

Our reference: **FOI19/77**



Dear 

### **DECISION ON YOUR ACCESS APPLICATION**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on Tuesday 29 October 2019 and rescoped on Thursday 21 November 2019.

This application requested access to:

*'Under the 2016 Freedom of Information Act, I request access to documents dated from 1 January 2019 to date related to change in the scope, location, timing and estimated cost of the Surgical Procedures Interventional Radiology and Emergency or SPIRE project. In particular, I am seeking access to:*

- a) Briefs prepared for Ministers related to the SPIRE project including estimates briefs, annual reports briefs, question time briefs and all other types of briefs.*
- b) Documents related to the transfer of responsibility for the project from ACT Health and Canberra Health Services to Major Projects;*
- c) Communications strategy and related documents related to SPIRE including social media material;*
- d) Planning documents related to SPIRE including traffic studies and other studies performed as part of developing the project;*
- e) Correspondence with other directorates, unions, professional organisations, community groups and other relevant persons about changes to the location, scope, timing or cost of the project*
- f) Documents related to meetings to discuss SPIRE including agenda and minutes of meeting. This does not include documents of a purely administrative nature such as booking a room;*
- g) Documents related to consultation with Canberra Health Services staff, professional organisations, local residents, regional residents and other relevant bodies related to changes to the location, scope, timing or cost of SPIRE;*
- h) Costing of the SPIRE project, including for its changed location and scope;*
- i) Contracts related to planning for SPIRE Project Main Works and SPIRE Project Enabling Works and any relevant development applications related to the SPIRE project.'*

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Tuesday 14 January 2020** and an extension by agreement was granted until **Friday 17 January 2020**.

The documents collated represent a point in time of the Surgical, Procedures, Interventional, Radiology and Emergency (SPIRE) project. Please note, the information contained within these documents, in some cases, will no longer be reflective of the current state of the project, including old designs and planning documents.

Responsibility for the delivery of the SPIRE project was transferred from the ACT Health Directorate to Major Projects Canberra (MPC) on 1 July 2019.

I have identified 72 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter.

### **Decisions**

I have decided to:

- grant full access to 37 documents;
- grant part access to 31 documents; and
- refuse access to 4 documents.

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

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

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

### **Full Access**

I have decided to grant full access to 39 documents relevant to the scope of your request. Documents at reference numbers 3, 6-7, 31, 9-16, 18, 31, 38-39, 42-43, 46, 49-50, 52, 55-56, 58-64 and 66-72 are provided in full.

### **Refuse Access**

I have decided to refuse access to four documents.

Documents at reference numbers 1, 2 and 21 are wholly comprised of information that would reveal deliberations of Cabinet. These documents are therefore taken to be contrary to the public interest to release, under Schedule 1.6 (1) Cabinet Information (d) the disclosure of which would reveal any deliberation of Cabinet (other than through the official publication of a Cabinet decision).

Document 20 of the identified documents is wholly comprised of commercial information I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act.

#### Public Interest Factors Favouring Disclosure

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

- Schedule 2.1 (a) (i) Promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1 (a) (ii) Contribute to positive and informed debate on important issues or matters of public interest; and
- Schedule 2.1 (a) (vi) Ensure effective oversight of expenditure of public funds.

#### Public Interest Factors Favouring Non-Disclosure

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

- Schedule 2.2 (a) (xiii) Prejudice the competitive commercial activities of an agency.

On balance, I determined the information identified to be contrary to the public interest and I have decided not to disclose this information as this information forms part of ongoing tender processes and disclosure at this time could reasonably be expected to have a detrimental effect on these processes.

#### Partial Access

I have decided to grant partial access to 31 documents.

Documents 32 and 40 of the identified documents contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is partially comprised of legal information in accordance with Schedule 1.2 Information subject to legal professional privilege. On balance, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Documents 22-24, 26-28, 30, 32, 34, 37, 40, 45 and 47 of the identified documents contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is partially comprised of Cabinet information in accordance with Schedule 1.6 (1) Cabinet Information (d) the disclosure of which would reveal any deliberation of Cabinet (other than through the official publication of a Cabinet decision). On balance, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Documents at reference numbers 4-5, 8, 17, 19, 22-25, 27-29, 33-36, 41, 44-45, 48-51, 53-54, 57 and 65 containing deletions to information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act, as the information contained in these folios is personal information.

#### Public Interest Factors Favouring Disclosure

I have identified that there are no factors favouring disclosure of this information under Schedule 2, section 2.1.

#### Public Interest Factors Favouring Non-Disclosure

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

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

The information that has been redacted from these documents contain personal information of both government and non-government employees. On balance, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Documents at reference numbers 19, 34, 40-41 and 44 containing deletions to information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act, as the information contained in these folios is commercial information.

#### Public Interest Factors Favouring Disclosure

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

- Schedule 2.1 (a) (i) Promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1 (a) (ii) Contribute to positive and informed debate on important issues or matters of public interest; and
- Schedule 2.1 (a) (vi) Ensure effective oversight of expenditure of public funds.

#### Public Interest Factors Favouring Non-Disclosure

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

- Schedule 2.2 (a) (xiii) Prejudice the competitive commercial activities of an agency.

On balance, I determined the information identified to be contrary to the public interest and I have decided not to disclose this information as this information forms part of ongoing tender processes and disclosure at this time could reasonably expected to have a detrimental effect on these processes.

#### Charges

Processing charges are not applicable to this request.

#### Disclosure Log

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

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

#### Ombudsman review

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



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

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [ACTFOI@ombudsman.gov.au](mailto:ACTFOI@ombudsman.gov.au)  
Website: [ombudsman.act.gov.au](http://ombudsman.act.gov.au)

ACT Civil and Administrative Tribunal (ACAT) review

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

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

**Further assistance**

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9829 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely



Colm Mooney  
**Executive Group Manager**  
Infrastructure & Health Support Services

16 January 2020



## FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

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

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

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

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<p><b>Rescoped to dates 01/01/2019 – 21/11/2019</b></p> <p>Under the 2016 Freedom of Information Act, I request access to documents dated from 1 November 2016 related to change in the scope, location, timing and estimated cost of the Surgical Procedures Interventional Radiology and Emergency or SPIRE project. In particular, I am seeking access to:</p> <ul style="list-style-type: none"><li>a) Briefs prepared for Ministers related to the SPIRE project including estimates briefs, annual reports briefs, question time briefs and all other types of briefs;</li><li>b) Documents related to the transfer of responsibility for the project from ACT Health and Canberra Health Services to Major Projects;</li><li>c) Communications strategy and related documents related to SPIRE including social media material;</li><li>d) Planning documents related to SPIRE including traffic studies and other studies performed as part of developing the project;</li><li>e) Correspondence with other directorates, unions, professional organisations, community groups and other relevant persons about changes to the location, scope, timing or cost of the project;</li><li>f) Documents related to meetings to discuss SPIRE including agenda and minutes of meeting. This does not include documents of a purely administrative nature such as booking a room;</li><li>g) Documents related to consultation with Canberra Health Services staff, professional organisations, local residents, regional residents and other relevant bodies related to changes to the location, scope, timing or cost of SPIRE;</li><li>h) Costing of the SPIRE project, including for its changed location and scope;</li></ul>	<b>FOI19/77</b>

	i) Contracts related to planning for SPIRE Project Main Works and SPIRE Project Enabling Works and any relevant development applications related to the SPIRE project.	
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Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
<b>a) Briefs prepared for Ministers related to the SPIRE project including estimates briefs, annual reports briefs, question time briefs and all other types of briefs</b>						
1.	1 - 362	SPIRE Business Case	5 April 2019	Refuse Release	Schedule 1.6 (1) (d) Cabinet	NO
2.	363 - 366	Brief – SPIRE – Parking and Residential Accommodation	July 2019	Refuse Release	Schedule 1.6 (1) (d) Cabinet	NO
3.	367 - 369	Chief Minister’s Talkback – Hot Issue Issue: Residential Accommodation Services (RAS) (Building 5)	29 October 2019	Full Release		YES
<b>c) Communications strategy and related documents related to SPIRE including social media material</b>						
4.	370 - 380	Email - Draft: Building 5 Residences Communications Plan with attachment	1 August 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
5.	381 – 390	Email - Building 5 Comms Plan with attachments	19 August 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
6.	391	Information – Closure of Building 5 Residential Accommodation Service	September 2019	Full Release		YES
7.	392 - 393	Email - Draft social post for angie with attachment	2 October 2019	Full Release		YES
8.	394 - 397	Media release: Call for local community input as Canberra Hospital is expanded with attachment	22 November 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
9.	398 - 400	RAS Information	September 2019	Full Release		YES
10.	401 - 411	Building 5 Residential Accommodation Service Changes – Communications and Engagement Plan	Undated	Full Release		YES
11.	412 - 415	Media Talking Points – ABC Bega Building 5 - Residential Accommodation Service	Undated	Full Release		YES

12.	416	Future changes to Residential Accommodation Services at Canberra Hospital	Undated	Full Release		YES
13.	417 - 418	Draft letter: Help us design the optimal solutions for Canberra Health Services Residential Accommodation Service	Undated	Full Release		YES
14.	419 - 437	Presentation: Outpatient and Carers Residential Accommodation Service	Undated	Full Release		YES
15.	438 - 456	Presentation: Outpatient and Carers Residential Accommodation Service	Undated	Full Release		YES
16.	457 - 470	Presentation: Outpatient and Carers Residential Accommodation Service	Undated	Full Release		YES
<b>d) Planning documents related to SPIRE including traffic studies and other studies performed as part of developing the project</b>						
17.	471 - 474	SPIRE – Executive Administration Demountable	31 July 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
18.	475 - 477	Email with attachment - SPIRE Industry briefing held last week	25 October 2019	Full Release		YES
19.	478 - 488	Email with attachments - Waiting List for Government Procurement Board Meeting – Tuesday 5 November	31 October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy, (xiii) Commercial	YES
20.	489 - 533	SPIRE Project - Request for Expressions of Interest	14 November 2019	Refuse Release	Schedule 2.2 (a) (xiii) Commercial	NO
21.	534	SPIRE Centre Project- Car Parking Calculation	Undated	Refuse Release	Schedule 1.6 (1) (d) Cabinet	NO
<b>f) Documents related to meetings to discuss SPIRE including agenda and minutes of meeting. This does not include documents of a purely administrative nature such as booking a room</b>						
22.	535 - 542	Email with attachment - SPIRE Project Planning Team Meeting: PPT02	25 January 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES
23.	543 - 558	Email with attachment - SPIRE Project Planning Team Minutes – 11 February 2019	14 February 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES

24.	559 - 563	Email with attachment – SPIRE Executive Planning Team Workshop 01 Minutes and Presentation	26 February 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES
25.	564 - 613	Email with attachment – SPIRE Executive Planning Team Workshop 01 Minutes and Presentation	26 February 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
26.	614 - 648	Email with attachment – SPIRE ESC – Papers	26 February 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet	YES
27.	649 - 696	Email with attachment – SPIRE – PPT04 Presentation Material	5 March 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES
28.	697 - 706	Email with attachment – SPIRE ESC Meeting (21 March 2019) – Paper	21 March 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES
29.	707 - 719	Email with attachment – Presentation for clinician engagement this morning	28 May 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
30.	720 - 726	Email with attachment – SPIRE – PPT07 Agenda	4 June 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet	YES
31.	727 - 751	Presentation: SPIRE Project – Building for better healthcare	19 September 2019	Full Release		YES
32.	752 - 885	Email with attachment – SPIRE papers	27 September 2019	Partial Release	Schedule 1.2 Legal Schedule 1.6 (1) (d) Cabinet	YES
33.	886 - 896	Email with attachment – Clinical Reference Group	30 September 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
34.	897 - 927	Email with attachment – Government Procurement Board	30 September 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet Schedule 2.2 (a) (ii) Privacy, (xiii) Commercial	YES
35.	928 - 929	Email with attachment – Industry Briefing	2 October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES

