that is better for you.

Very much looking forward to working with you.

Kind regards

**Kate West**

*Director Service Development*

Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] W: wcs.org.au

---

**From:** Kelly, Chris (Health) [mailto:Chris.Kelly@act.gov.au]  
**Sent:** Tuesday, 26 February 2019 10:40 AM  
**To:** Jenny Kitchin < [REDACTED] >  
**Cc:** Stefanovic, Vojkan (Health) <vojkan.stefanovic@act.gov.au>  
**Subject:** Hoarding Advocacy Support Services (HASS) draft contract and purchase order [DLM=For-Official-Use-Only]

Good morning Jenny,

As previously discussed, please find attached HASS purchase order and draft contract for your review. I'm am happy to meet with you or discuss by phone as required.

If you are happy with the contract please sign and return to me via email for the delegate to then sign. Please also note that the contract is not legally binding until both parties have signed. Once the contract is signed by both parties it will be added to the online ACT Government contract register.

Kind regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob [REDACTED]

E: [chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)



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**Pond, Aleks (Health)**

---

**From:** Kate West <[REDACTED]>  
**Sent:** Friday, 8 March 2019 10:41 AM  
**To:** Kelly, Chris (Health)  
**Subject:** RE: HASS commencement discussion - WCS [SEC=UNCLASSIFIED]

Wonderful thank you!

I will be sending through the signed contract shortly.

Kind regards

**Kate West**

*Director Service Development*

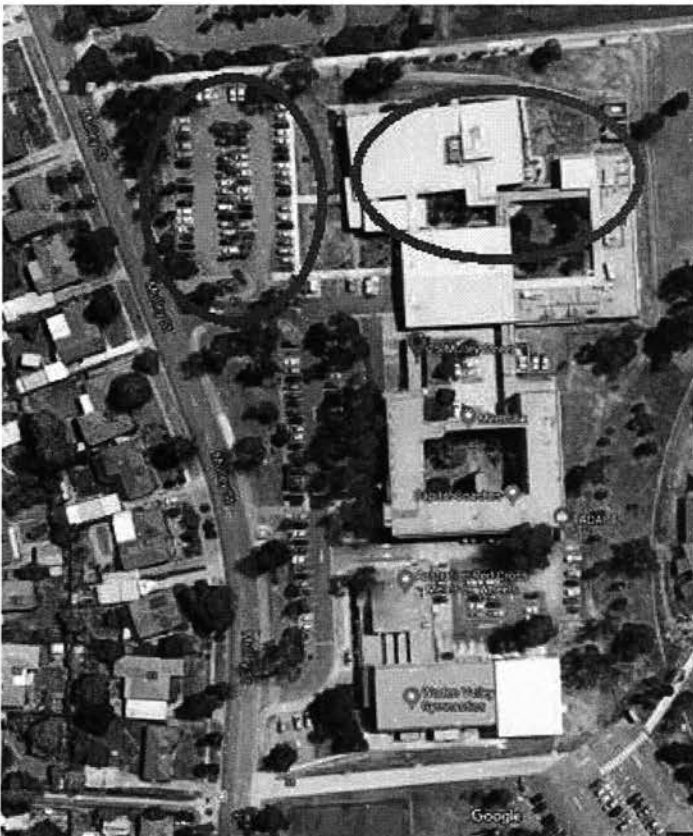
Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] W: [wcs.org.au](http://wcs.org.au)

---

**From:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
**Sent:** Friday, 8 March 2019 10:20 AM  
**To:** Kate West [REDACTED]  
**Subject:** RE: HASS commencement discussion - WCS [SEC=UNCLASSIFIED]

Health Protection Service  
Howard Florey Centenary House  
25 Mulley Street Holder ACT



Free parking out the front

---

**From:** Kate West [mailto: [REDACTED]]  
**Sent:** Friday, 8 March 2019 10:04 AM  
**To:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>  
**Subject:** RE: HASS commencement discussion - WCS

Hi Chris,

Would you mind sending me an address?

Kind regards

**Kate West**

*Director Service Development*

Woden Community Service | 26 Corinna St | Woden ACT 2606

[REDACTED] W: wcs.org.au

-----Original Appointment-----

**From:** Kelly, Chris (Health) <Chris.Kelly@act.gov.au>

**Sent:** Thursday, 7 March 2019 10:41 AM

**To:** Kelly, Chris (Health); Stefanovic, Vojkan (Health); De Ridder, Linda (Health); Kate West; Clouten, Jody (Health)

**Subject:** HASS commencement discussion - WCS

**When:** Monday, 18 March 2019 3:00 PM-4:30 PM (UTC+10:00) Canberra, Melbourne, Sydney.

**Where:** ACTH-HPS-EOC Conference Room

Papers to be circulated prior to meeting.

Kate, please forward to relevant WCS team members.

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## Pond, Aleks (Health)

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday, 14 March 2019 4:06 PM  
**To:** Stedman, Andrew (Health)  
**Cc:** Kelly, Chris (Health)  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Thanks Andrew. I have copied Chris in, so he can consider this when he returns. I will see if I can make a more user friendly version.

Linda

**From:** Stedman, Andrew (Health)  
**Sent:** Thursday, 14 March 2019 3:57 PM  
**To:** De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Hi Linda,

Although I have discussed this just now with you and Jody, I thought I might as well put it into an email and see if there is anyone else who it was circulated too have the same feedback.

I was initially unsure of how the risk rating was calculated for each case (in table 2 and 3) which lead me to the thoughts below.

I think separating the first two tables (which have been combined into one) may make it clearer. I have normally seen the first part of the table identified as a consequence table. However this isn't clearly identified as that with the first column identifying risks. Actually consequence isn't mentioned anywhere in the tables.

The second part of the table I have normally seen separated into its own risk matrix (ie likelihood/consequence) table. Like below This might be able to be modified to make it clearer the risk = Likelihood rating X Consequence rating.

Likelihood level	Descriptor	Consequence Level		
		1 Minor	2 Moderate	3 Major
5	<b>Almost Certain:</b> Is expected to occur in most circumstances	M	H	H
4	<b>Likely:</b> Will probably occur	M	M	H
3	<b>Possible:</b> Might occur at some time in the future	L	M	H
2	<b>Unlikely:</b> Could occur but doubtful	L	L	M
1	<b>Rare:</b> May occur but only in exceptional circumstances	L	L	L

Thanks

Andrew Stedman | Public Health Officer | A/g Manager Environment and Radiation Safety

Health Protection Service | Public Health, Protection and Regulation | ACT Health  
 PH 6205 4404 | MOB [REDACTED] FAX 6205 1705  
 25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611  
 Email: [andrew.stedman@act.gov.au](mailto:andrew.stedman@act.gov.au) W [health.act.gov.au](http://health.act.gov.au)

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---

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday, 14 March 2019 12:58 PM  
**To:** Taylor, Alex <[Alex.Taylor@act.gov.au](mailto:Alex.Taylor@act.gov.au)>; Barr, Conrad (Health) <[Conrad.Barr@act.gov.au](mailto:Conrad.Barr@act.gov.au)>; Bingham, Jaime (Health) <[Jaime.Bingham@act.gov.au](mailto:Jaime.Bingham@act.gov.au)>; Green, Ben <[Ben.Green@act.gov.au](mailto:Ben.Green@act.gov.au)>; Kanellopoulos, Maria <[Maria.Kanellopoulos@act.gov.au](mailto:Maria.Kanellopoulos@act.gov.au)>; Keene, Toby <[Toby.Keene@act.gov.au](mailto:Toby.Keene@act.gov.au)>; Kelly, Chris (Health) <[Chris.Kelly@act.gov.au](mailto:Chris.Kelly@act.gov.au)>; Mackey, Patricia <[Patricia.Mackey@act.gov.au](mailto:Patricia.Mackey@act.gov.au)>; Meere, Patrick <[Patrick.Meere@act.gov.au](mailto:Patrick.Meere@act.gov.au)>; Roberts, Rachael <[Rachael.Roberts@act.gov.au](mailto:Rachael.Roberts@act.gov.au)>; Shaw, Wayne <[Wayne.Shaw@act.gov.au](mailto:Wayne.Shaw@act.gov.au)>; Sloan, Sean <[Sean.Sloan@act.gov.au](mailto:Sean.Sloan@act.gov.au)>; Stedman, Andrew (Health) <[Andrew.Stedman@act.gov.au](mailto:Andrew.Stedman@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Ujdur, Steve <[Steve.Ujdur@act.gov.au](mailto:Steve.Ujdur@act.gov.au)>  
**Subject:** HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]  
**Importance:** High

HCMG Members

Re: outcomes of the HCMG meeting on 14 February 2019

Item 6.1 *Funding for NGO support Services*: The PHRAP was to undertake a risk assessment process of the HCMG cases to determine a ranking for which three cases would undertake the trial Hoarding Advocacy Support Services (HASS). A draft risk assessment is attached for your review and endorsement/comment by return email by **11:00 Monday 18 March 2019**. Please note: the attached risk assessment includes a case referred to the HCMG on 14 February and currently under consideration for acceptance. This case has been included for contingency.

Once the ranking is agreed to by the HCMG it will be used to inform the provider of the HASS trial, now scheduled to commence on 18 March 2019.

I apologise for the short timeframe.

Kind regards

HCMG Secretariat

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

**Pond, Aleks (Health)**

---

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday, 14 March 2019 4:32 PM  
**To:** Mackey, Patricia  
**Cc:** Kelly, Chris (Health); Clouten, Jody (Health)  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Thanks Trish. I will pass those preliminary comments on to Chris, who is working on the procurement and asked me to send out the risk assessment.

Regards,  
Linda

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

**From:** Mackey, Patricia  
**Sent:** Thursday, 14 March 2019 4:28 PM  
**To:** De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Dear Linda

I am out of office until Monday but will review first thing on Monday.  
Do we need category related to general living and health conditions for person, for example related to their presenting medical, health, mental health I will try and get some feedback to you Monday. Victoria have some good resources for reference, will try and review.

Regards  
Trish Mackey

---

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday 14 March 2019 12:57  
**To:** Taylor, Alex; Barr, Conrad (Health); Bingham, Jaime (Health); Green, Ben; Kanellopoulos, Maria; Keene, Toby; Kelly, Chris (Health); Mackey, Patricia; Meere, Patrick; Roberts, Rachael; Shaw, Wayne; Sloan, Sean; Stedman, Andrew (Health); Stefanovic, Vojkan (Health); Ujdur, Steve  
**Subject:** HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

HCMG Members

Re: outcomes of the HCMG meeting on 14 February 2019

Item 6.1 Funding for NGO support Services: The PHRAP was to undertake a risk assessment process of the HCMG cases to determine a ranking for which three cases would undertake the trial Hoarding Advocacy Support Services (HASS). A draft risk assessment is attached for your review and endorsement/comment by return email by 11:00 Monday 18 March 2019. Please note: the attached risk assessment includes a case referred to the HCMG on 14 February and currently under consideration for acceptance. This case has been included for contingency.