36.	930 - 932	Email – Government Procurement Board held 1 October 2019 – feedback	3 October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
37.	933 - 940	Email with attachment – For Clearance – SPIRE draft minutes	14 October 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet	YES
38.	941	Email - For Clearance – SPIRE draft minutes	14 October 2019	Full Release		YES
39.	942 - 943	Email with attachment – SPIRE Project Industry Briefing	18 October 2019	Full Release		YES
40.	944 - 1133	Email with attachment – SPIRE Project Board Papers – 25 October 2019	23 October 2019	Partial Release	Schedule 1.2 Legal Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (xiii) Commercial	YES
41.	1134 - 1143	Email with attachment – CHS Union Forum – Minutes	24 October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy, (xiii) Commercial	YES
42.	1144 - 1147	Email – An update on Major Projects Canberra – SPIRE Project Industry Briefing	24 October 2019	Full Release		YES
43.	1148 - 1181	Presentation: SPIRE Project- Request for Expressions of Interest for Early Contractor Involvement- Industry Briefing	24 October 2019	Full Release		YES
44.	1182 - 1191	Email with attachment – Update CHS Union Forum – Minutes	25 October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy, (xiii) Commercial	YES
45.	1192 - 1213	Email with attachment – SPIRE – Site Options Paper	13 November 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet, Schedule 2.2 (a) (ii) Privacy	YES
46.	1214 - 1232	Presentation: SPIRE Project- Building for better healthcare	18 November 2019	Full Release		YES
47.	1233 - 1316	Email with attachment – SPIRE Footprint Options	19 November 2019	Partial Release	Schedule 1.6 (1) (d) Cabinet	YES
48.	1317 - 1322	Email - SPIRE Footprint Options	21 November 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
49.	1323 - 1333	Presentation: SPIRE Project- Building for better healthcare	21 November 2019	Full Release		YES

<b>g) Documents related to consultation with Canberra Health Services staff, professional organisations, local residents, regional residents and other relevant bodies related to changes to the location, scope, timing or cost of SPIRE</b>						
50.	1334 - 1336	Goods and Services Contract Variation Request Form	September 2019	Full Release		YES
51.	1337 - 1343	Email: Powerpoint presentation for tomorrow with attachment	11 September 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
52.	1344 - 1346	Work Order – Community Engagement, Canberra Health Services Patient Accommodation Services	11 September 2019	Full Release		YES
53.	1347 - 1349	Email: FW: Your scan with attachment	17 September 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
54.	1350 - 1353	Email: RE: Flyer- patient Accommodation Services ROI with attachment	19 September 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
55.	1354 - 1359	Question and Answer Information Sheet- SPIRE	20 September 2019	Full Release		YES
56.	1360 - 1361	SPRE information session - unions	20 September 2019	Full Release		YES
57.	1362 - 1368	Email: Invitation: Residential Accommodation Services at Canberra Hospital consultation program with attachments	23 September 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
58.	1369 - 1370	Consumer stakeholder briefing – SPIRE Project	25 September 2019	Full Release		YES
59.	1371 - 1393	Presentation- SPIRE Project – Building for better healthcare	25 September 2019	Full Release		YES
60.	1394 - 1418	Presentation- SPIRE Project – Building for better healthcare	25 September 2019	Full Release		YES
61.	1419 - 1420	Draft Letter to Ms Lisa Kelly – Building 5, RAS	September 2019	Full Release		YES
62.	1421	SPIRE Project Public Forum Information Sheet	26 September 2019	Full Release		YES
63.	1422 - 1423	Staff briefing, CHWC Expansion and SPIRE Project	3 October 2019	Full Release		YES
64.	1424 - 1453	Canberra Hospital Residential Accommodation Services - Consultation Report by Communication Link	31 October 2019	Full Release		YES

65.	1454 - 1467	Presentation- Patient Accommodation Services at Canberra Hospital by Communication Link – Feedback Workshop	October 2019	Partial Release	Schedule 2.2 (a) (ii) Privacy	YES
66.	1468 - 1469	Staff briefing, CHWC Expansion and SPIRE Project	19 & 21 November 2019	Full Release		YES
67.	1470 - 1471	Help Shape the SPIRE Project – EOI Information Sheet	Undated	Full Release		YES
68.	1472 - 1473	SPIRE Project - The Facts	November 2019	Full Release		YES
69.	1474 - 1475	SPIRE Projects FAQs	Undated	Full Release		YES
70.	1476 - 1477	Goulburn Post – Questions and Answers	Undated	Full Release		YES
71.	1478	Short term accommodation for families, carers and patients at Canberra Hospital	Undated	Full Release		YES
72.	1479 - 1755	CHS RAS consultation survey	Undated	Full Release		YES
<b>Total Number of Documents</b>						
<b>72</b>						



























































































































































































































































































































































































































































































































































































































































































































































































































































## CHIEF MINISTER'S TALKBACK – HOT ISSUE

Complete and accurate as at: 29 October 2019

### ISSUE: Residential Accommodation Services (Building 5)

#### Talking Points

- The ACT Government is investing more than \$500 million to build a new state-of-the-art emergency, surgical and critical healthcare facility (known as SPIRE) on the Hospital Campus to increase the Territory's capacity to deliver better hospital care for Canberra and the surrounding region.
- To enable the construction of SPIRE to progress as planned, services located in Building 5 including Residential Accommodation Services (RAS) will close mid-2020 requiring alternative options to be considered and finalised prior to that time.
- Based on feedback from outpatients and their carers, we know that access to healthcare with reasonably priced accommodation, in close proximity is important to them.
- It is important also to acknowledge that as this service is primarily provided for outpatients and carers who live outside of Canberra, that this is also an issue that the NSW government needs to contribute to resolving. The ACT Government will be seeking the support of the NSW government in resolving this issue.

#### Services

- Outpatients and carers travelling to Canberra for medical care or to support a family member, may choose to apply for the NSW Isolated Patient Travel Accommodation Assistance Scheme (IPTAAS).
- Building 5 RAS provides a total of 129 rooms for short term dormitory-style accommodation for staff, students, outpatients and patient's carers:
  - 66 of the rooms are available for the public, this includes single, double, family and emergency rooms with shared facilities (kitchen, washing, bathroom),
  - 63 of the rooms are available for staff.

- Six (6) twin single bed units are located in the Duffy House Accommodation Services, which houses those suffering from cancer. Duffy House will continue to operate for patients and carers.
- In the 2018/19 financial year, Building 5 RAS average occupancy for outpatients and their carers was 61.04%.
- In the 2018/19 financial year, Building 5 RAS average occupancy for staff was 88.77%
- In the 2018/19 financial year, Duffy House Accommodation Services was 45.52% occupancy.

### Consultation

- To enable early works to commence mid-2020, it is important that we consider alternative arrangements which could be put in place prior to the service closing.
- Communication Link, specialists in consumer consultation have been engaged by CHS acknowledging that deeper engagement and consultation across the region is important when considering the needs of outpatients and carers.
- CHS will be considering short, medium and long-term options to support outpatients who need accommodation when coming to the ACT for medical care and treatment, sometimes for extended periods of time (weeks and months).
- There is a currently a family in RAS who have been utilising the service for 11 months.
- CHS has now undertaken regional engagement in Goulburn, Bega and Bateman's Bay where some 60 consumers and carers, and referral and support organisations attended workshop sessions. Workshops enabled participants to be heard, to discuss their needs when using the service while staying in Canberra, and then make suggestions for alternative options for accommodation services based on those needs.
- An additional session took place in Canberra on Thursday 3 October attended by carer and consumers representatives.
- An online survey has also been available to those patients and carers who were unable to attend the face to face sessions. The survey elicited over 1200 responses and will provide quantitative and qualitative data on needs and suggestions.
- Canberrans and people from the outer region can email [IHSS@act.gov.au](mailto:IHSS@act.gov.au) with their feedback.
- The CHS consultation will ensure that government is provided a suite of options to consider before the end of 2019.



- Decisions around locations for face to face sessions were made on the provision of data to assess addresses of recent users of the service. CHS notes that we are unable to attend every area that uses the services, but the survey provided an opportunity to participate in feedback.

Contact Officer: Colm Mooney

Ext: 49711

**Lowes, Shannon (Health)**

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**From:** Pace, Mark (Health)  
**Sent:** Thursday, 1 August 2019 4:57 PM  
**To:** Drake, Angie  
**Subject:** RE: DRAFT: Building 5 Residences Communications Plan  
**Attachments:** Building 5 Residences Communication Plan – COMMS APPROVED 01.08.19.docx

Angie,

Here you go.

Many thanks.

Regards,

Mark.

**Mark Pace | Manager, Communications**

Phone: (02) 5124 9838 | Mobile: [REDACTED] | Email: [mark.pace@act.gov.au](mailto:mark.pace@act.gov.au)  
 Communications and Government Relations | Canberra Health Services | ACT Government  
 Level 2, Building 23, Canberra Hospital, Garran ACT 2605 | [health.act.gov.au](http://health.act.gov.au)



**ACT**  
Government

**Canberra Health  
Services**

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

**From:** Drake, Angie  
**Sent:** Thursday, 1 August 2019 4:56 PM  
**To:** Pace, Mark (Health) <[Mark.Pace@act.gov.au](mailto:Mark.Pace@act.gov.au)>  
**Subject:** FW: DRAFT: Building 5 Residences Communications Plan

Hey, can you please send me the final. cheers

**From:** Ingram, Daniel (Health) <[Daniel.Ingram@act.gov.au](mailto:Daniel.Ingram@act.gov.au)>  
**Sent:** Thursday, 1 August 2019 4:46 PM  
**To:** Drake, Angie <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>  
**Subject:** RE: DRAFT: Building 5 Residences Communications Plan

**UNCLASSIFIED For-Official-Use-Only**

Thanks heaps Angie. I see Mark has sent the updated version through. I will review shortly and get back to you.

Again, welcome to Canberra Health Services.

Kind Regards

**Daniel Ingram** | Acting Director Operational Support Services

Mail Room, Patient Enquires, Residences, Switchboard, Volunteer Services  
 Phone 02 5124 8763 | Mobile [REDACTED] | Email [daniel.ingram@act.gov.au](mailto:daniel.ingram@act.gov.au)  
**Infrastructure and Health Support Services | Canberra Health Services | ACT Government**  
 Canberra Hospital, Building 5 Level 1 | PO Box 11, WODEN ACT 2606 | [www.health.act.gov.au](http://www.health.act.gov.au)

*Our values are Reliable, Progressive, Respectful, Kind*  
*Our vision is creating exceptional healthcare together*  
*Our role is to be a health services that is trusted by our community.*

**Disclaimer:**

All advice given is based on the information provided to date.

This email message and any attached files may contain information that is confidential and subject of legal privilege intended only for use by the individual or entity to whom they are addressed. If you are not the intended recipient or the person responsible for delivering the message to the intended recipient be advised that you have received this message in error and that any use, copying, circulation, forwarding, printing or publication of this message or attached files is strictly forbidden, as is the disclosure of the information contained therein. If you have received this message in error, please notify the sender immediately and delete it from your inbox.

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**From:** Drake, Angie <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>  
**Sent:** Thursday, 1 August 2019 9:19 AM  
**To:** Ingram, Daniel (Health) <[Daniel.Ingram@act.gov.au](mailto:Daniel.Ingram@act.gov.au)>  
**Subject:** FW: DRAFT: Building 5 Residences Communications Plan

Hi Daniel, I'm just working on some changes this morning to make it a little clearer and include a bit more basic narrative around SPIRE.

I'll send through once I've had a go – mid morning, hope that works ok for you.

Cheers

Angie

---

**From:** Pace, Mark (Health)  
**Sent:** Wednesday, 31 July 2019 3:16 PM  
**To:** Ingram, Daniel (Health) <[Daniel.Ingram@act.gov.au](mailto:Daniel.Ingram@act.gov.au)>  
**Cc:** Drake, Angie <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>  
**Subject:** RE: DRAFT: Building 5 Residences Communications Plan

Daniel,

Yes. We are making those amendments to the comms plan.

Many thanks.

Regards,

Mark.

**Mark Pace | Manager, Communications**

Phone: (02) 5124 9838 | Mobile: [REDACTED] | Email: [mark.pace@act.gov.au](mailto:mark.pace@act.gov.au)  
 Communications and Government Relations | Canberra Health Services | ACT Government  
 Level 2, Building 23, Canberra Hospital, Garran ACT 2605 | [health.act.gov.au](http://health.act.gov.au)



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**From:** Ingram, Daniel (Health)  
**Sent:** Wednesday, 31 July 2019 3:08 PM  
**To:** Pace, Mark (Health) <[Mark.Pace@act.gov.au](mailto:Mark.Pace@act.gov.au)>  
**Subject:** RE: DRAFT: Building 5 Residences Communications Plan

UNCLASSIFIED For-Official-Use-Only

Hi Mark

Following the meeting today, can I please confirm if you were making the amendments to the communication plan?