Once the ranking is agreed to by the HCMG it will be used to inform the provider of the HASS trial, now scheduled to commence on 18 March 2019.

I apologise for the short timeframe.

Kind regards

HCMG Secretariat

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

## Pond, Aleks (Health)

**From:** De Ridder, Linda (Health)  
**Sent:** Friday, 15 March 2019 9:22 AM  
**To:** Kelly, Chris (Health); Clouten, Jody (Health)  
**Subject:** FW: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]  
**Attachments:** Hoarding risk assesment for HASS.docx

Following comments from Andrew Stedman below and Patricia Mackey (will appear as a message from me in your inbox), should we amend the tables?

Suggested version attached, including Andrew's request.

Anyway, Chris, now that you are back you can decide whether anything needs to be done. Or we can just leave it as it is, seeing it will not be going out publicly and is just a decision tool for us. I don't think extra criteria will greatly change the outcome of this assessment.

L

**From:** Stedman, Andrew (Health)  
**Sent:** Thursday, 14 March 2019 3:57 PM  
**To:** De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Hi Linda,

Although I have discussed this just now with you and Jody, I thought I might as well put it into an email and see if there is anyone else who it was circulated too have the same feedback.

I was initially unsure of how the risk rating was calculated for each case (in table 2 and 3) which lead me to the thoughts below.

I think separating the first two tables (which have been combined into one) may make it clearer. I have normally seen the first part of the table identified as a consequence table. However this isn't clearly identified as that with the first column identifying risks. Actually consequence isn't mentioned anywhere in the tables.

The second part of the table I have normally seen separated into its own risk matrix (ie likelihood/consequence) table. Like below This might be able to be modified to make it clearer the risk = Likelihood rating X Consequence rating.

Likelihood level	Descriptor	Consequence Level		
		1	2	3
		Minor	Moderate	Major
5	Almost Certain: Is expected to occur in most circumstances	M	H	H
4	Likely: Will probably occur	M	M	H
3	Possible: Might occur at some time in the future	L	M	H
2	Unlikely: Could occur but doubtful	L	L	M



1	Rare: May occur but only in exceptional circumstances	L	L	L
---	---	---	---	---

Thanks

Andrew Stedman | Public Health Officer | A/g Manager Environment and Radiation Safety  
 Health Protection Service | Public Health, Protection and Regulation | ACT Health  
 PH 6205 4404 | MOB [REDACTED] FAX 6205 1705  
 25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611  
 Email: [andrew.stedman@act.gov.au](mailto:andrew.stedman@act.gov.au) W [health.act.gov.au](http://health.act.gov.au)

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**From:** De Ridder, Linda (Health)  
**Sent:** Thursday, 14 March 2019 12:58 PM  
**To:** Taylor, Alex <[Alex.Taylor@act.gov.au](mailto:Alex.Taylor@act.gov.au)>; Barr, Conrad (Health) <[Conrad.Barr@act.gov.au](mailto:Conrad.Barr@act.gov.au)>; Bingham, Jaime (Health) <[Jaime.Bingham@act.gov.au](mailto:Jaime.Bingham@act.gov.au)>; Green, Ben <[Ben.Green@act.gov.au](mailto:Ben.Green@act.gov.au)>; Kanellopoulos, Maria <[Maria.Kanellopoulos@act.gov.au](mailto:Maria.Kanellopoulos@act.gov.au)>; Keene, Toby <[Toby.Keene@act.gov.au](mailto:Toby.Keene@act.gov.au)>; Kelly, Chris (Health) <[Chris.Kelly@act.gov.au](mailto:Chris.Kelly@act.gov.au)>; Mackey, Patricia <[Patricia.Mackey@act.gov.au](mailto:Patricia.Mackey@act.gov.au)>; Meere, Patrick <[Patrick.Meere@act.gov.au](mailto:Patrick.Meere@act.gov.au)>; Roberts, Rachael <[Rachael.Roberts@act.gov.au](mailto:Rachael.Roberts@act.gov.au)>; Shaw, Wayne <[Wayne.Shaw@act.gov.au](mailto:Wayne.Shaw@act.gov.au)>; Sloan, Sean <[Sean.Sloan@act.gov.au](mailto:Sean.Sloan@act.gov.au)>; Stedman, Andrew (Health) <[Andrew.Stedman@act.gov.au](mailto:Andrew.Stedman@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Ujdur, Steve <[Steve.Ujdur@act.gov.au](mailto:Steve.Ujdur@act.gov.au)>  
**Subject:** HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]  
**Importance:** High

HCMG Members

Re: outcomes of the HCMG meeting on 14 February 2019

Item 6.1 *Funding for NGO support Services*: The PHRAP was to undertake a risk assessment process of the HCMG cases to determine a ranking for which three cases would undertake the trial Hoarding Advocacy Support Services (HASS). A draft risk assessment is attached for your review and endorsement/comment by return email by **11:00 Monday 18 March 2019**. Please note: the attached risk assessment includes a case referred to the HCMG on 14 February and currently under consideration for acceptance. This case has been included for contingency.

Once the ranking is agreed to by the HCMG it will be used to inform the provider of the HASS trial, now scheduled to commence on 18 March 2019.

I apologise for the short timeframe.

Kind regards

**HCMG Secretariat****Secretariat, Hoarding Case Management Group****Health Protection Service | Public Health, Protection and Regulation | ACT Health****PH 02 5124 9222 | FAX 02 5124 9305**

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

**E** [EHPolicy@act.gov.au](mailto:EHPolicy@act.gov.au) **W** [health.act.gov.au](http://health.act.gov.au)

**Hoarding Case Management Group (HCMG)  
Draft Case Management Risk Assessment  
March 2019**

Risks	Minor	Moderate	Major
<b>1.Evidence of insight into hoarding condition (self-awareness)</b>	Presence of reasonable or good insight	Presence of poor insight	Lack of insight
Re Trish comments, should we add something about vulnerabilities? Health, medical, disability, mental health, social? <b>But how we could make these judgements anyway?!</b>	Good health, mental capacity. Not at great social disadvantage.	Some ill health, some disability, some mental ill health, some social disadvantage.	Poor health, poor mental health, mental incapacity, severe disability or high social disadvantage
<b>2.Property Structure – access and egress</b>	Resident and visitors able to enter and leave property with relative ease	Resident and visitors able to enter and leave yard with relative ease but not inside the dwelling/ some doors or windows blocked	Resident and visitors not able to easily enter or leave property and dwelling/ most doors and windows blocked
<b>3.Household function (usability/liveability)</b>	Property usable and liveable with minor hoarding present All services functioning (water/power/gas) Generally able to access sanitary provisions - bathroom, toilet Able to access stove, refrigerator	Property has areas that are unusable due to level of hoarding and access to living areas	Property unusable due to level of hoarding and degradation or internal fittings and fixtures. Some or all services non-functioning or no longer connected.
<b>4.Health and safety (odour/vermin harbourage/amenity/fire)</b>	Low fire risk	Medium fire risk	High fire risk due to high level of combustible materials in the property/high level of odour and/or putrefying food/ other properties at risk of fire
<b>5.Safeguarding family (incl. children)</b>	No children living at the property	No children living at the property but visit frequently	Children living at the property
<b>6.Animals and pets</b>	Not present	Present and in low numbers and some loss of condition due to condition of the property	Large numbers or poor condition directly due to condition of property
<b>7.Likelihood of relapse since last regulatory intervention</b>	Low	Medium	High
<b>8.Current impact on neighbours</b>	Low number of complaints 0-2 per year	Med number of complaints 3-5 per year	High number of complaints 5+ per year
<b>9.Political/organisational risk</b>	Low	Medium	High

Table One: Criteria for assessing each property

Table Two: Hoarding Risk Matrix		Consequence Level		
		1	2	3
Likelihood level	Descriptor	Minor	Moderate	Major
5	<b>Almost Certain:</b> Is expected to occur in most circumstances	M	H	H
4	<b>Likely:</b> Will probably occur	M	M	H
3	<b>Possible:</b> Might occur at some time in the future	L	M	H
2	<b>Unlikely:</b> Could occur but doubtful	L	L	M
1	<b>Rare:</b> May occur but only in exceptional circumstances	L	L	L

**Hoarding Case Management Group (HCMG)  
Draft Case Management Risk Assessment  
March 2019**

The scores below were reached by multiplying number of the **likelihood level** (1-5) by the number relating to the **consequence severity level** (1-3) to obtain a score for each criteria.

The letter after each number refers to the risk rating – Low, Medium, High.

1. Insight	10 H	15 H	5 M	3 L	8 M	8 M	12 H
2. Access/egress	8 M	8 M	15 H	3L	8 M	4 M	8 H
3. Useability/ liveability	12 H	8 M	8 M	12 H	8 M	8 M	10 H
4. Health/safety	12 H	15 H	10 H	8 M	8 M	8 M	12 H
5. Safeguarding family	3 L	3 L	3 L	3 L	3 L	12 M	3 L
6. Animals/pets	10 H	3 L	3 L	3 L	3 L	8 M	10 H
7. Risk of relapse	12 H	15 H	15 H	6 M	6 M	8 M	12 H
8. Impact on neighbours	4 M	15 H	10 H	6 M	3 L	3 L	3 L
9. Political/org risk	12 H	12 H	8 M	8 M	8 M	9 H	10 H
<b>Total</b>	<b>83</b>	<b>94</b>	<b>77</b>	<b>52</b>	<b>55</b>	<b>68</b>	<b>80</b>

Table Three: Risk Score by Case: Assessment was prepared by the PHRAP based on review of previous HCMG minutes.

Location	Score	Rank (priority for HASS)
	97	1
	83	2
	80	3
	77	4
	68	5
	55	6
	52	7

Table Four: Risk Ranking by Case

<sup>1</sup> Currently under consideration by HCMG for case management

**Pond, Aleks (Health)**

---

**From:** De Ridder, Linda (Health)  
**Sent:** Monday, 18 March 2019 8:39 AM  
**To:** Mackey, Patricia  
**Cc:** Kelly, Chris (Health)  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Okay, thanks for that Trish. I have passed your comments on to Chris Kelly for consideration.