Kind Regards

**Daniel Ingram** | Acting Director Operational Support Services  
 Mail Room, Patient Enquires, Residences, Switchboard, Volunteer Services  
 Phone 02 5124 8763 | Mobile [REDACTED] | Email [daniel.ingram@act.gov.au](mailto:daniel.ingram@act.gov.au)  
**Infrastructure and Health Support Services | Canberra Health Services | ACT Government**  
 Canberra Hospital, Building 5 Level 1 | PO Box 11, WODEN ACT 2606 | [www.health.act.gov.au](http://www.health.act.gov.au)

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*Our vision is creating exceptional healthcare together*  
*Our role is to be a health services that is trusted by our community.*

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**From:** Pace, Mark (Health) <[Mark.Pace@act.gov.au](mailto:Mark.Pace@act.gov.au)>  
**Sent:** Friday, 19 July 2019 11:39 AM  
**To:** Ingram, Daniel (Health) <[Daniel.Ingram@act.gov.au](mailto:Daniel.Ingram@act.gov.au)>  
**Subject:** DRAFT: Building 5 Residences Communications Plan

Daniel,

Following on from our discussions re: changes to the CHS RAS Service, here is a draft communications plan but without rollout dates at this stage.

Please fact check the draft plan and once you're team is happy with the document and we have exact dates etc. we can start the CHS approval process through Comms and IHSS.

Many thanks.

Regards,

Mark.

**Mark Pace | Manager, Communications**

Phone: (02) 5124 9838 | Mobile: [REDACTED] | Email: [mark.pace@act.gov.au](mailto:mark.pace@act.gov.au)  
 Communications and Government Relations | Canberra Health Services | ACT Government  
 Level 2, Building 23, Canberra Hospital, Garran ACT 2605 | [health.act.gov.au](http://health.act.gov.au)



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# Building 5 Residential Accommodation Services (RAS) Changes Draft Communications Action Plan

## Background

Building 5 Residences will close in mid-2020 to make way for Canberra Health Services' new SPIRE facility.

The SPIRE Facility will increase the ACT's capacity to deliver acute, hospital-based health care in a modern, purpose-built facility. It will see \$500 million invested in the Canberra hospital campus. Following extensive planning and feasibility work, SPIRE will be built at the eastern end of the hospital campus.

This announcement has implications for the health facilities currently located in the new SPIRE building footprint. These services include Canberra Sexual Health Centre, Child at Risk Health Unit (CARHU), Staff Development Unit, Medi Hotel rooms (Federally funded for recently discharged ACT/NSW patients ready to return home) and Residential Accommodation Services.

Residential Accommodation Services include:

- Temporary staff accommodation (although some CHS ACT/NSW staff some of whom have been resident here for several years)
- Temporary public residential accommodation (Level 3 for short stay ACT/NSW patients)

Support services for short/long stay visitors located in Building 5 include:

- Four reception services staff
- Two volunteer staff
- Director of Operational Support Services

The ACT Minister for Health announced on 28 May 2019 the closure of Building 5, which is necessitating strategic communications with those impacted by pending changes to allow for the construction of the new SPIRE facility. The communications objective is to share information with key stakeholders, create certainty and ease the concerns of impacted users and staff going forward.



This communication plan is a short-term document to articulate the key messages to both staff and other users of the facility. There has been no final decision made about RAS services going forward, however Canberra Health Services has made a commitment that there will be no forced redundancies for existing staff and that they will be supported with redeployment options once options have been identified.

## Key messages

- Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.
- To enable the SPIRE Centre construction to progress as planned, Building 5 Residential Accommodation Services (RAS) will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.
- The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential accommodation.
- Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.
- Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include subsidised and paid accommodation options, and transport services will be developed depending on the identified need.
- Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.
- Existing staff will be supported either in alternative employment or via redeployment options.



## Communications approach

Implementation	Audience	Key messages	Communication channel
<i>Communications</i>	<p>Known Staff/Patients who use RAS services</p> <p>(note to include CNC's to distribute to impacted staff including a/hours nursing)</p> <p>(include Director of Nursing)</p> <p>Include interstate users (known)</p> <p>Unions (?) and stakeholders (not yet identified)</p>	<ul style="list-style-type: none"> <li>• Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase capacity to deliver better hospital care for Canberra and the region.</li> <li>• Building 5 Residential Accommodation Services (RAS) will close in mid-2020 to enable the SPIRE project to progress as planned.</li> <li>• The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>• SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>• There will be an impact on the RAS services delivered out of Building 5, however, the shape of the future RAS service is yet to be determined.</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include subsidised and paid accommodation options, and transport services will be developed depending on the identified need.</li> <li>• Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	<p>Letter to all current and past users of the service</p> <p>Letter to all ED/ICU/Women's and children/social work staff</p> <p>Brochure or information sheet with key information about future services</p> <p>Consider key information to be included on public facing website at appropriate time (perhaps when options are determined)</p>





		<ul style="list-style-type: none"> <li>We will keep you informed of changes to the service as decisions are made.</li> </ul>	
<i>Communications</i>	<p>Unknown Staff/Patients who use RAS services; Include interstate users via regional healthcare providers; (include Greater Southern Health Care; Greater Murray) Interstate training institutions re student placement (?)</p>	<ul style="list-style-type: none"> <li>Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase capacity to deliver better hospital care for Canberra and the region.</li> <li>Building 5 Residential Accommodation Services (RAS) will close in mid-2020 to to enable the SPIRE Centre project to progress</li> <li>The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>There will be an impact on the RAS services delivered out of Building 5, however, the shape of the future RAS service is yet to be determined.</li> <li>Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include subsidised and paid accommodation options, and transport services will be developed depending on the identified need.</li> </ul>	<p>Flier Consider key information to be included on public facing website at appropriate time (perhaps when options are determined)</p>
<i>Communications</i>	Staff general	<ul style="list-style-type: none"> <li>Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase the Territories capacity to deliver better hospital care for Canberra and the region To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will</li> </ul>	All staff email



		<p>close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</p> <ul style="list-style-type: none"> <li>• The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>• SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.</li> <li>• Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	
<i>Communications</i>	Media if necessary	<ul style="list-style-type: none"> <li>• Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.</li> <li>• To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</li> <li>• The RAS services affected include temporary ACT/NSW short and long-term staff accommodation and short-term public residential accommodation.</li> <li>• Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> </ul>	<p>Media dot points</p> <p>Prepare a Q &amp; A document as a backup as issues arise through stakeholder engagement</p>





		<ul style="list-style-type: none"> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	
--	--	--	--

## Monitoring and evaluation

Metrics	Evaluation strategy
Stakeholder feedback	<ul style="list-style-type: none"> <li>• Anecdotal feedback from staff.</li> </ul>
Stakeholder feedback	<ul style="list-style-type: none"> <li>• Anecdotal feedback from patients.</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Negative/positive stories on impact to RAS</li> </ul>



## Contacts

Acting Director: Charlotte Harper

Action Officer: Mark Pace

Phone: (02) 5124 9838

Communications and Government Relations Unit, Canberra Health Services.

**Lowes, Shannon (Health)**

---

**From:** Ludvigson, John (Health)  
**Sent:** Monday, 19 August 2019 10:53 AM  
**To:** Ingram, Daniel (Health); Drake, Angie (Health)  
**Subject:** FW: Building 5 Comms Plan [SEC=UNCLASSIFIED]  
**Attachments:** scan\_natalie bale\_2019-08-19-09-29-33.pdf

UNCLASSIFIED

Daniel/Angie;

Please see Colm's attached comments and action appropriately please.

Let me know once completed as we are discussing it on Wednesday during our catch up.

Thank you both for all of the great work you have done to date.

John

**John H. Ludvigson** | Senior Director, Operational Support Services  
 Infrastructure and Health Support Services | Canberra Health Services | ACT Government  
 T: (02) 512 49721 | M: [REDACTED] | E: john.ludvigson@act.gov.au  
 Canberra Hospital Building 3, Level 1, Yamba Drive Garran ACT 2605



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---

**From:** Bale, Natalie (Health) <Natalie.Bale@act.gov.au>  
**Sent:** Monday, 19 August 2019 9:59 AM  
**To:** Ludvigson, John (Health) <John.Ludvigson@act.gov.au>  
**Subject:** Building 5 Comms Plan [SEC=UNCLASSIFIED]

As discussed – please follow up with Angie/Daniel

Regards  
 Nat

**Natalie Bale**

Executive Officer | Infrastructure and Health Support Services  
 T: (02) 5124 9713 | M: [REDACTED] | E: [natalie.bale@act.gov.au](mailto:natalie.bale@act.gov.au)  
 Level 1, Building 3, Canberra Hospital | GPO Box 825 Canberra ACT 2601



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---

**From:** Bale, Natalie (Health) [<mailto:natalie.bale@act.gov.au>]  
**Sent:** Monday, 19 August 2019 9:30 AM

**To:** Bale, Natalie (Health) <[Natalie.Bale@act.gov.au](mailto:Natalie.Bale@act.gov.au)>

**Subject:** Your scan (Scan to My Email)



**Wells, Rebecca (Health)**

---

**From:** Ludvigson, John (Health)  
**Sent:** Wednesday, 7 August 2019 10:54 AM  
**To:** IHSS; Mooney, Colm (Health)  
**Cc:** Ingram, Daniel (Health)  
**Subject:** Current DRAFT Comms Plan - Building 5  
**Attachments:** Building 5 Residences Communication Plan - COMMS APPROVED 01.08.19.docx

UNCLASSIFIED

Good Morning Colm;

In regards to our conversation regarding a Comms Plan/Strategy, followed by a Consultation Plan for Building 5 Residences, please see the current draft plan from Mark Pace's team. We will discuss this at a meeting with Angie, Monica, Daniel and I this coming Monday and I will update you shortly thereafter.

John

**John H. Ludvigson** | Senior Director, Operational Support Services  
 Infrastructure and Health Support Services | Canberra Health Services | ACT Government  
 T: (02) 512 49721 | M: [REDACTED] | E: john.ludvigson@act.gov.au  
 Canberra Hospital Building 3, Level 1, Yamba Drive Garran ACT 2605



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- see updates and questions inside
- confirm input of NHC in drafting of this Comms Plan
- CHS intranet / internet n/c oversight & management  
→ who is responsible

# Building 5 Residential Accommodation Services (RAS) Changes Draft Communications Action Plan

## Background

Building 5 Residences will close in mid-2020 to make way for Canberra Health Services' new SPIRE facility.

The SPIRE Facility will increase the ACT's capacity to deliver acute, hospital-based health care in a modern, purpose-built facility. It will see <sup>OVER</sup> \$500 million invested in the Canberra hospital campus. Following extensive planning and feasibility work, SPIRE will be built at the eastern end of the hospital campus.

This announcement has implications for the health facilities currently located in the new SPIRE building footprint. These services include Canberra Sexual Health Centre, Child at Risk Health Unit (CARHU), Staff Development Unit, Medi Hotel rooms (Federally funded for recently discharged ACT/NSW patients ready to return home) and Residential Accommodation Services.

Residential Accommodation Services include:

- Temporary staff accommodation (although some CHS ACT/NSW staff some of whom have been resident here for several years)
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Support services for short/long stay visitors located in Building 5 include:

- Four reception services staff
- Two volunteer staff
- Director of Operational Support Services

The ACT Minister for Health announced on 28 May 2019 the closure of Building 5, which is necessitating strategic communications with those impacted by pending changes to allow for the construction of the new SPIRE facility. The communications objective is to share information with key stakeholders, create certainty and ease the concerns of impacted users and staff going forward.

?  
Is this correct??  
state funded??





This communication plan is a short-term document to articulate the key messages to both staff and other users of the facility. There has been no final decision made about RAS services going forward, however Canberra Health Services has made a commitment that there will be no forced redundancies for existing staff and that they will be supported with redeployment options once options have been identified.

## Key messages

- Canberra Health Services is investing an <sup>over</sup> additional \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.
- To enable the SPIRE Centre construction to progress as planned, Building 5 Residential Accommodation Services (RAS) will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.
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- Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.
- Existing staff will be supported either in alternative employment or via redeployment options.