Regards,  
 Linda de Ridder

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

**From:** Mackey, Patricia  
**Sent:** Monday, 18 March 2019 8:09 AM  
**To:** De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Hi Linda

Probably no further feedback from me, other than comments made on Friday

Regards

Trish Mackey

---

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday 14 March 2019 17:08  
**To:** Mackey, Patricia  
**Cc:** Kelly, Chris (Health); Clouten, Jody (Health)  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Thanks Trish

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

**From:** Mackey, Patricia  
**Sent:** Thursday, 14 March 2019 4:47 PM  
**To:** De Ridder, Linda (Health) <Linda.DeRidder@act.gov.au>  
**Subject:** RE: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

Dear Linda

Looking at the first category again, perhaps can extend that one, eg. presenting with vulnerabilities (eg concerns health, medical, disability)

Regards  
 Trish

---

**From:** De Ridder, Linda (Health)  
**Sent:** Thursday 14 March 2019 12:57

To: Taylor, Alex; Barr, Conrad (Health); Bingham, Jaime (Health); Green, Ben; Kanellopoulos, Maria; Keene, Toby; Kelly, Chris (Health); Mackey, Patricia; Meere, Patrick; Roberts, Rachael; Shaw, Wayne; Sloan, Sean; Stedman, Andrew (Health); Stefanovic, Vojkan (Health); Ujdur, Steve  
Subject: HCMG OoS risk ranking for HASS [DLM=For-Official-Use-Only]

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EHPolicy@act.gov.au<mailto:EHPolicy@act.gov.au> W health.act.gov.au<http://www.health.act.gov.au/>

**Pond, Aleks (Health)**

---

**From:** De Ridder, Linda (Health)  
**Sent:** Monday, 18 March 2019 10:41 AM  
**To:** Kelly, Chris (Health)  
**Subject:** RE: HASS commencement discussion - WCS [DLM=For-Official-Use-Only]

Hi Chris

Just one problem with the agenda - the next HCMG meeting is 16 April. They are held every 2 months.

Thanks, Linda

-----Original Appointment-----

**From:** Kelly, Chris (Health)  
**Sent:** Monday, 18 March 2019 10:35 AM  
**To:** Stefanovic, Vojkan (Health); De Ridder, Linda (Health); 'Kate West'; Clouten, Jody (Health);  
 [REDACTED]  
**Cc:** Jenny Kitchin  
**Subject:** HASS commencement discussion - WCS  
**When:** Monday, 18 March 2019 3:00 PM-4:30 PM (UTC+10:00) Canberra, Melbourne, Sydney.  
**Where:** Health Protections Service 25 Mulley Street Holder ACT

Draft agenda for this afternoons meeting now attached.

<< File: HASS Agenda - March 2019.docx >>  
 I am advised by Kate West she will be an apology.

<< OLE Object: Picture (Device Independent Bitmap) >>

Please also note that free parking is available out the front of the HPS building (25 Mulley Street Holder) and that I will wait in the foyer to meet our WCS guests.

Regards

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

## Pond, Aleks (Health)

---

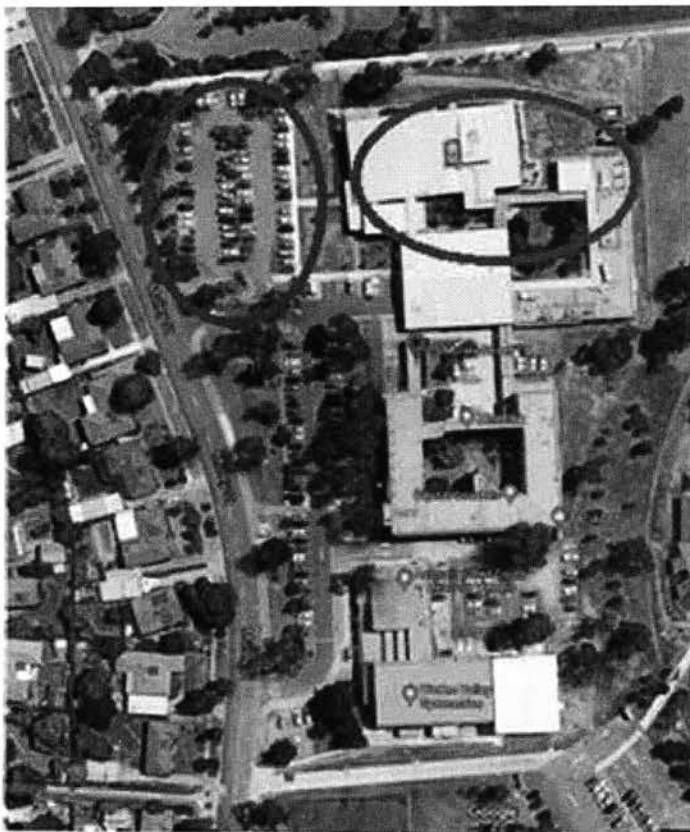
**Subject:** HASS commencement discussion - WCS  
**Location:** Health Protections Service 25 Mulley Street Holder ACT  
  
**Start:** Mon 18/03/2019 3:00 PM  
**End:** Mon 18/03/2019 4:30 PM  
**Show Time As:** Tentative  
  
**Recurrence:** (none)  
  
**Meeting Status:** Not yet responded  
  
**Organizer:** Kelly, Chris (Health)  
**Required Attendees:** Stefanovic, Vojkan (Health); De Ridder, Linda (Health); Kate West; Clouten, Jody (Health); [REDACTED] Stedman, Andrew (Health)  
**Optional Attendees:** Jenny Kitchin  
**Resources:** ACTH-HPS-EOC Conference Room

Draft agenda (HCMG dates corrected) for this afternoons meeting now attached.



HASS Agenda -  
March 2019.docx

I am advised by Kate West she will be an apology.





Please also note that free parking is available out the front of the HPS building (25 Mulley Street Holder) and that I will wait in the foyer to meet our WCS guests.

Regards

Chris

**Chris Kelly | A/g Assistant Director**

**Public Health Regulation and Projects**

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

Ph: (02) 51249059

Mob: [REDACTED]

E: [chris.kelly@act.gov.au](mailto:chris.kelly@act.gov.au)



**ACT**  
Government

**ACT Health**

306  
HASS Mtg  
18/3/19  
-In-Confidence

## Hoarding Advocacy Support Services

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### Meeting Agenda

18 March 2019

15:00-16:30

Health Protection Service, 25 Mulley Street, Holder

1. Attendance/apologies
2. Conflicts of interest
3. Items for Discussion
  - 3.1 HASS contract - scope of work - point of contact
  - 3.2 HCMG Risk Assessment and Prioritisation (for distribution at meeting)
  - 3.3 Next HCMG meetings – 16 April and 25 June 2019
  - 3.4 Confidentiality / media requests
4. Other Items

VS, CK, JC, AS, LAR.

18/3/19.

Jenny Kitchen new CEO, Pam M4 mgr (Program  
Care Hale, started here today. <sup>under her</sup>

Kate appl.

No Conflict of Interest declared.

Contract couldn't get additional funding, so  
spoke to Kate re changing terms.

Conrad + Jenny have signed contract.

\* - cc send copy of signed contr to Jenny.

~ 3~~0~~ months for this funded project.

Looking to bridge a known gap b/w  
reg interventions + cases <sup>involved in</sup> ~~run by~~ HCMG

Hoping for improved outcomes through this  
process.

Were 6 cases. New one incl even though  
not formally taken on by JIP yet.

Applied risk asst

Cate been involved in these in the past  
- wants to check list whether any conf of int.

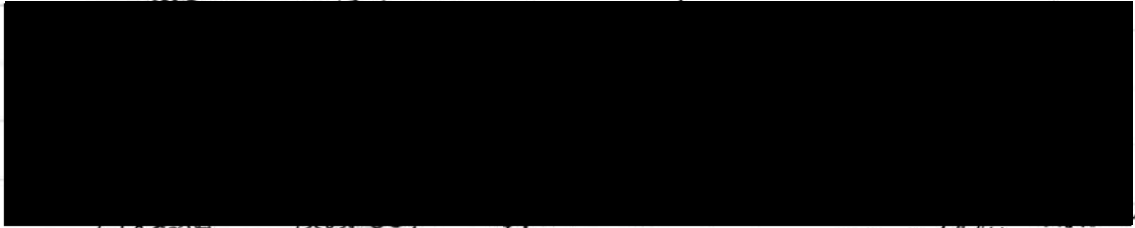
Discn re [REDACTED] mh, fire risk, housing  
wcs any NDIS plans?

[REDACTED] ADACAS been doing a lot + liaising with Cate

Assuming that HCMG accept [REDACTED] if don't,  
[REDACTED] property would be the third.

Contacts

- propose open channel of comm  
AW OPS (Chris) as running HEMG + WCS as provider.



Good for this Role ~~should~~ to liaise & those involved + ensure they are doing. Dep Publ Adv been involved in some cases too.

Case eg [redacted] - can piggyback on what ADACAS doing - too short a time to build new relationship & client.



[redacted] - evid of improvement - can be lots of components  
↑ cond of occupant  
↑ cond of property

who has idea of current baseline? AS [redacted] Kate [redacted], MK [redacted]  
Chris said we can help them, I can establish a baseline

Bld relationship i clients.

- but keep in mind only 3 mo +  
don't want to ↑ trauma.

- not "counselling", but social + advocacy support.
- if <sup>client</sup> needs formal counselling, how would that be funded - they would need to purchase that externally.
- <sup>would</sup> req rapport bldg for them to <sup>consider</sup> agree to go to counselling too

HCMG mtgs - Cate can present where at.  
Day to day - speak i Chris. He can then go to others.

Engaging <sup>domestic services,</sup> cleaners, etc - who would pay?

Re "counselling" will ~~work~~ <sup>note that change</sup> as discussed + not need to change contract.

Client amenity - \*keep record of engagements over time. Would like to try Qual of Life Measure, but may not be appropriate for all clients.

Re city engagement. Some clients are highly engaged in ~~city~~ community [REDACTED]  
Recognition that soc. isolation can impact.

Will be  
Looking at your advice + our anecdotal advice / feedback on how things imp or not.

May use  
- Clutter image rating

- BW friendliness + squalor rating

Connection at end <sup>agency re</sup> whether things improved or not.

Contract was written re 6 mo. 3 mo change will be taken into account.

HPS  
Will need  
to tell  
WCS this

↓  
interventions reqd by ~~the~~ agency (HPS)

Cate can rpt to HME 25 June

Rpt 2 weeks after 30 June

Final payment relies on rpt, so if we see drafts before 30 June we can pay bef final written rpt. <sup>WCS will report by</sup> 12 July.

HME - ~~Jenny~~ Cate <sup>will attend</sup> 16 Apr  
Cate + Jenny <sup>will attend</sup> 25 June.

Chris Cate to

C+C Keep each other informed, so no surprises.

If approached by media pl refer to HPS. + will let WCS know if media Bg us + how

HPS will confirm if [REDACTED] in this project or not. asap - to WCS OOS.

Chris to correspond to Cate directly  
cc Pam + Vojkan + LDR.

HCMG

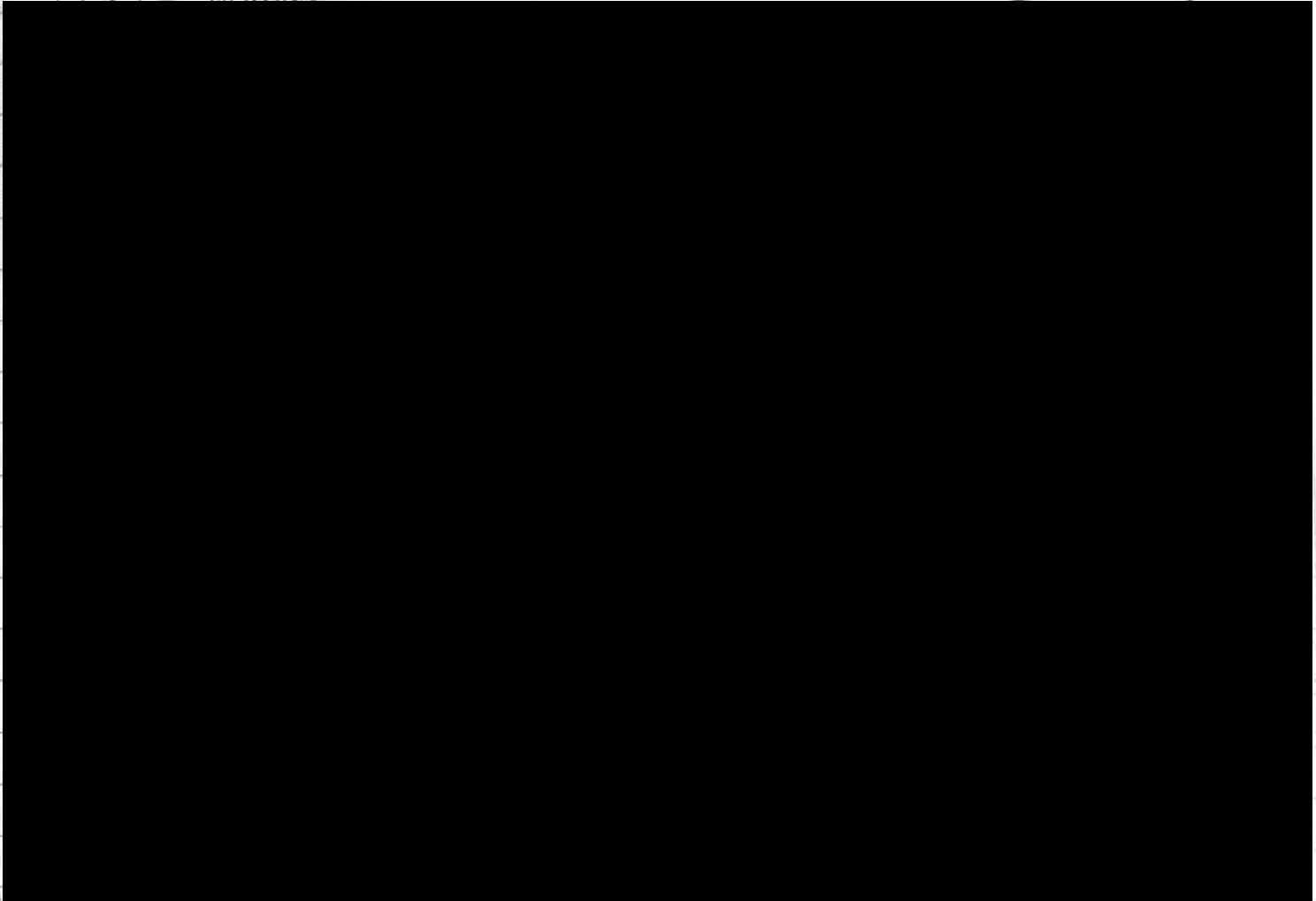
14/2/19  
Joshua Orvell

VS, CK, LDR, Scott Weston, Pashael McMahon, Presh Mackey,  
AS, Faith, Steve, AlexT, ~~Sam~~ on behalf of ST.  
Allen Cotts Sean Sloan  
(Youjur)

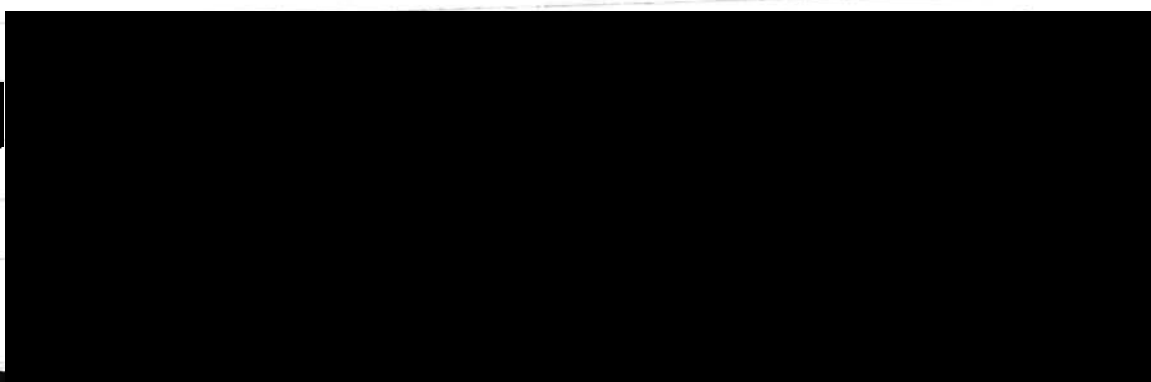
① Conrad apol. vs chair

② No conflicts

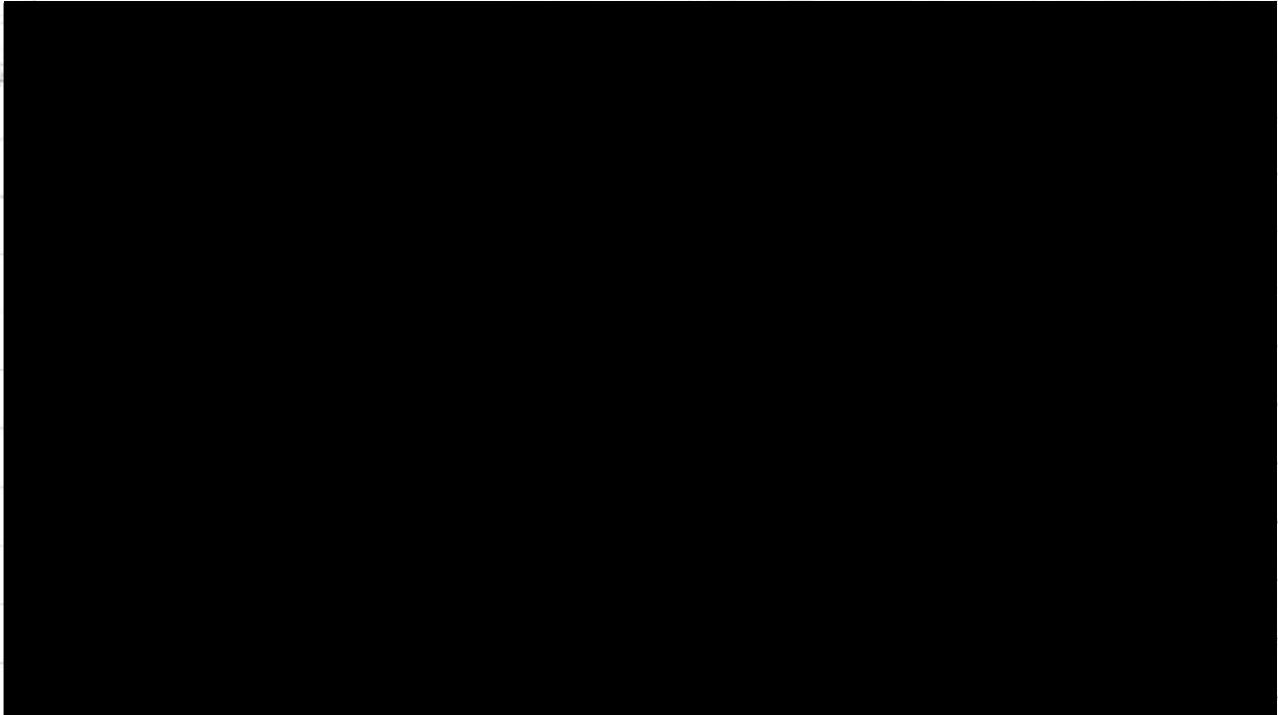
③ Actions



5-1







5.2



5.3



5.4

discussed.

5.5

ADAEAS spoke to CK heard of  
 HCMG + wanted to update grp on her  
 perspective + asking what we doing.

Has been in contact with Cate Hale.  
 Said. Multidisciplinary response will help in this case.

6.1

Budget bid put up for HASS - not successful.  
 RFA - assistance from mbr ACT + Angus ACT in  
 prep draft  
 went to 3, quotes from 2.  
 quotes higher than we had.  
 Wrote in eval components  
 Drop Nos from current from 6 to 3 (cases?)  
 Options on back of paper.

Options on back of paper

Trish Risks for occupants.

- should support ongoing

Cost intensive process - \$ per person over year

- 2 full time posns needed? - over the top

- + other services involved.

- already city support agencies involved in these cases.

- each case will req diff approaches diff support services.

Trish - other juris?

CK - not much about there re cross over b/w regulatory + city approaches.

- threshold is low - problem is regulatory action.

- other juris have more layers - local govt.

Sean - we have policy direction in ACT. if doesn't work, change legn.

Hoarding about to be added to DSM5 - <sup>claim right of entitlement</sup> - <sup>claim back on</sup> sale

Debt to Territory for costs incurred.

#Rights might have a say in that - <sup>Trish - will need to look at that.</sup>

Sean - amending litter but so not just publ land but private land too.

If clean that land, who gets the bill.

look at all. Opt 1 not working. - <sup>STQ is</sup> going backward

Opt 4 - but why waiting so long, <sup>US - we did a bid + it was rejected.</sup>

Case by case <sup>be getting diff.</sup> <sup>some things covered</sup> NDIS funding might cover some of it.

CK - start contact w/eg tomorrow.

would they be fee + do only 3 cases, which 3.

Trish [redacted] prob ok i ongoing involvement of PAdv  
Trish Sean [redacted] ~~needs~~ would benefit from their <sup>ongoing</sup> support  
coordination happening by TDACAS, PAdv + others, but  
ongoing support would be good.

Sean [redacted] system.  
[redacted]'s back.