## Communications approach

Implementation	Audience	Key messages	Communication channel
<p><i>Communications</i></p>	<p>Known Staff/Patients who use RAS services</p> <p>(note to include CNC's to distribute to impacted staff including a/hours nursing)</p> <p>(include Director of Nursing)</p> <p>Include interstate users (known)</p> <p>Unions (?) and stakeholders (not yet identified)</p>	<ul style="list-style-type: none"> <li>Canberra Health Services is investing <del>an</del><sup>an</sup> additional \$500 million on the Canberra Hospital campus to increase capacity to deliver better hospital care for Canberra and the region.</li> <li>Building 5 Residential Accommodation Services (RAS) will close in mid-2020 to enable the SPIRE project to progress as planned.</li> <li>The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>There will be an impact on the RAS services delivered out of Building 5, however, the shape of the future RAS service is yet to be determined.</li> <li>Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include subsidised and paid accommodation options, and transport services will be developed depending on the identified need.</li> <li>Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	<p>Letter to all current and past users of the service</p> <p>Letter to all ED/ICU/Women's and children/social work staff</p> <p>Brochure or information sheet with key information about future services</p> <p>Consider key information to be included on public facing website at appropriate time (perhaps when options are determined)</p>





	<p><i>Communications</i></p> <p>Unknown Staff/Patients who use RAS services; Include interstate users via regional healthcare providers; (include Greater Southern Health Care; Greater Murray) Interstate training institutions re student placement (?)</p>	<ul style="list-style-type: none"> <li>• We will keep you informed of changes to the service as decisions are made.</li> </ul> <p style="text-align: center;"><i>over</i></p> <ul style="list-style-type: none"> <li>• Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase capacity to deliver better hospital care for Canberra and the region.</li> <li>• Building 5 Residential Accommodation Services (RAS) will close in mid-2020 to to enable the SPIRE Centre project to progress</li> <li>• The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>• SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>• There will be an impact on the RAS services delivered out of Building 5, however, the shape of the future RAS service is yet to be determined.</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include subsidised and paid accommodation options, and transport services will be developed depending on the identified need.</li> </ul>	<p>Flier</p> <p>Consider key information to be included on public facing website at appropriate time (perhaps when options are determined)</p>
<p><i>Communications</i></p>	<p>Staff general</p>	<p style="text-align: center;"><i>over</i></p> <ul style="list-style-type: none"> <li>• Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase the Territories capacity to deliver better hospital care for Canberra and the region To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will</li> </ul>	<p>All staff email</p>



		<p>close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</p> <ul style="list-style-type: none"> <li>• The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>• SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.</li> <li>• Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	
<p><i>Communications</i></p>	<p>Media if necessary</p>	<p><i>over</i></p> <ul style="list-style-type: none"> <li>• Canberra Health Services is investing an additional \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.</li> <li>• To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</li> <li>• The RAS services affected include temporary ACT/NSW short and long-term staff accommodation and short-term public residential accommodation.</li> <li>• Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> </ul>	<p>Media dot points Prepare a Q &amp; A document as a backup as issues arise through stakeholder engagement</p>



- Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.
- Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.
- Existing staff will be supported either in alternative employment or via redeployment options.

## Monitoring and evaluation

Metrics	Evaluation strategy
Stakeholder feedback	<ul style="list-style-type: none"> <li>• Anecdotal feedback from staff.</li> </ul>
Stakeholder feedback	<ul style="list-style-type: none"> <li>• Anecdotal feedback from patients.</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Negative/positive stories on impact to RAS</li> </ul>



## Contacts

Acting Director: Charlotte Harper

Action Officer: Mark Pace

Phone: (02) 5124 9838

Communications and Government Relations Unit, Canberra Health Services.

# Closure of Building 5 Residential Accommodation Service

## September Update 2019

As announced some months ago, the ACT Government is committed to delivering multiple major infrastructure building projects across the Territory.

On 28 May 2019, the Chief Minister and former Minister for Health and Wellbeing announced the commitment more than \$500 million dollars on the Canberra Hospital campus to construct the Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE). The SPIRE will future-proof hospital facilities for Canberra and our surrounding region by transforming the acute health services delivered by Canberra Health Services.

The location of the SPIRE will be built on the existing Canberra Hospital site. The location is at the eastern end of the campus where the Canberra Health Services Residential Accommodation Services is located. The location will minimise disruption to existing critical care services such as the Emergency Department, Intensive Care Unit, Theatres and helipad. The construction of SPIRE has an anticipated completion date of 2023-24.

Staff, interstate visitors and carers of patients who live more than 100km away from Canberra Hospital will have continued access to the services provided at the Canberra Health Services Residential Accommodation Services until decommissioning and demolition work commences on Building 5 in mid-2020.

Canberra Health Services, with input from stakeholders is considering what alternative solutions are available to provide accommodation services for stakeholders going forward.

We will continue to provide stakeholders with updates as decisions are made. If you have any questions, please contact email [IHSS@act.gov.au](mailto:IHSS@act.gov.au).

We thank you for your patience and understanding while we work to build a state-of-the-art, world class health facility for the people of Canberra and surround region.

### Accessibility

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[www.health.act.gov.au](http://www.health.act.gov.au) | Phone: 132281 | Publication No XXXXX

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**Lowes, Shannon (Health)**

---

**From:** Connor, Brienne (Health)  
**Sent:** Wednesday, 2 October 2019 1:39 PM  
**To:** IHSS  
**Cc:** Wells, Michelle (Health); Drake, Angie (Health)  
**Subject:** RE: Draft social post for angie  
**Attachments:** 2.PNG

UNCLASSIFIED

Hi team,

Angie has just been in touch to request a social media post to go live about tomorrow's consultation session in Canberra. I've provided draft content below for Colm's approval, but we already have a post scheduled for this afternoon around one year of CHS. **Is it possible to please get this cleared before 2.30pm?**



*Help us design the best solution for Canberra Health Services Residential Accommodation Services!*

*Our Residential Accommodation Services are being demolished to allow for the construction of the new Surgical Procedures, Interventional Radiology and Emergency Centre, that will deliver a state-of-the-art emergency, surgical and critical health care facility on the Canberra Hospital campus.*

*We want to hear from you about how we provide this service into the future. To give feedback online visit <https://bit.ly/2ldKzsl> or come to our consultation tomorrow at:*

*Conference Room 2, 2-6 Bowes Street, Phillip ACT  
Thursday 3 October from 2pm-4pm*

*To register email [feedback@communicationlink.com.au](mailto:feedback@communicationlink.com.au)*



Kind regards,

**Brienne Connor | Communications Officer**

Phone: 02 5124 9532 | Email: [brienne.connor@act.gov.au](mailto:brienne.connor@act.gov.au)

**Communications and Government Relations | Canberra Health Services | ACT Government**

Level 2, Building 23 Canberra Hospital, Garran ACT 2605 | [health.act.gov.au](http://health.act.gov.au)

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## Rachel Stephen-Smith MLA

Minister for Aboriginal and Torres Strait Islander Affairs  
Minister for Children, Youth and Families  
Minister for Health  
Minister for Urban Renewal  
Member for Kurrajong

22 November 2019

# Call for local community input as Canberra Hospital is expanded

**As enabling works commence for the new state-of-the-art emergency, surgical and critical healthcare facility at Canberra Hospital, the ACT Government invites nominations from community members interested in helping to shape the project's planning, design and construction.**

A Community Reference Group will be established to enable the local community to have its voice heard throughout the planning and development of the SPIRE Project. This will be an important mechanism for the community to provide comment and feedback, while also recognising that ongoing engagement with the broader community will be critical.

"We know there are a range of issues that are particularly important to the local community, including, safety and traffic arrangements and the way the building looks and feels. This group will enable the SPIRE Project team to work directly with the community to receive their valuable input and to address issues as they arise.

"By working together with clinicians, consumers and the local community we can deliver an emergency, surgical and critical healthcare facility at Canberra Hospital that is technologically advanced, fit-for-purpose and meets the needs of our growing and ageing community," said Minister Stephen-Smith.

Works have now begun to prepare the hospital campus site for the installation of a two-storey modular building which will allow hospital administration staff to be relocated from the footprint identified for the SPIRE Project. The modular building is being fabricated offsite and will be ready for installation starting in December.

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### ACT Legislative Assembly

Phone (02) 6205 2661 Email: [stephen-smith@act.gov.au](mailto:stephen-smith@act.gov.au)

@RachelSS\_MLA

rachelssMLA

rachelss\_mla





## Rachel Stephen-Smith MLA

Minister for Aboriginal and Torres Strait Islander Affairs  
Minister for Children, Youth and Families  
Minister for Health  
Minister for Urban Renewal  
Member for Kurrajong

Enabling works will continue throughout 2020 and will include the relocation of utilities and existing services, ground preparation, and demolition of two buildings. These enabling works will create dozens of jobs for the local workforce.

Meanwhile the design of the SPIRE Project – an almost 40,000sqm facility dedicated to acute and critical healthcare – is being progressed. Currently the design is at concept stage with input from clinicians, consumers and the community being used to inform the building requirements and scope.

“Design of the SPIRE Project is currently at the concept stage, providing opportunity for community input throughout 2020 while the designs are finalised. By starting the enabling works onsite now, we will be ready for construction of the main facility to begin in 2021.

“This is an exciting step forward in the delivery of the SPIRE Project and brings us one step closer to delivering even better healthcare for all Canberrans,” said Minister Stephen-Smith.

Expressions of interest for the local community reference group close on Thursday 12 December, with the kick-off meeting to be held early-2020.

For more information or to register your interest, visit [yoursay.act.gov.au/spire](https://yoursay.act.gov.au/spire).

**Statement ends**

**Media contact/s:**

**Caitlin Cook** T (02) 6207 8731 M 0434 702 827 [caitlin.cook@act.gov.au](mailto:caitlin.cook@act.gov.au)

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### ACT Legislative Assembly

Phone (02) 6205 2661 Email: [stephen-smith@act.gov.au](mailto:stephen-smith@act.gov.au)

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**Attachment A: ARRANGEMENTS BRIEF**

<b>FUNCTION:</b>	Media event and doorstep to showcase project progress with the start of the enabling works onsite, and call for local community reference group nominations.
<b>VENUE:</b>	Building 28, Canberra Hospital, Hospital Road, Garran ACT. (Map below).
<b>HOST:</b>	Name: Duncan Edghill, Chief Projects Officer, MPC Mobile: [REDACTED]
<b>DAY:</b>	Friday
<b>DATE:</b>	22 November 2019
<b>TIME:</b>	1pm media event and doorstep
<b>TIME COMMITMENT:</b>	20 minutes
<b>CATERING:</b>	n/a
<b>DRESS CODE:</b>	Business
<b>YOUR ROLE:</b>	Address media
<b>WHERE TO PARK:</b>	Parking is available in the multi-deck carpark accessed via Bateson Road
<b>WHO WILL MEET YOU:</b>	Nikki Pulford, Executive Branch Manager, MPC [REDACTED] Meet at multi-deck carpark pedestrian entrance (off Hospital Road) as indicated on the map.
<b>ADVISOR ATTENDING:</b>	n/a
<b>AUDIENCE:</b>	Members of the media
<b>VIPs:</b>	n/a
<b>PAST INVOLVEMENT:</b>	Yes

**ACT Legislative Assembly**

 London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia  
 Phone +61 2 6205 2661 Email [stephen-smith@act.gov.au](mailto:stephen-smith@act.gov.au)


@RachelSS\_MLA



rachelssMLA



rachelss\_mla

<b>SENSITIVITIES:</b>	Initial community consultation has indicated three areas of concerns: safety, traffic and parking. The community has also queried the site selection for SPIRE Project and how it ties into the broader hospital campus master plan.
<b>ORDER OF CEREMONIES</b>	1:00pm-1:08pm: Media announcement 1:08pm-1:20pm: Doorstop
<b>MEDIA:</b>	Yes
<b>SOCIAL MEDIA ACCOUNTS</b>	Facebook – Minister’s account, ACT Government, Canberra Health Services and ACT Health Twitter – as above.
<b>OUTSTANDING REGULATORY ISSUES</b>	n/a

**Map**





## Help us shape the future service

The ACT Government is investing in the Canberra Hospital site over the coming years. A major part of this work is the construction of the Surgical Procedures, Interventional Radiology and Emergency centre. Building 5 and several other older buildings on the hospital campus will be demolished to enable building works to proceed.

Building 5 currently houses the important Residential Accommodation Services which provides short-term, affordable accommodation for outpatients requiring healthcare treatment in the ACT, and for their carers and families supporting them there.

The Residential Accommodation Services will continue to operate in its current form until mid-2020.

In order to ensure the continuity of the Residential Accommodation Services for outpatients and carers beyond mid-2020, Canberra Health Services want to understand the accommodation needs of people who use the service and live outside the ACT, and identify alternative options to support outpatients, carers and families after the building is demolished.

### Have your say

Over the coming weeks you will have opportunity to provide feedback on the current Residential Accommodation Services and to suggest how this service may be provided to outpatients and carers in the future. Depending on your location and availability, this feedback may be made via online survey, drop-in sessions or workshops.

To contribute your feedback and suggestions to the future Residential Accommodation Services, please sign up here:

Email: [feedback@communicationlink.com.au](mailto:feedback@communicationlink.com.au)

#### ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: [www.health.act.gov.au/accessibility](http://www.health.act.gov.au/accessibility)

[www.health.act.gov.au](http://www.health.act.gov.au) | Phone: 132281

# RESIDENTIAL ACCOMMODATION SERVICES



**ACT**  
Government

**Canberra Health  
Services**

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## Help us shape the future service

The ACT Government is investing in the Canberra Hospital site over the coming years. A major part of this work is the construction of the Surgical Procedures, Interventional Radiology and Emergency centre. Building 5 and several other older buildings on the hospital campus will be demolished to enable building works to proceed.

Building 5 currently houses the important Residential Accommodation Services which provides short-term, affordable accommodation for outpatients requiring healthcare treatment in the ACT, and for their carers and families supporting them there.