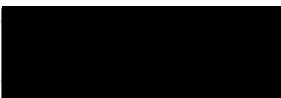
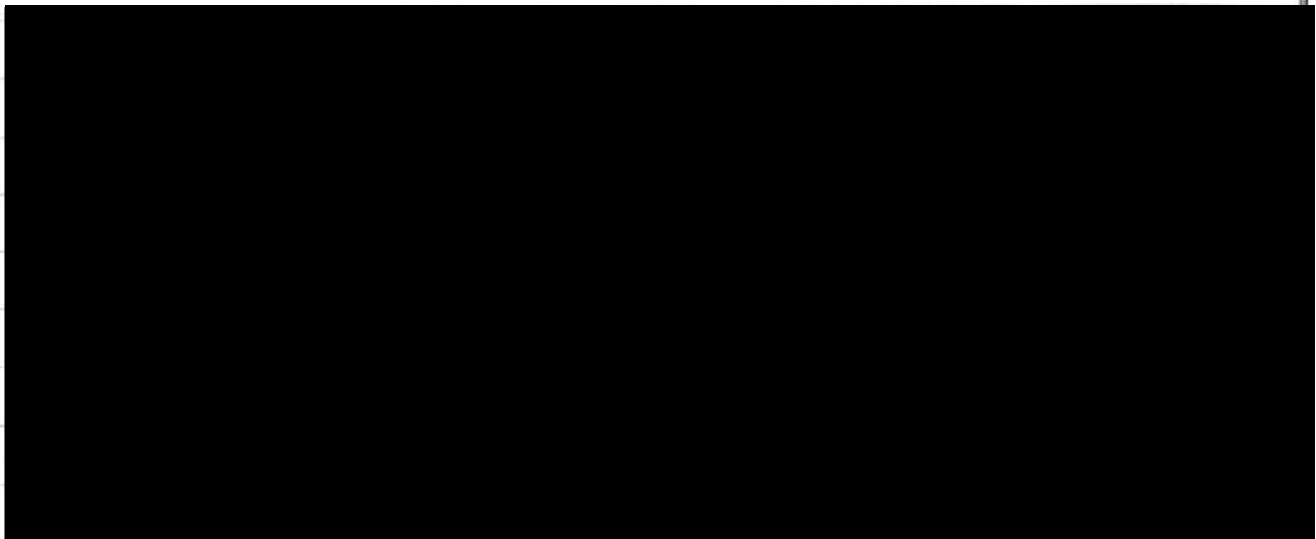
Acc Comb. asked it to be taken from the list.  
- ask AccC out of session what they  
are doing.

[redacted]

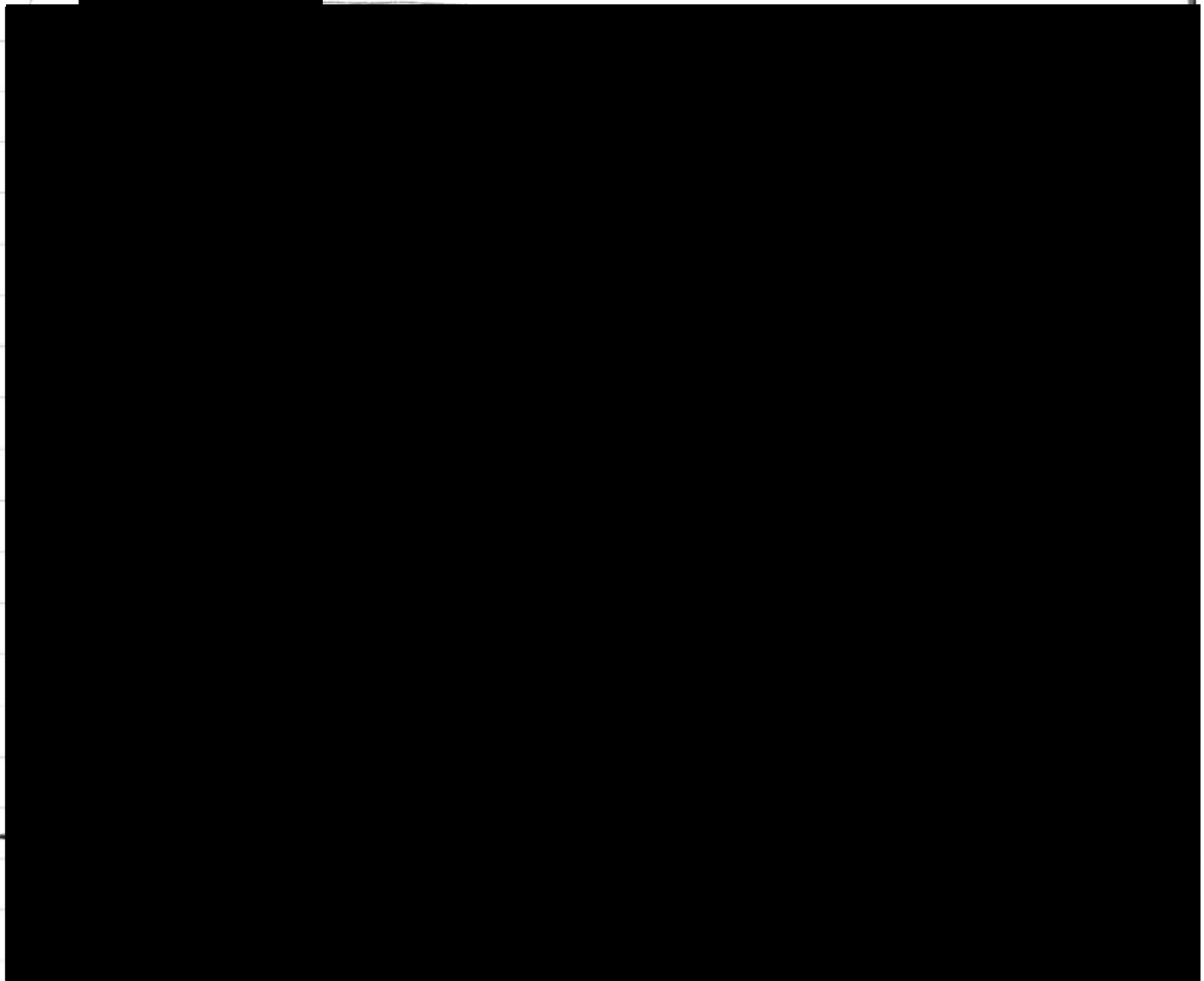
⊗ OK send out to members re risk rating +  
top 3 for support.

SS

[redacted]



Seen



~~Secret~~ updated on <sup>progress</sup> ~~outcomes~~

[REDACTED] - Scott thinks nothing else happened.

6.2

[REDACTED]

Want Advice re cleanup fire danger.

Scott - addressing cleanup would do a lot re <sup>fire</sup> risk.

S

[REDACTED]

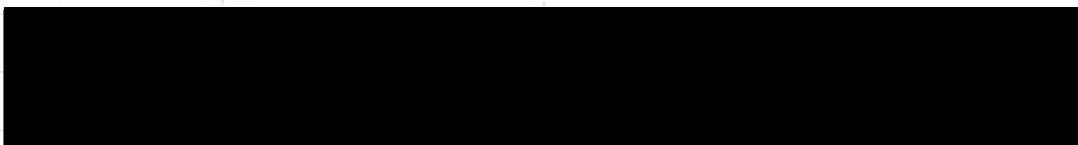
- Stene Housing will
- ① Get insp in place
  - ② Get more info from WCS consider what cleaners do.
  - ③ Get property services to replace carpet.
- WCS - mh + housing re chng.

④ [REDACTED] - back on list.

HCMG

16/4/19

Apol - Att.

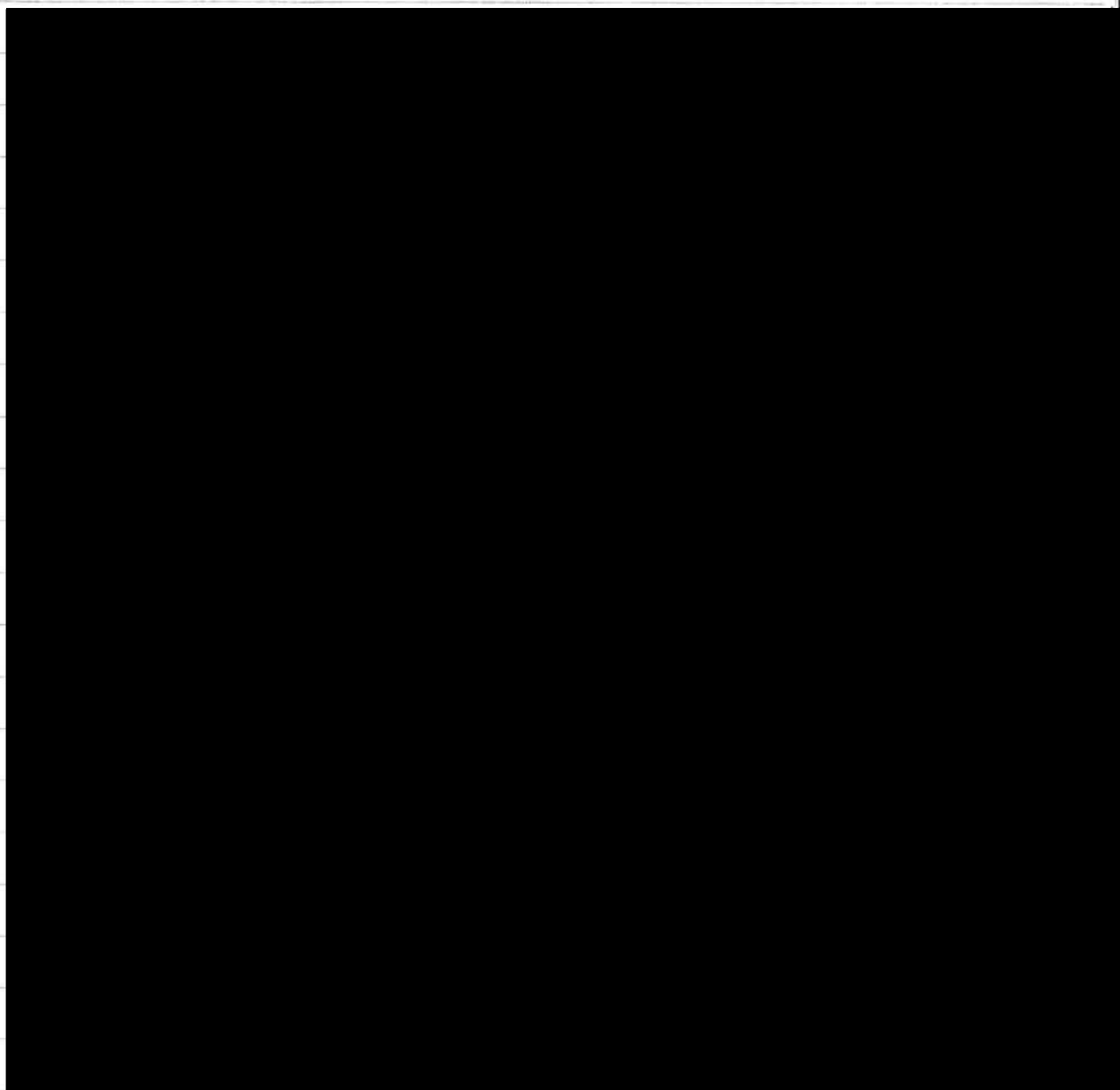


previous minutes.  
- accepted

Action items.



- Matt not sure if.





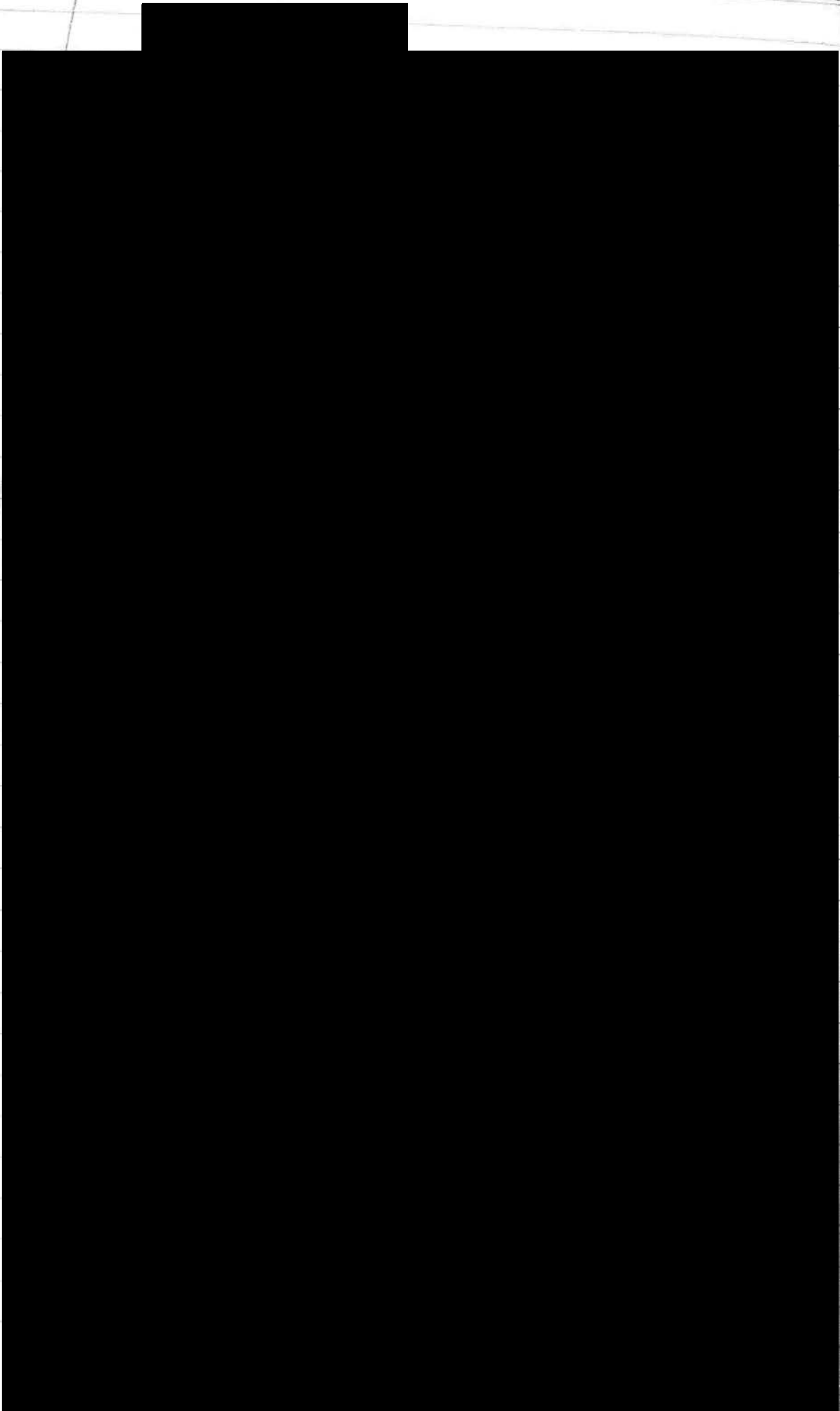
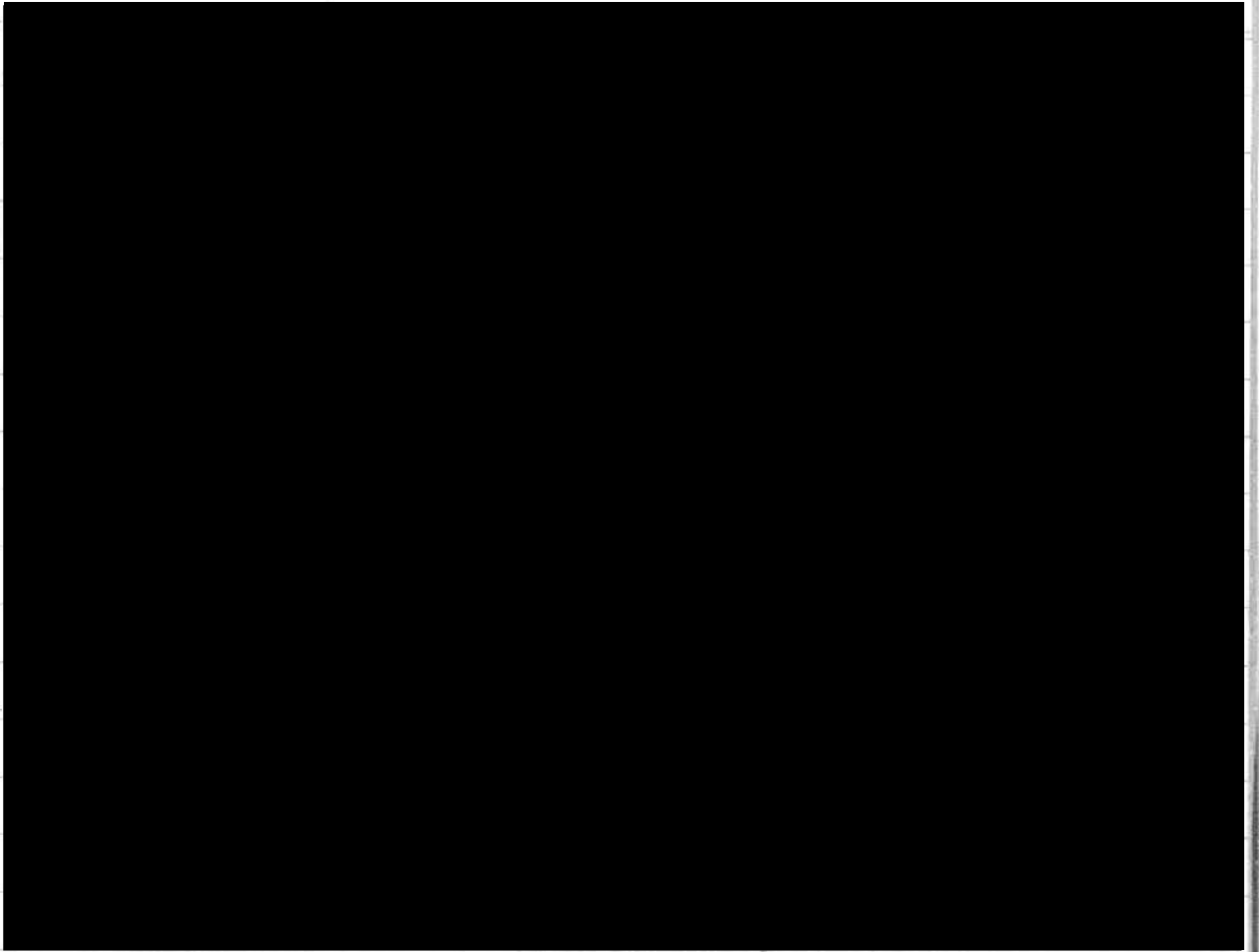


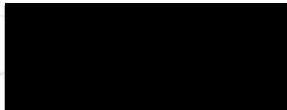
Table with multiple rows and columns, partially visible on the left side of the page. The table structure is obscured by the redaction, but the grid lines are visible.



~~More of the same~~ - rpt from  
Gen actions - Crystal will ~~check~~ check

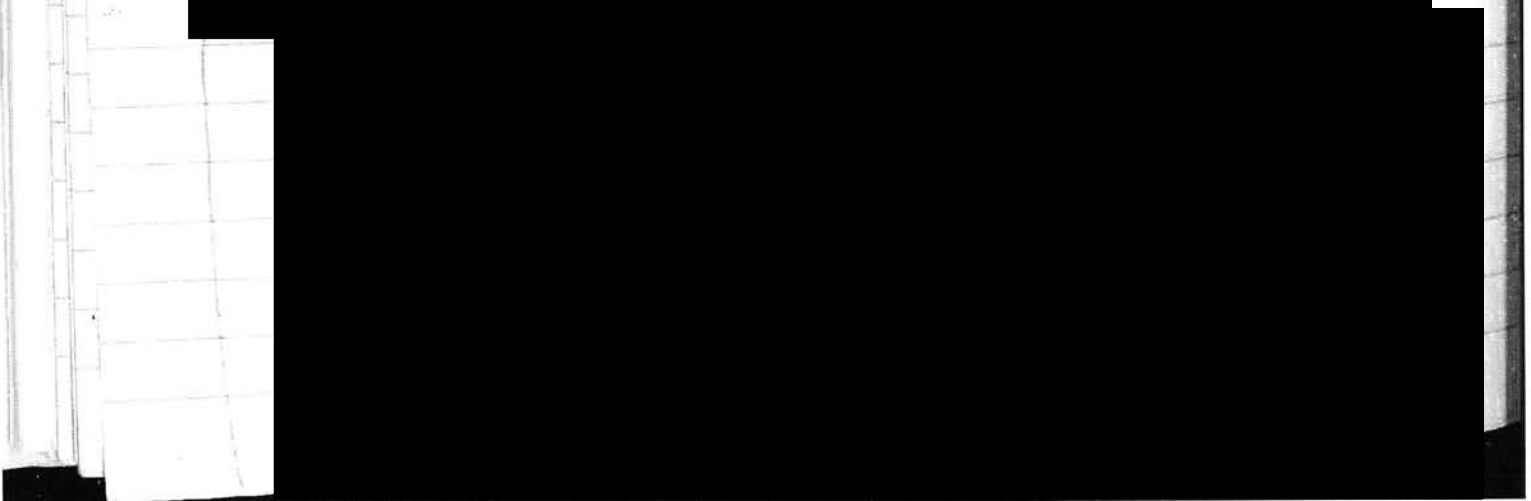
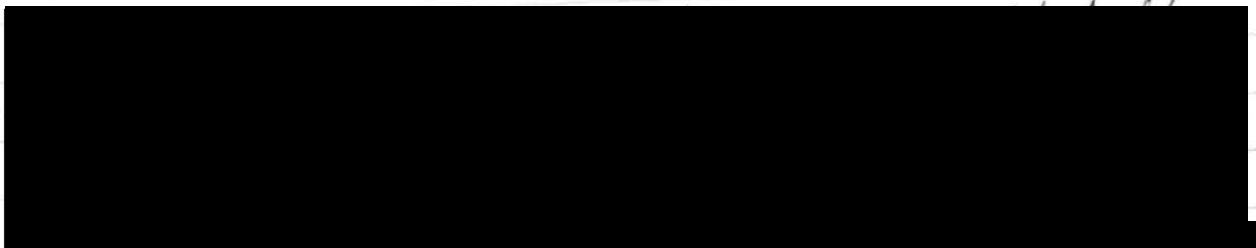
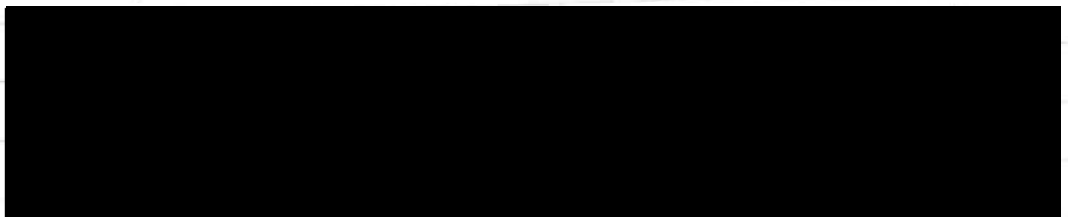