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In order to ensure the continuity of the Residential Accommodation Service for outpatients and carers beyond mid-2020, Canberra Health Services want to understand the accommodation needs of people who use the service and live outside the ACT, and identify alternative options to support outpatients, carers and families after the building is demolished.

### Have your say

Over the coming weeks you will have opportunity to provide feedback on the current Residential Accommodation Services and to suggest how this service may be provided to outpatients and carers in the future. Depending on your location and availability, this feedback may be made via online survey, drop-in sessions or workshops.

To register your interest in contributing to the future Residential Accommodation Service, please sign up here:

Online: [https://www.surveymonkey.com/r/ROI\\_PAS](https://www.surveymonkey.com/r/ROI_PAS) OR

Email: [feedback@communicationlink.com.au](mailto:feedback@communicationlink.com.au)



# Building 5 Residential Accommodation Services (RAS) Changes Communications and Engagement Plan

## Background

Building 5 Residences will close in mid-2020 to facilitate the construction of the ACT's new SPIRE facility.

The SPIRE Facility will increase the ACT's capacity to deliver acute, hospital-based health care in a modern, purpose-built facility. It will see over \$500 million invested in the Canberra hospital campus. Following extensive planning and feasibility work, SPIRE will be built at the eastern end of the hospital campus.

This announcement has implications for the health facilities currently located in the new SPIRE building footprint. These services include Canberra Sexual Health Centre, Child at Risk Health Unit (CARHU), Staff Development Unit, and Residential Accommodation Services. Changes to these accommodation services will also impact interstate users travelling to the ACT to receive care, and to care for unwell family members.

Residential Accommodation Services include:

- Temporary staff accommodation (although some CHS ACT/NSW staff some of whom have been resident here for several years)
- Temporary public residential accommodation (Level 3 for short stay ACT/NSW patients)

Support services for short/long stay visitors located in Building 5 include:

- Four reception services staff
- Two volunteer staff
- Director of Operational Support Services

The ACT Minister for Health announced on 28 May 2019 the closure of Building 5, which is necessitating strategic communications with those impacted by pending changes to allow for the construction of the new SPIRE facility. The communications and engagement objective are to share information with key stakeholders, consider feasible options for future accommodation options, and ease the concerns of impacted users and staff going forward.

This communication and engagement plan is a short-term document to articulate the key messages to both staff and other users of the facility. There has been no final decision made about RAS services going forward, however Canberra Health Services has made a commitment that there will be no forced redundancies for existing staff and that they will be supported with redeployment options once options have been identified.

## Key messages

- The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.
- To enable the SPIRE construction to progress as planned, Building 5 Residential Accommodation Services (RAS) will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.
- The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential accommodation.
- Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.
- Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options which include the Interstate Patient Travel Accommodation Assistance Scheme (IPTAAS) and other accommodation options, and transport services will be developed depending on the identified need.
- Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.
- Existing staff within Residential Accommodation Services will be supported either in alternative employment or via redeployment options.



- In accordance with all ACT Public Sector Enterprise Agreements, employees who are employed permanently or long-term temporary basic may apply for reimbursement of reasonable relocation expenses. This provision allows for a pre-determined ceiling limit of \$12k for a single person with no dependents, an additional \$2k for the first six dependents and \$1,750k for the seventh and further dependents.

## Stakeholder Identification

An identification of key stakeholders has been undertaken and a plan for engagement now developed. This plan may evolve depending on the outcomes of early discussions.

The communications and engagement objective is to:

- share information with key stakeholders to make sure everyone has the most up to date information
- to obtain feedback and consider feasible options for future accommodation options, and to
- ease the concerns of impacted users and staff going forward

It is acknowledged that early information to the right areas is imperative to maintain control over the message going forward and to reduce concern and worry in the community by those who have used the service and may need to use it in the future. Methods of communication and engagement will include a variety of options including written correspondence, face to face meetings, internet, all staff emails, digital screen messages across CHS, and the development of appropriate collateral identifying options, at the right time.

Stakeholder	Level of Interest	Engagement/communication method	Date
Student Placement Unit	Work with placed students;	Face to face written correspondence	TBC as work on next steps progress
Interstate training institutions re student placement	Referral training providers that provide information to incoming students for placement.	Written correspondence/email	ASAP

<p>Medical Officer Support, Credentialing, Employment and Training Unit (MOSCETU)</p>	<p><u>Secondments</u>: support doctors who are seconded to the ACT; About 12-25 seconded doctors per annum; <u>Locums</u>: hundreds, four per week for the 7 day shifts but as many as 15 at one time. Most stay in B5 residences. <u>Registrars</u> and Junior Doctors from interstate: 250 new doctors each year; <u>Interns</u>: about 100 from interstate – some have accommodation, some use B5 residences <u>Registrars</u>: 150 from outside the ACT; Offered 6 weeks in B5 residences whilst seeking permanent accommodation;</p>	<p>Face to face Written correspondence</p>	<p>TBC as work on next steps progress</p>
<p>Clinical staff who reside at RAS (IM to provide details)</p>	<p>Already have a direct interest in the future arrangements of RAS</p>	<p>Written correspondence Drop in session</p>	<p>ASAP</p>
<p>Critical Care Division (Narelle Boyd)</p>	<p>Greater than 60% of patients admitted to ICU/ED are from interstate; Risk that if there is no facility for family members to stay, likelihood of family members sleeping on lounges/chairs in the critical care space is higher;</p>	<p>Face to face</p>	<p>When more information available</p>
<p>Surrounding district health care providers Greater Southern Area Health Care (Braidwood, Cooma, Culcairn) Murrumbidgee Local Health District (Wagga)</p>	<p>Regional health providers that refer patients to the ACT</p>	<p>Written correspondence/email</p>	<p>ASAP</p>



Southern Area Local Health District	Referrer of interstate patients; neighbouring health network	Written correspondence/email	ASAP
Patients who use RAS services; Include interstate users via regional healthcare providers;	May have ongoing health issues; Concerned about cost for accommodation if coming to Canberra for treatment;	Written communications	ASAP
Local Staff who work with patients – ie to organise surgical bookings etc and refer to patient accommodation	Need to know how to refer in the future;	Face to face Written communications	ASAP
Interstate staff	Staff who are currently using RAS intermittently, or occasionally. Some staff may have ongoing arrangements such as locums or commuters to the ACT	Written communications	Once next steps are determined
Social Work and Aboriginal Liaison Office	Support the most vulnerable clients from the South Coast	Face to face (ongoing) Written communication	Meetings underway
Staff who work at RAS (4)	Need to know about employment arrangements going forward and how to manage future bookings;	Face to face (ongoing)	Already underway
Media outlets	acknowledged that may be a hot issue – important to be proactive with information preparation and release at the right time	Media dot points in preparation; Q&A to be developed Look for positive stories about SPIRE and next steps	23 August
Unions	Interest in employee provisions; Responding to concern from members;	Face to face Written communication	Once next steps are determined

Australian Salaried Medical Officers Association (ASMOF)	Junior medical short-term secondment – are entitled to a provision of accommodation at the secondment location in accordance with clause 63 of the ACT Public Sector Medical Practitioner Enterprise Agreement 2013-17	Face to face Email/correspondence follow up	Once next steps are determined
Other stakeholders			
Health Care Consumers Association	Already raised concerns; worried about the future of patient accommodation options;	Meeting/face to face Written	After Sept meeting drafted
Carers ACT	Expected to raise concerns; worried about the future of patient accommodation options;	Meeting/face to face written	After Sept meeting
Mens Sheds	Already raised concerns; worried about the future of patient accommodation options;	Written response	In draft
Breast Care nurses	Expected to raise concerns; worried about the future of patient accommodation options;	Face to face/written correspondence	ASAP
Eden Monaro Cancer support group	Expected to raise concerns; worried about the future of patient accommodation options;	Written correspondence	In draft
Other hospitals: Calvary HC, John James, National Capital Hospital	May refer families or patients to RAS from time to time.	Written correspondence	ASAP



## Communications approach

Implementation	Audience	Key messages	Communication channel
<p><i>Communications</i></p>	<p>Known Staff/Patients who use RAS services</p> <p>Include interstate users (known)</p> <p>Unions and stakeholders</p> <p>Unknown Staff/Patients who use RAS services;</p> <p>Include interstate users via regional healthcare providers;</p> <p>Interstate training institutions re student placement</p> <p>Referring training institutions</p> <p>Referring other hospitals</p> <p>Other stakeholders</p>	<ul style="list-style-type: none"> <li>• The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase capacity to deliver better hospital care for Canberra and the region.</li> <li>• There will be an impact on the RAS services delivered out of Building 5, however, the shape of the future RAS service is yet to be determined.</li> <li>• Building 5 Residential Accommodation Services (RAS) will close in mid-2020 to enable the SPIRE project to progress as planned.</li> <li>• The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>• SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020</li> <li>• Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>• Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options that include the Interstate Patient Travel Accommodation Assistance Scheme (IPTAAS) and other</li> </ul>	<p>Letter to all current and past users of the service</p> <p>Letter to all ED/ICU/Women's and children/social work staff</p> <p>Brochure or information sheet with key information about future services</p> <p>Consider key information to be included on public facing website at appropriate time (perhaps when options are determined)</p>

		<p>accommodation options, and transport services will be developed depending on the identified need.</p> <ul style="list-style-type: none"> <li>Existing staff will be supported either in alternative employment or via redeployment options.</li> <li>We will keep you informed of changes to the service as decisions are made.</li> </ul>	
<i>Communications</i>	Internal Staff general	<ul style="list-style-type: none"> <li>The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase the Territories capacity to deliver better hospital care for Canberra and the region.</li> <li>To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</li> <li>The RAS services impacted include temporary ACT/NSW short and long-term staff accommodation and short-term public residential (patient) accommodation.</li> <li>SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.</li> </ul>	<p>All staff email</p> <p>Digital screens (at appropriate time)</p>



		<ul style="list-style-type: none"> <li>Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	
<p><i>Communications</i></p>	<p>Media if necessary</p>	<ul style="list-style-type: none"> <li>The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.</li> <li>To enable the SPIRE Centre construction to progress as planned, Building 5 Residences will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.</li> <li>The RAS services affected include temporary ACT/NSW short and long-term staff accommodation and short-term public residential accommodation.</li> <li>Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.</li> <li>Canberra Health Services is now considering, with input from impacted stakeholders, what alternative options need to be considered to support accommodation services for patients and staff going forward. This work is currently underway, and it is envisaged that a range of different options will be developed depending on the identified need.</li> <li>Changes to the RAS service include the permanent closure of short-term on campus accommodation in line with similar health facilities across Australia.</li> <li>Existing staff will be supported either in alternative employment or via redeployment options.</li> </ul>	<p>Media dot points</p> <p>Prepare a Q &amp; A document as a backup as issues arise through stakeholder engagement</p>

## Engagement Action Plan

Activity/Method of engagement	Audience/stakeholder	Deadline
Meetings: external stakeholders	Include carers and consumer groups, and any other external groups for face to face discussion	scheduled from September
Meetings: various internal stakeholders	First meeting already held with second scheduled for early September	scheduled
Written responses	Responses to go to those who have already made representation to Minister or CHS	Response written
General all-staff information	All staff email / health hub message	By Week 25 August
Media preparation – Q&A	Preparatory for media interest	23 August
Drop in sessions	All RAS residences to be invited – two sessions at different times	Mid September
Flyer/Brochure	For internal stakeholders, RAS staff and residences, referrers (local and interstate), training and education providers referring staff, interstate hospitals and health providers; other local hospitals,	TBC: once next steps are determined (options)
Ministerial brief	Regular updates to the Minister for Health and wellbeing	Regular
Webpage info	Work with SPIRE communications to ensure regular information is provided about building 5 RAS. Consider webpage information for CHS	Regular



## Monitoring and evaluation

Metrics	Evaluation strategy
Internal Stakeholder feedback	Anecdotal feedback from staff Options developed General comfort and support for options Feedback loop to RAS team
Community and consumer feedback	Anecdotal feedback from patients, carers and consumers Options suitable to stakeholders Negative media minimised and managed
Media	Negative/positive stories on impact to RAS Interest level in issue

## Contacts

Senior Director: John Ludvigson

Action Officer: Angie Drake

Phone: (02) 5124 9838

Communications and Government Relations Unit, Canberra Health Services.

## **Media talking points – ABC Bega**

### **Building 5 – Residential Accommodation Services**

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(Journalist: Claire Wheaton)

#### **Questions:**

- Why is building 5 closing
- When it will be closing
- What regional patients will do after 2020.