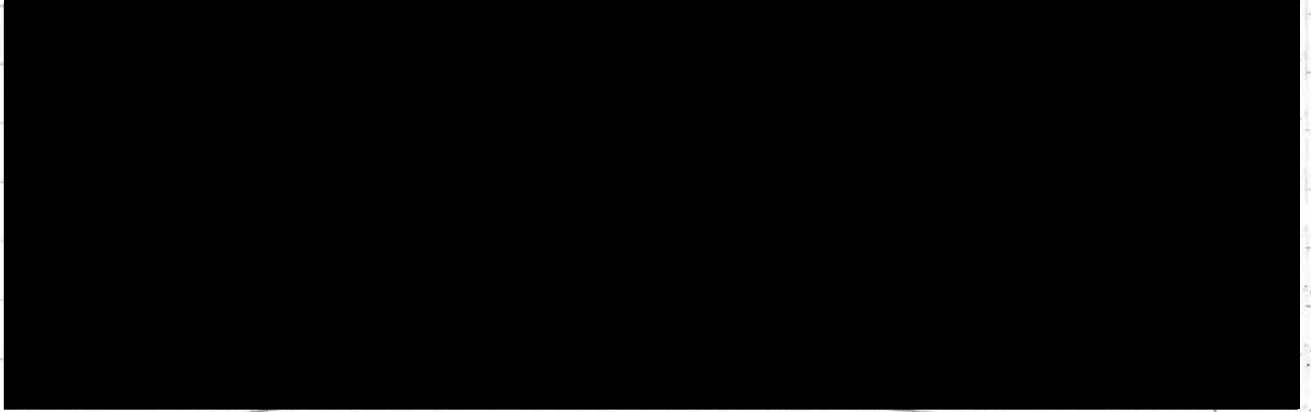
- remove from HEMR.



- remove bc just doesn't. - Noone disagreed.





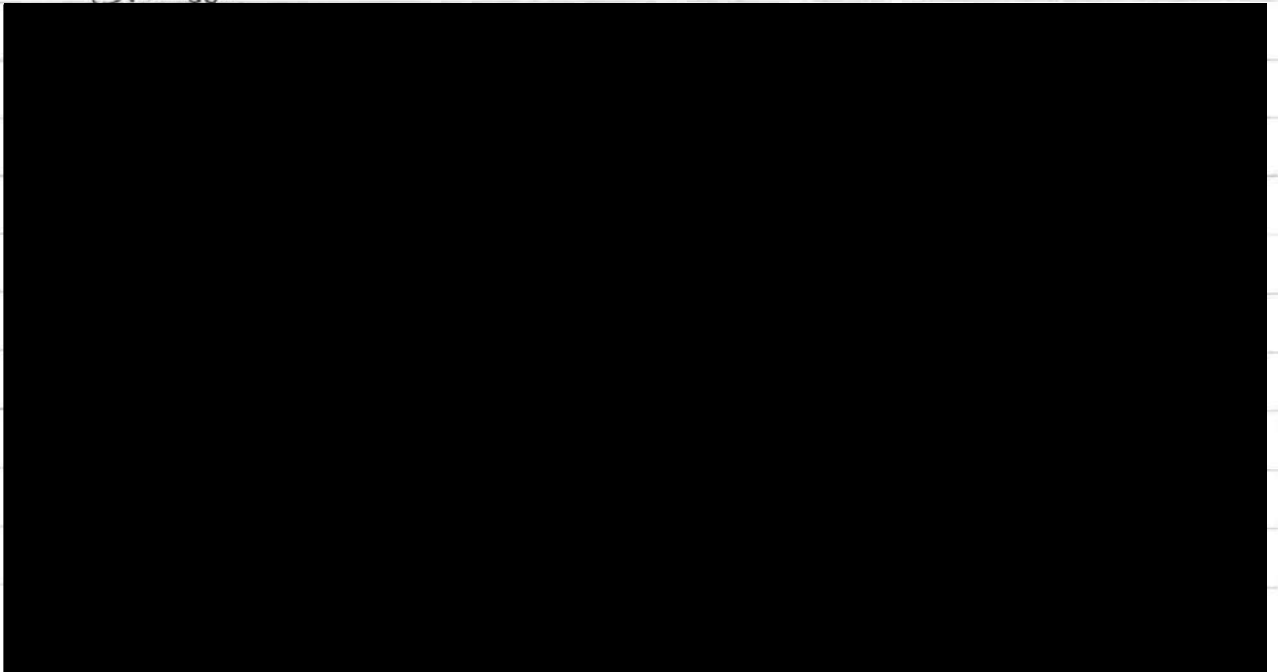


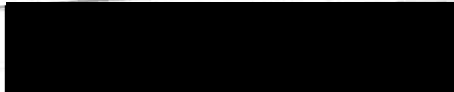
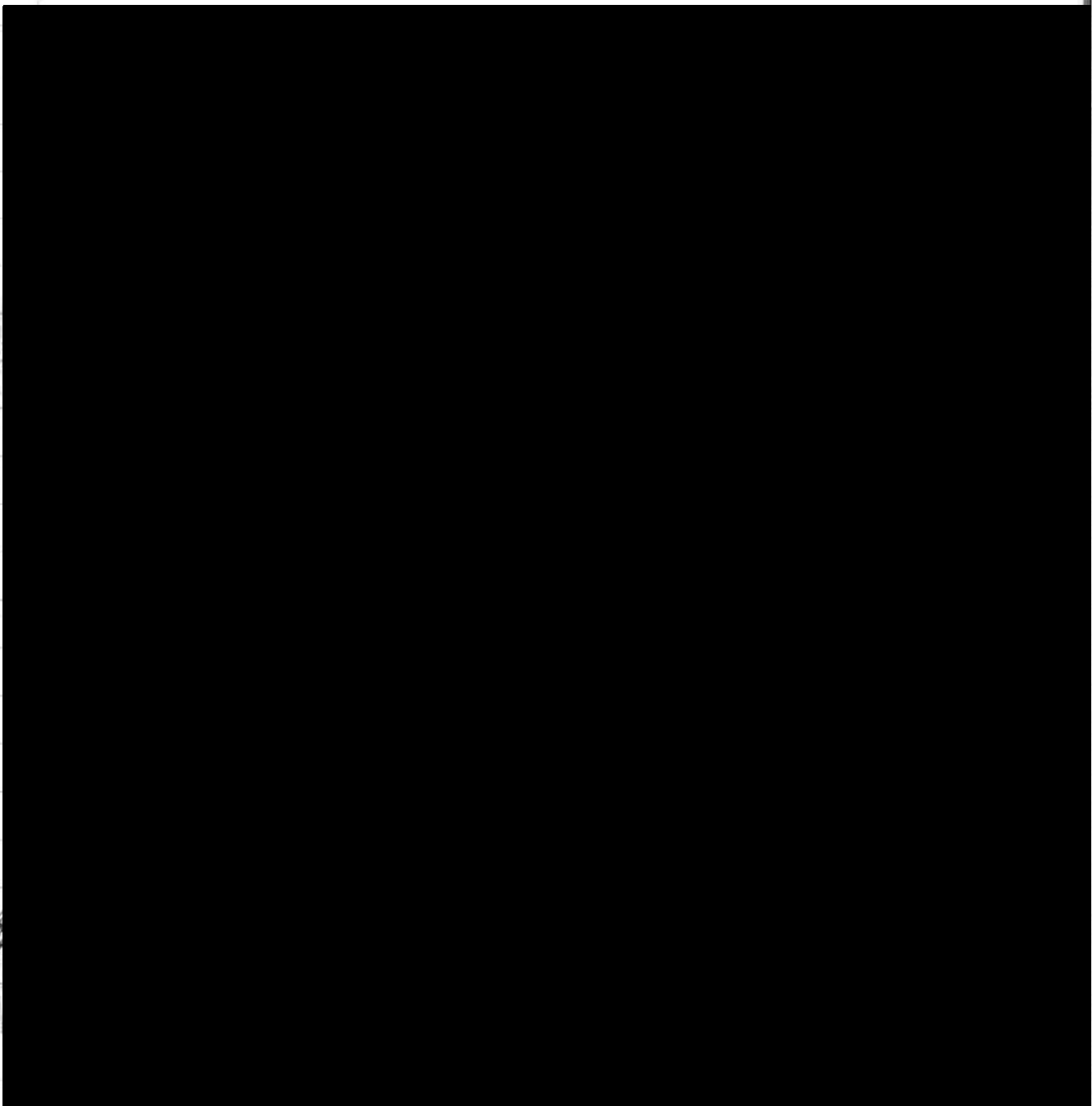
AC - nothing active on that property - will go back + check.



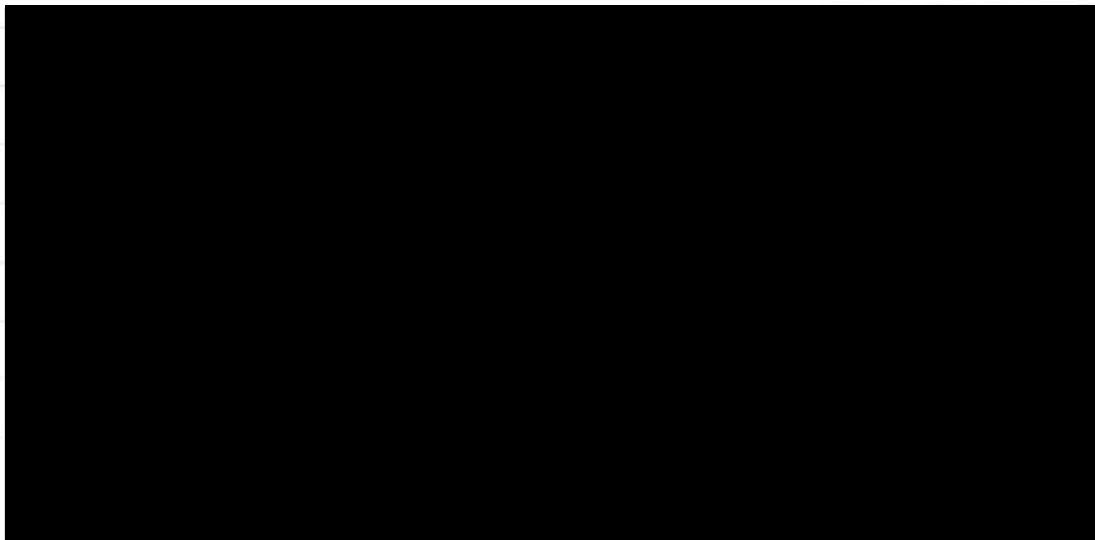
- nothing more.