#### **Responses:**

##### **Why is building 5 closing?**

- The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.
- A number of buildings, including building 5 currently occupy the existing footprint of where SPIRE will be constructed.
- These buildings are the original buildings from the 1970's so they are ageing buildings.
- To enable the SPIRE construction to progress as planned, Building 5 Residential Accommodation Services (RAS) will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.
- We know that residential accommodation for patients and carers is very important for that people who need to travel to the ACT for health services at our hospital;

##### **When will it be closing?**

- Early SPIRE Building works will commence in late 2019 but this will not affect Building 5 or the RAS service located there until mid-2020.

- We plan to be able to phase out services in time for closing from mid-2020 – that date is still to be confirmed – however we anticipate that we will have a range of alternative options to phase in from that time for patient accommodation services.
- We will be looking at short to medium term options, and long term options to support patients who need accommodation when coming to the ACT for medical care and treatment.

### **What will regional patients do after 2020?**

- As I said, Canberra Health Services will be considering options to support patients who travel from the ACT but first want to talk to carers, patients and the community about their experiences so that any decisions we make, are well informed.
- Canberra Health Services has begun an independently facilitated project to undertake engagement with consumers, carers and community organisations.
- We want to talk to those people who have used the services and hear what they have to say – and we want their help in designing future options for patient support and accommodation.
- We have also been engaging with the Southern NSW Local Health District and will continue to do so to make sure we can hear first hand from those people who travel from around the region.
- Anyone who is interested in being part of this engagement process can send an email to
  - [FEEDBACK@Communicationlink.com.au](mailto:FEEDBACK@Communicationlink.com.au)
  - Or please call

## Media talking points

### Building 5 – Residential Accommodation Services

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#### Questions:

- What consultation is occurring this week regarding Patient accommodation services for interstate patients traveling to the Canberra hospital for treatment

#### Key lines

- The ACT Government is investing more than \$500 million on the Canberra Hospital campus to increase the Territory's capacity to deliver better hospital care for Canberra and the region.
- A number of buildings, including building 5 currently occupy the existing footprint of where SPIRE will be constructed.
- These buildings are the original buildings from the 1970's so they are ageing buildings.
- To enable the SPIRE construction to progress as planned, Building 5 Residential Accommodation Services (RAS) will close in mid-2020 requiring alternative options to be considered and finalised prior to that time.
- We know that residential accommodation for patients and carers is very important for that people who need to travel to the ACT for health services at our hospital;
- The building will stay operational until mid 2020.

#### Consultation details

- Canberra Health Services will be considering options to support patients who travel from the ACT but first want to talk to carers, patients and the community about their experiences so that any decisions we make, are well informed.
- Canberra Health Services has begun an independently facilitated project to undertake engagement with consumers, carers and community organisations.



- We want to talk to those people who have used the services and hear what they have to say – and we want their help in designing future options for patient support and accommodation.
- We have also been engaging with the Southern NSW Local Health District and will continue to do so to make sure we can hear first hand from those people who travel from around the region.

You can provide feedback in the following ways:

**Feedback workshops:**

**Goulburn:** Goulburn Soldiers Club; Tuesday 1 October, 9am – 11am

**Bega:** Bega Valley Commemorative Civic Centre, Tuesday 1 October, 5pm – 7pm

**Batemans Bay:** Coach House, Wednesday 2 October, 9am – 11am

**Canberra:** ACT Health Directorate, Bowes Street, Phillip, Thursday 3 October, 2pm – 4pm

To register for these events, please email: [feedback@communicationlink.com.au](mailto:feedback@communicationlink.com.au)

Online survey: <https://www.surveymonkey.com/r/RASfuture>

See also article from today:

<https://www.begadistrictnews.com.au/story/6412930/feedback-sought-on-canberra-hospital-accommodation-closure/>

We require an update to this page:

<https://www.health.act.gov.au/hospitals-and-health-centres/canberra-hospital/residential-accommodation>

## **Future changes to Residential Accommodation Services at Canberra Hospital**

The Building 5 Residential Accommodation Services will be closing in mid-2020 to make way for the SPIRE centre building works to commence.

Canberra Health Services has been consulting with the community, both locally and around the NSW south east region to obtain important feedback about needs and suggestions for future Residential Accommodation Services beyond mid-2020.

A number of workshops were conducted during September and October in Bega, Goulburn, Bateman's Bay and Canberra so that we were able to talk to as many people as possible who have either used the service or have a family member who has. These workshops have provided a great deal of feedback about the experiences of patients and carers who have made suggestions for future options. An online survey was also conducted which received more than 1,200 responses. Once all of the information has been gathered and analysed, Canberra Health Services will provide an update.

(please delete factsheet)





**ACT**  
Government

**Canberra Health  
Services**

Dear [Title and Surname followed by 2 x returns]

**Help us design the optimal solutions for Canberra Health Services Residential Accommodation Services.**

The ACT Government is investing in the Canberra Hospital over the coming years. The Surgical Procedures, Interventional Radiology and Emergency centre (SPIRE) facility will deliver a state-of-the-art emergency, surgical and critical healthcare facility on the Canberra Hospital campus.

The Building 5 Residential Accommodation Services is closing on its current site however work is currently underway to determine how we provide this service for patients and their carer's, into the future. Several older buildings on the hospital campus, including Building 5 where the Residential Accommodation Services operates, are being demolished in mid-2020 to allow for the construction of the SPIRE centre. Residential Accommodation will continue to operate and will be available to outpatients and their carers until mid-2020.

Your input is very important. We want to:

- Hear how the current Residential Accommodation Services has met these needs to date.
- Know if the current Residential Accommodation Services may have better supported outpatients/families during their stay.
- Identify all possible options for alternative accommodation services in the future.

There are many ways to provide feedback, such as by attending workshops at some of our main regional referral areas and in Canberra. For those unable to attend a workshop session and those in other centres, an online survey is available to capture your feedback.

Details of all feedback channels are as follows:

- Complete an online survey at <https://www.surveymonkey.com/r/RASfuture>
- Feedback will be collected from current users of the service at Building 5 on Wednesday 25 September.
- Attend a feedback workshop. Workshops are being held as follows:
  - Goulburn: Tuesday 1 October, 9am – 11am
    - Goulburn Soldiers Club, 15 Market Street, Goulburn
  - Bega: Tuesday 1 October, 5pm – 7pm
    - Bega Valley Commemorative Civic Centre, Zingel Place, Bega
  - Bateman's Bay: Wednesday 2 October, 9am – 11am
    - Coach House, 49 Beach Road, Batemans Bay
  - Canberra: Thursday 3 October, 2pm – 4pm,
    - Conference Room 2, 2-6 Bowes Street, Phillip ACT
- To register, please email: [feedback@communicationlink.com.au](mailto:feedback@communicationlink.com.au)

To ensure others in your organisation also have opportunity to participate in this feedback we ask that you please send the attached Fact Sheet and FAQs to your members/clients, so they are informed and can also register their interest to contribute.

Yours sincerely  
Mr. Colm Mooney  
Executive Group Manager  
Infrastructure and Health Support Services  
Canberra Health Services

Month 2019







# Building 5 Residential Accommodation Services

will continue to provide services to you, and your  
family until



Mid  
2020



# Residential Accommodation Services



BEDROOMS  
ON LEVEL 3

## BUILDING 5

CANBERRA HOSPITAL CAMPUS



2 FAMILY ROOMS



2 EMERGENCY ROOMS

6



TWO BEDS PER UNITS  
**DUFFY HOUSE**

DUFFY ACT 2611



**8.6km**

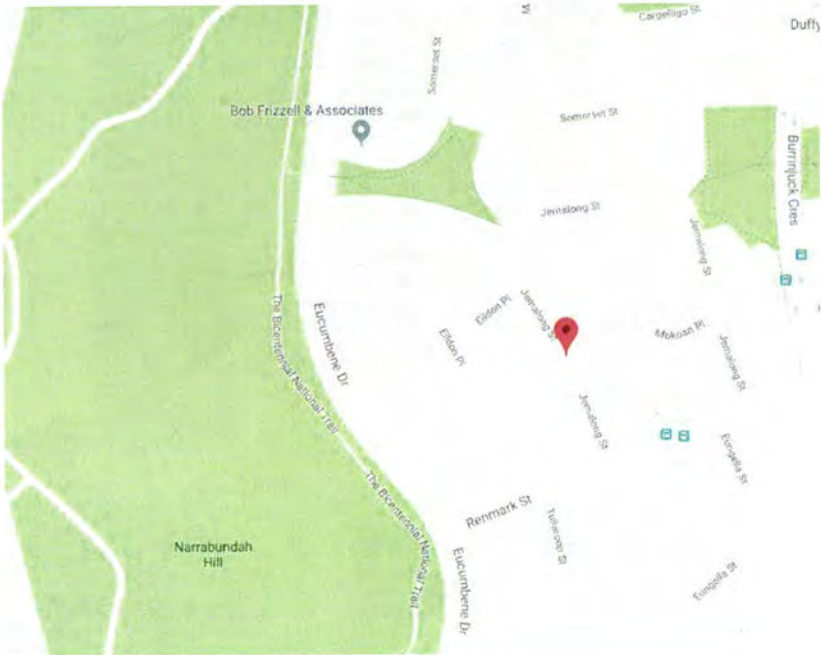
AWAY FROM  
CANBERRA HOSPITAL



# Building 5 Residential Accommodation Services

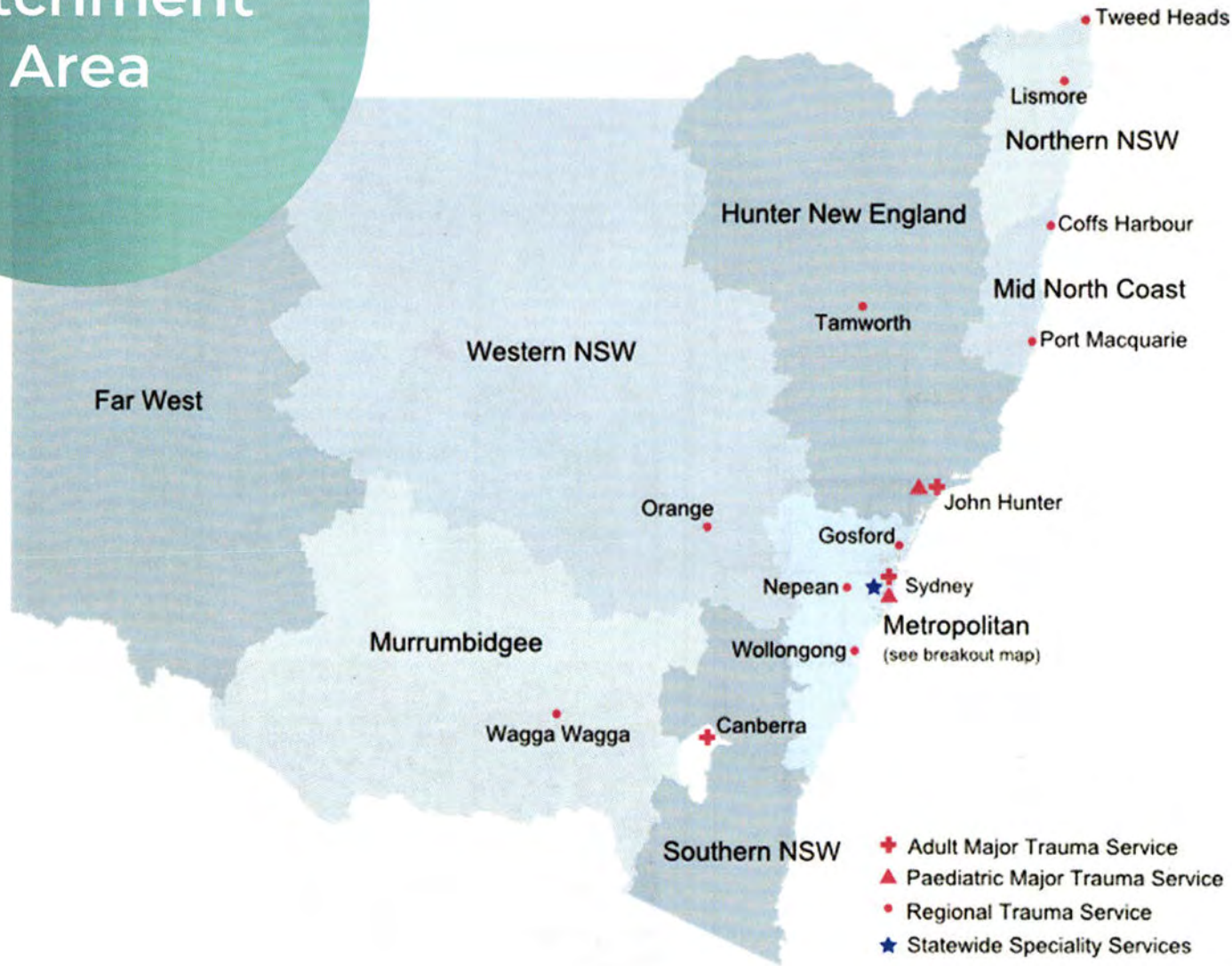


# Duffy House Residential Accommodation Services





# Catchment Area



- ✚ Adult Major Trauma Service
- ▲ Paediatric Major Trauma Service
- Regional Trauma Service
- ★ Statewide Speciality Services