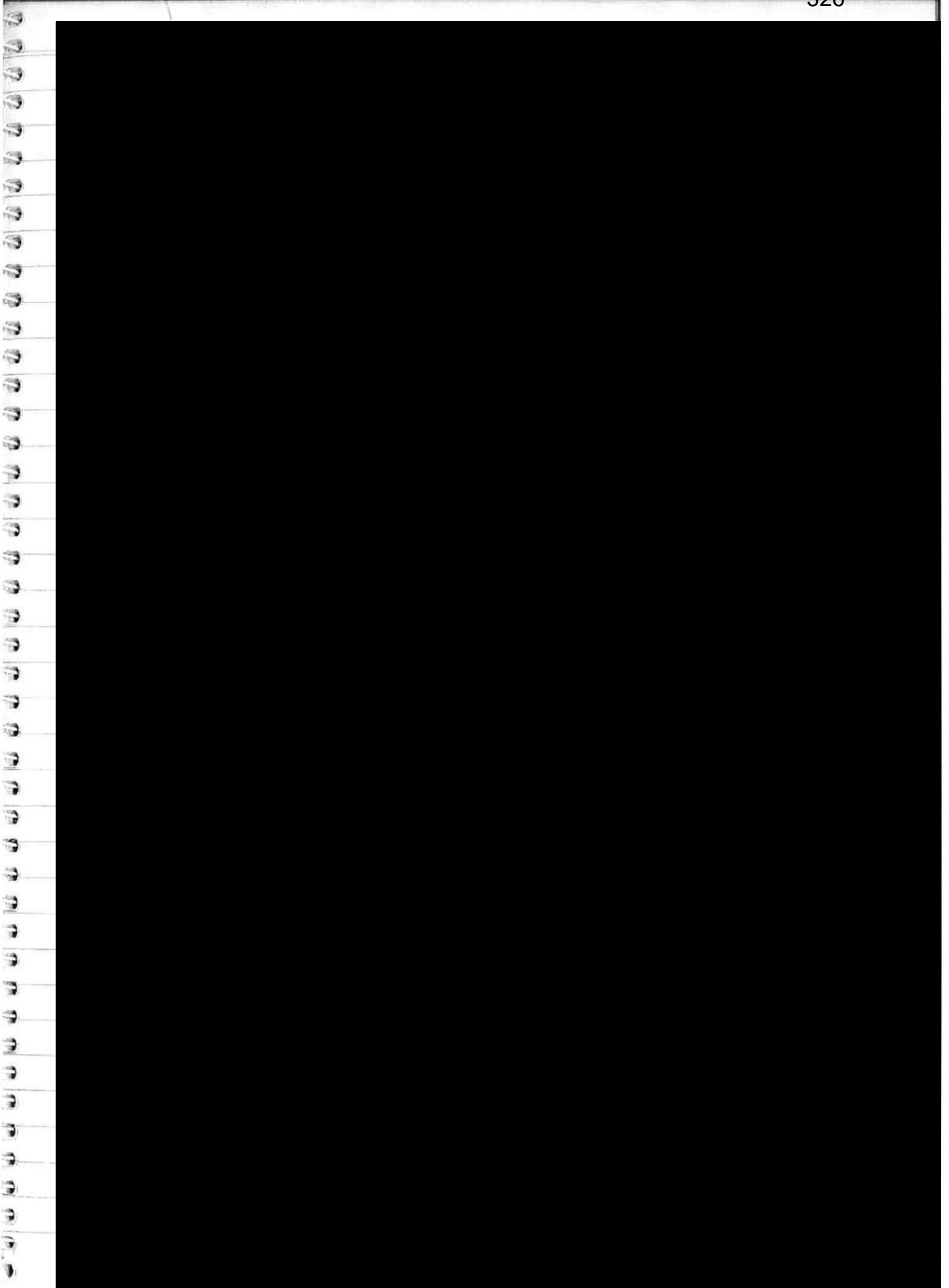
(good)

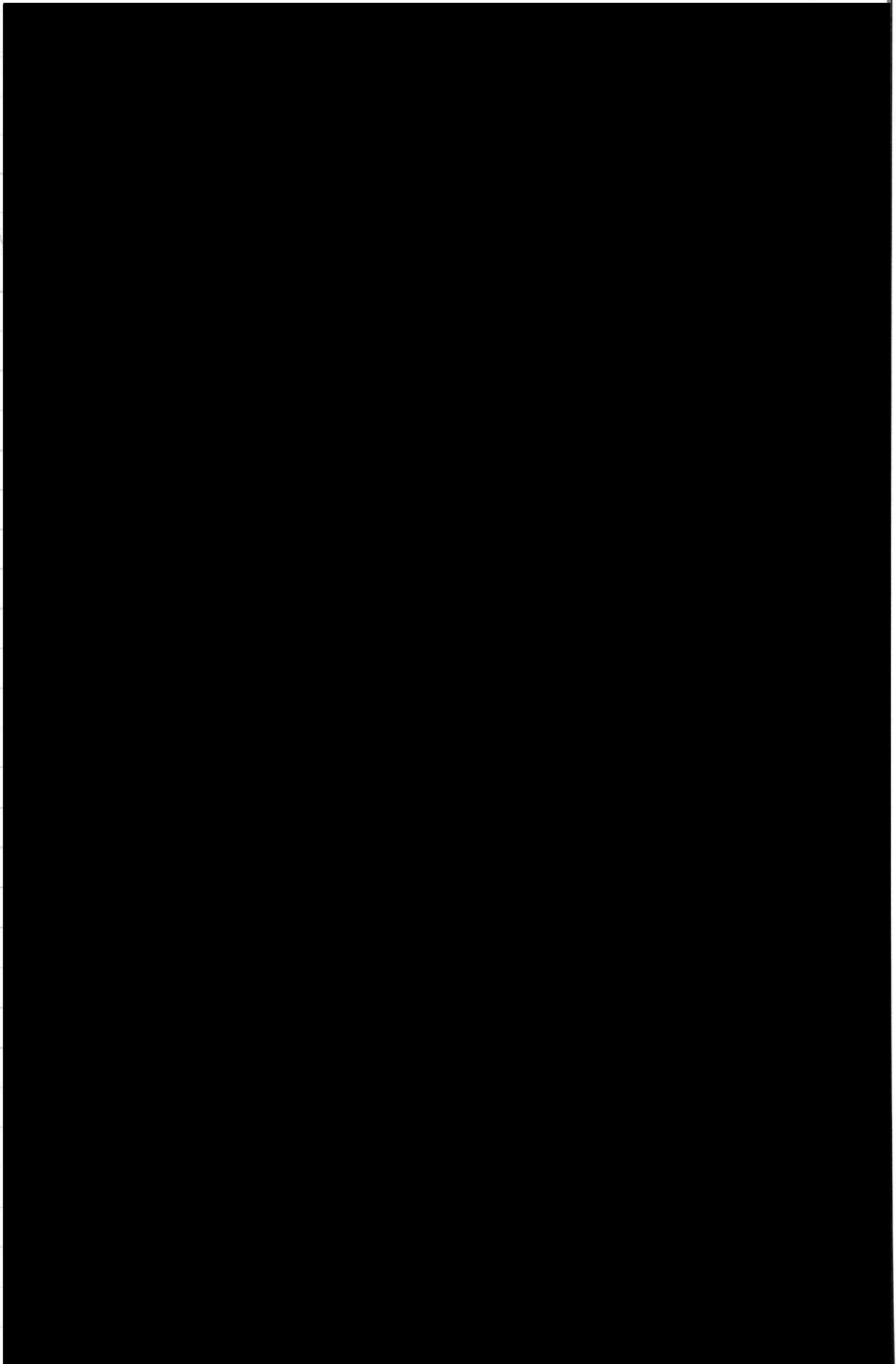




Prick



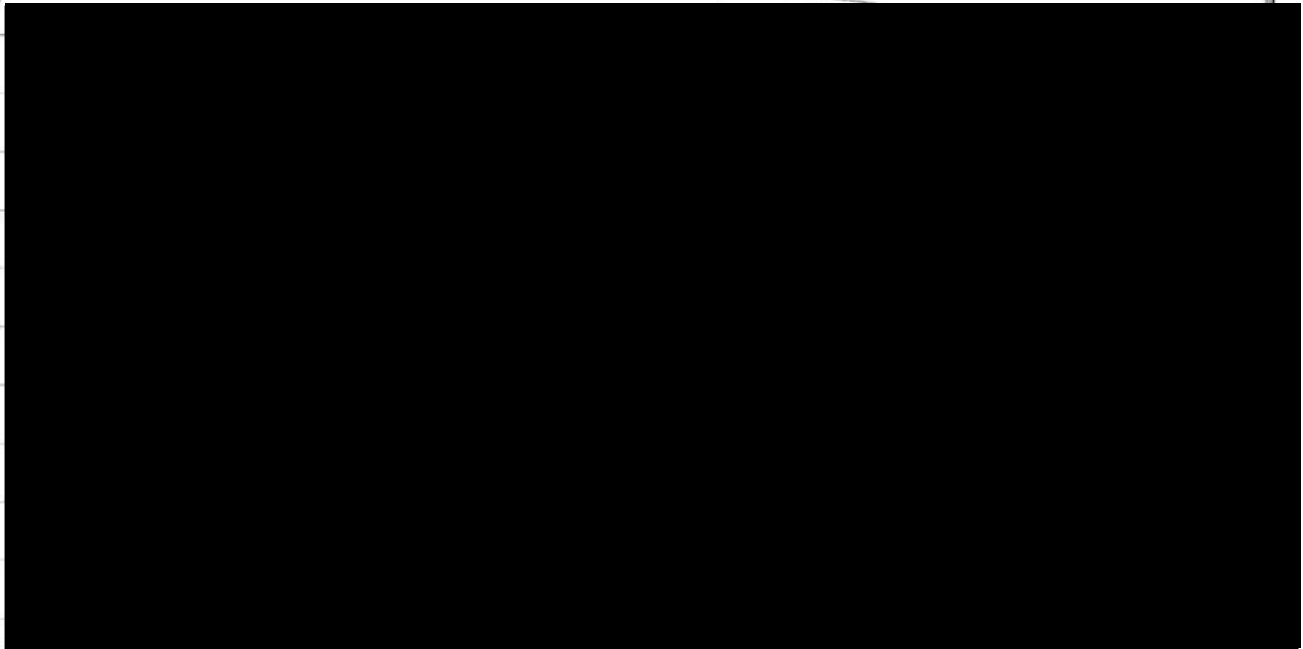




When care package is in place



Is the funding for Woden up to WCS to spend?  
So Cate can use some of it eg to pay cleaner.



Item 6 - #ASS trial  
- 3 properties -