**Metropolitan Major Trauma Services:**

1. Children’s Hospital at Westmead
2. Westmead Hospital
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5. Sydney Children’s Hospital
6. Royal Prince Alfred Hospital
7. St George Hospital
8. Liverpool Hospital

**Statewide Speciality Services:**

- Severe Burn Injury Service -**  
 Royal North Shore Hospital  
 Concord Hospital  
 Children’s Hospital at Westmead

**Spinal Cord Injury Service -**

- Royal North Shore Hospital  
 Prince of Wales Hospital  
 Children’s Hospital at Westmead  
 Sydney Children’s Hospital





# Isolated Patient Travel Accommodation Assistance Scheme



SINGLE ROOM

**\$43**

Per night

DOUBLE ROOM

**\$60**

Per night



# Residential Accommodation Services

Duffy House



2017-18




2018-19



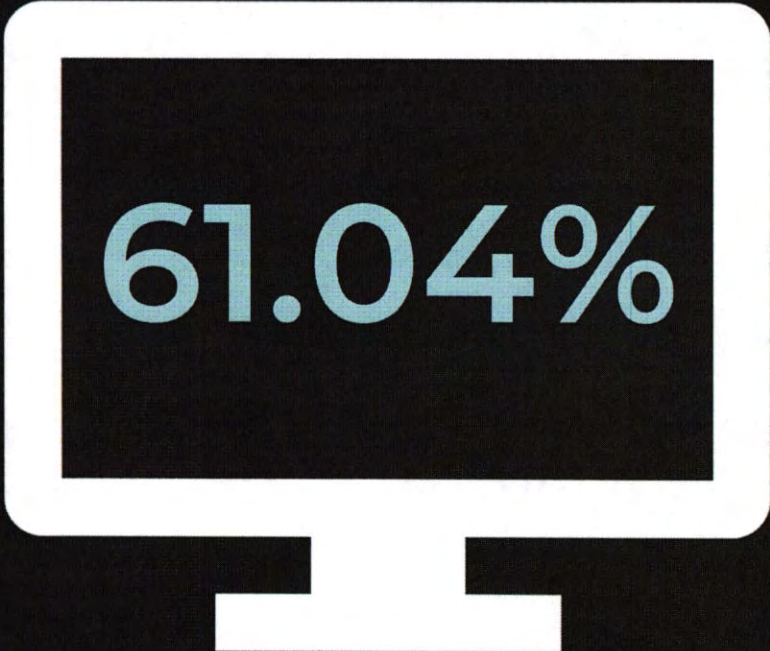
# Residential Accommodation Services

Building 5 Canberra Hospital

A white outline of a computer monitor with a stand, containing the percentage 55.64% in teal text.

55.64%

2017-18

A white outline of a computer monitor with a stand, containing the percentage 61.04% in teal text.

61.04%

2018-19





# Canberra Health Services Modernisation



**ACT**  
Government

**Canberra Health  
Services**



# Canberra Hospital 1975





# Canberra Hospital 2019





# Canberra Hospital Modernisation



CLINICAL  
**SERVICES**  
PLAN



CAMPUS  
**MASTER**  
PLAN



PARKING  
**STRATEGY**





# Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre

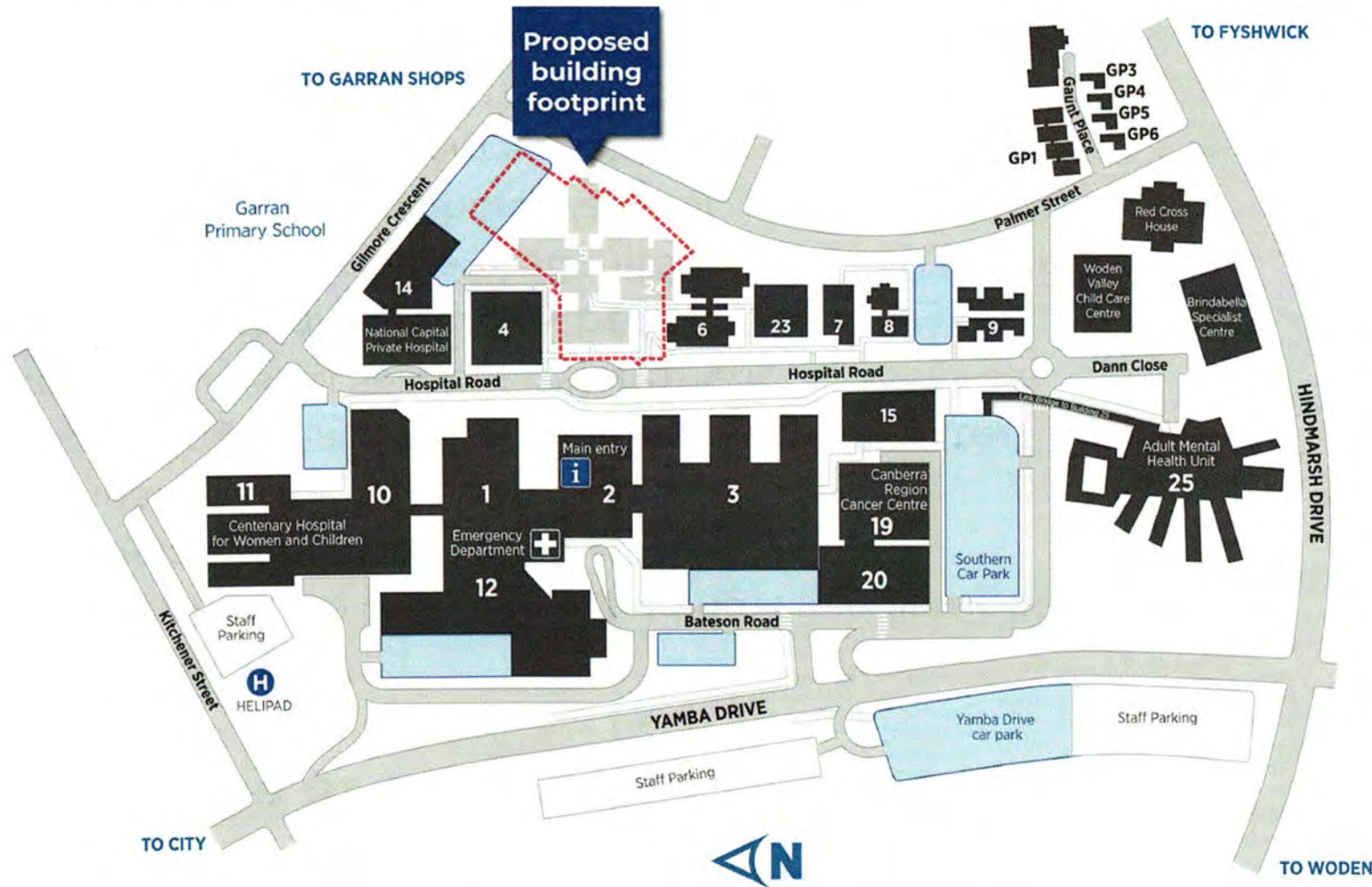


**ACT**  
Government

**Canberra Health Services**



# Site for the new Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre





state-of-the-art  
surgical, procedural  
and imaging facilities



additional  
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an expanded Emergency  
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a coronary  
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more operating  
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a larger intensive  
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## What will the SPIRE project deliver?

- ❑ 148 inpatient beds
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**SPIRE Project Enabling Works**




Deliver new accommodation for staff and services in buildings 5 and 24  
2019 -2020



**SPIRE Project Enabling Works**



Demolition of buildings 5 and 24  
Late 2020



**SPIRE Project Main Works**



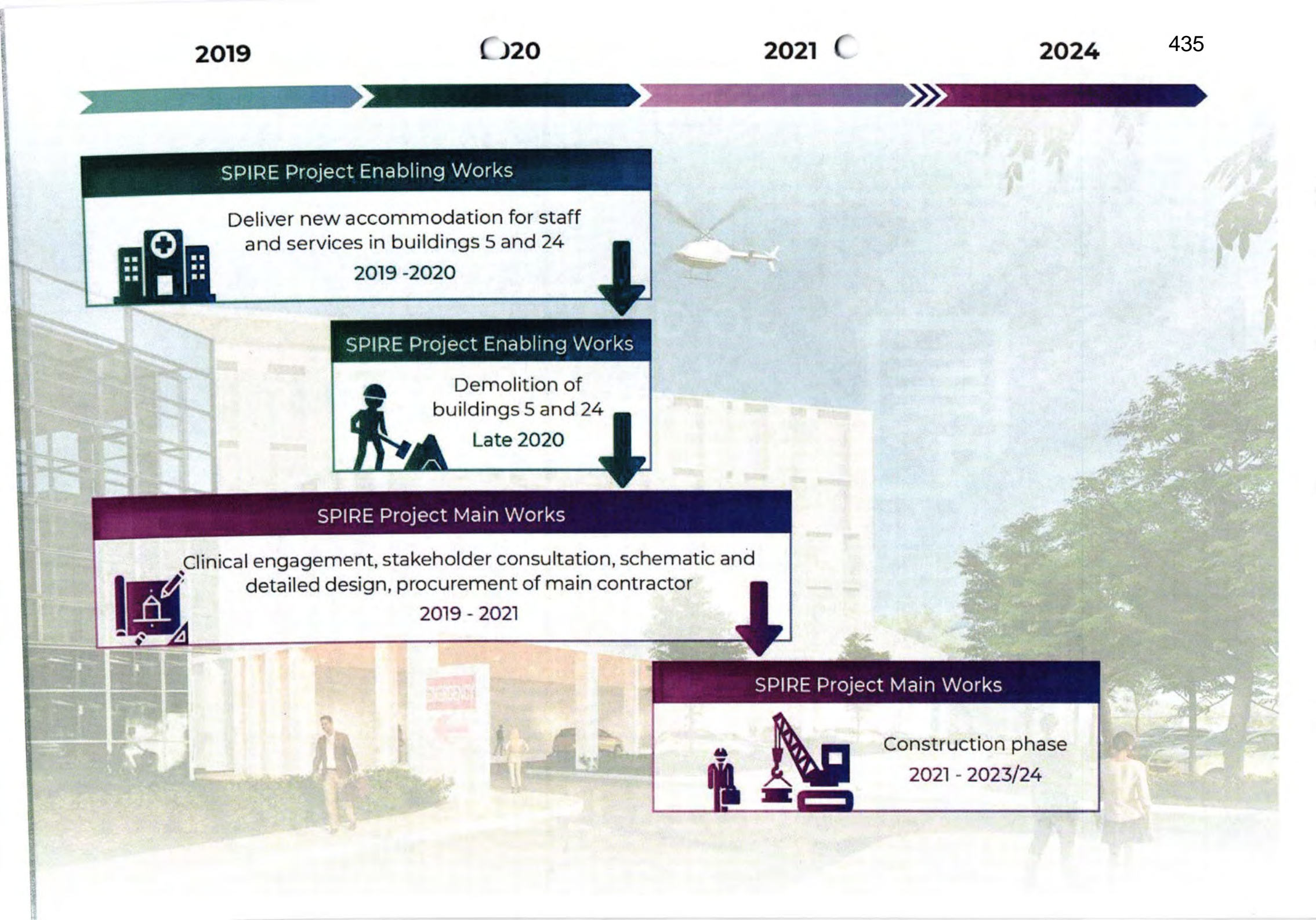
Clinical engagement, stakeholder consultation, schematic and detailed design, procurement of main contractor  
2019 - 2021



**SPIRE Project Main Works**



Construction phase  
2021 - 2023/24





# NEXT STEPS

OPTIMAL SOLUTIONS PAPER DEVELOPED FOR  
CONSIDERATION BY THE HEALTH MINISTER &  
CANBERRA HEALTH SERVICES EXECUTIVE  
INCORPORATING YOUR FEEDBACK



END OF



# 2019





**Any questions?**



**ACT**  
Government

**Canberra Health  
Services**





**ACT**  
Government

**Canberra Health  
Services**



# Outpatient and Carers Residential Accommodation Services



# Building 5 Residential Accommodation Services

will continue to provide services to you, and your  
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Mid  
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# Residential Accommodation Services



BEDROOMS  
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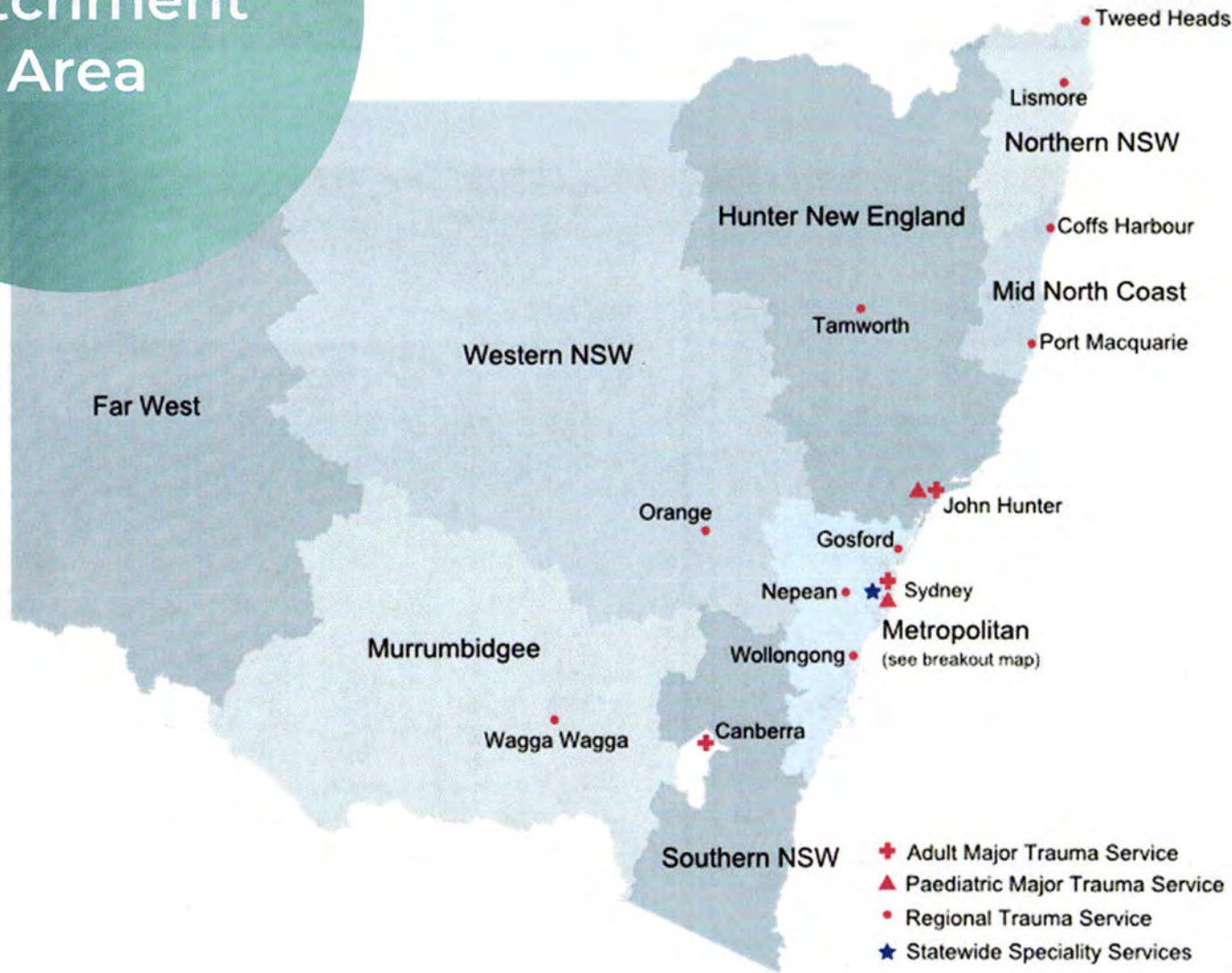


# Duffy House Residential Accommodation Services





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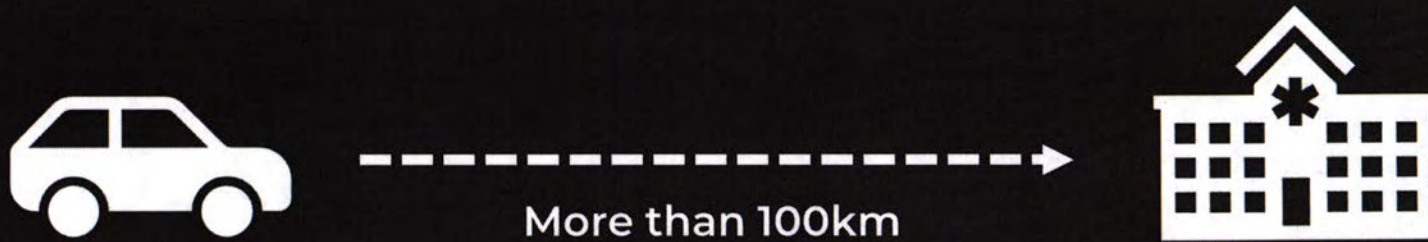
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Per night

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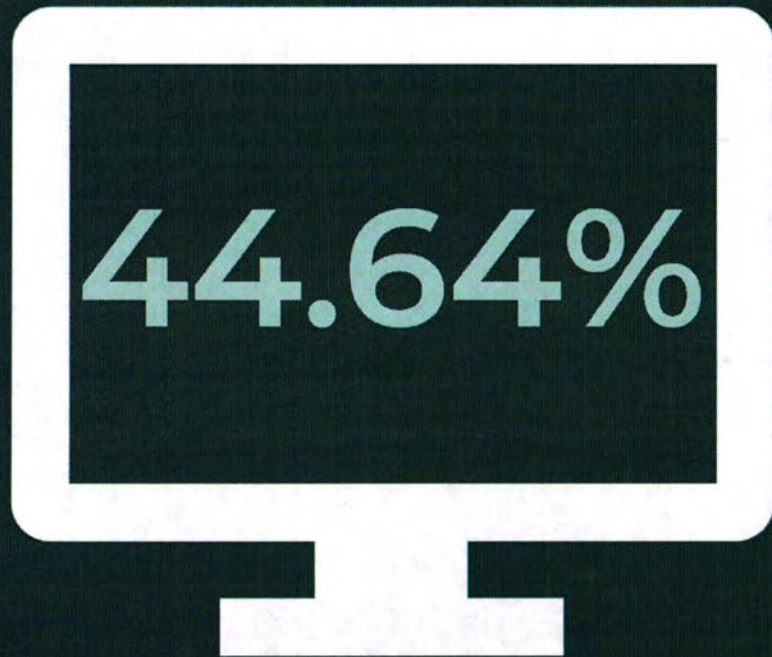
**\$60**

Per night

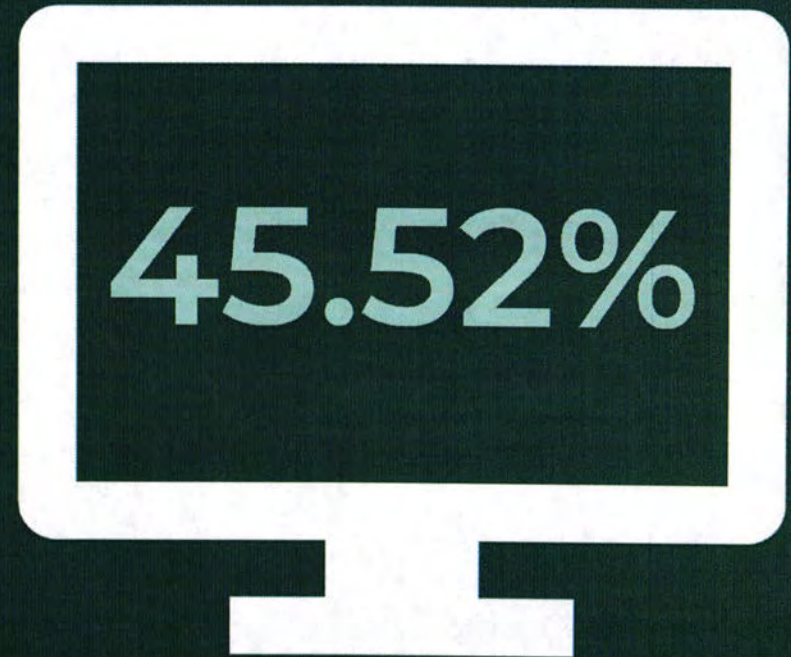


# Residential Accommodation Services

## Duffy House



2017-18



2018-19



# Residential Accommodation Services

Building 5 Canberra Hospital



2017-18



2018-19





# Canberra Health Services Modernisation

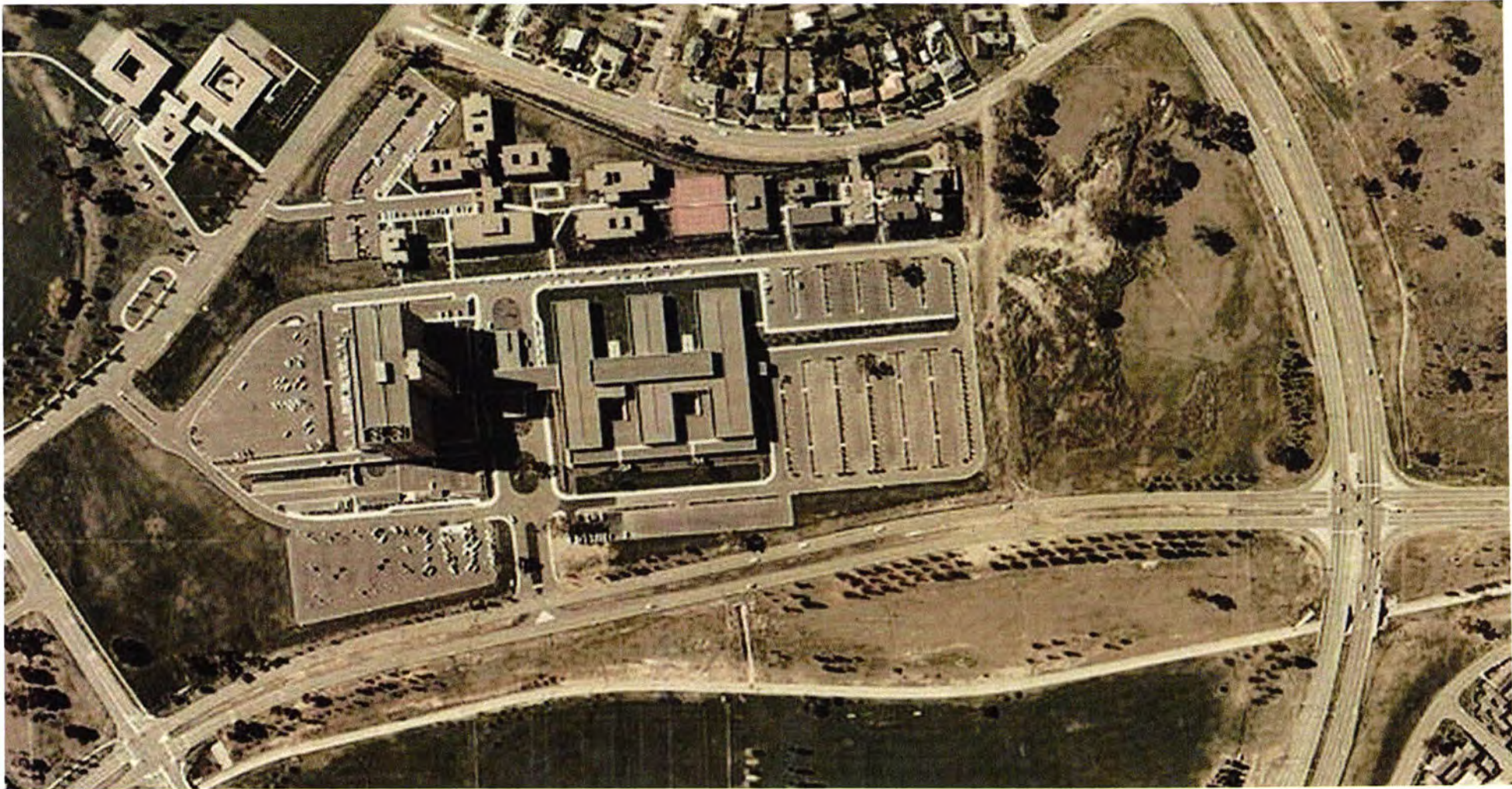


**ACT**  
Government

**Canberra Health  
Services**



# Canberra Hospital 1975





# Canberra Hospital 2019

## Rating

- 4 - Excellent
- 3 - Good
- 2.5 - Fair
- 2 - Poor
- 1 - Very Poor





# Canberra Hospital Modernisation



CLINICAL  
**SERVICES**  
PLAN



CAMPUS  
**MASTER**  
PLAN





# Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre

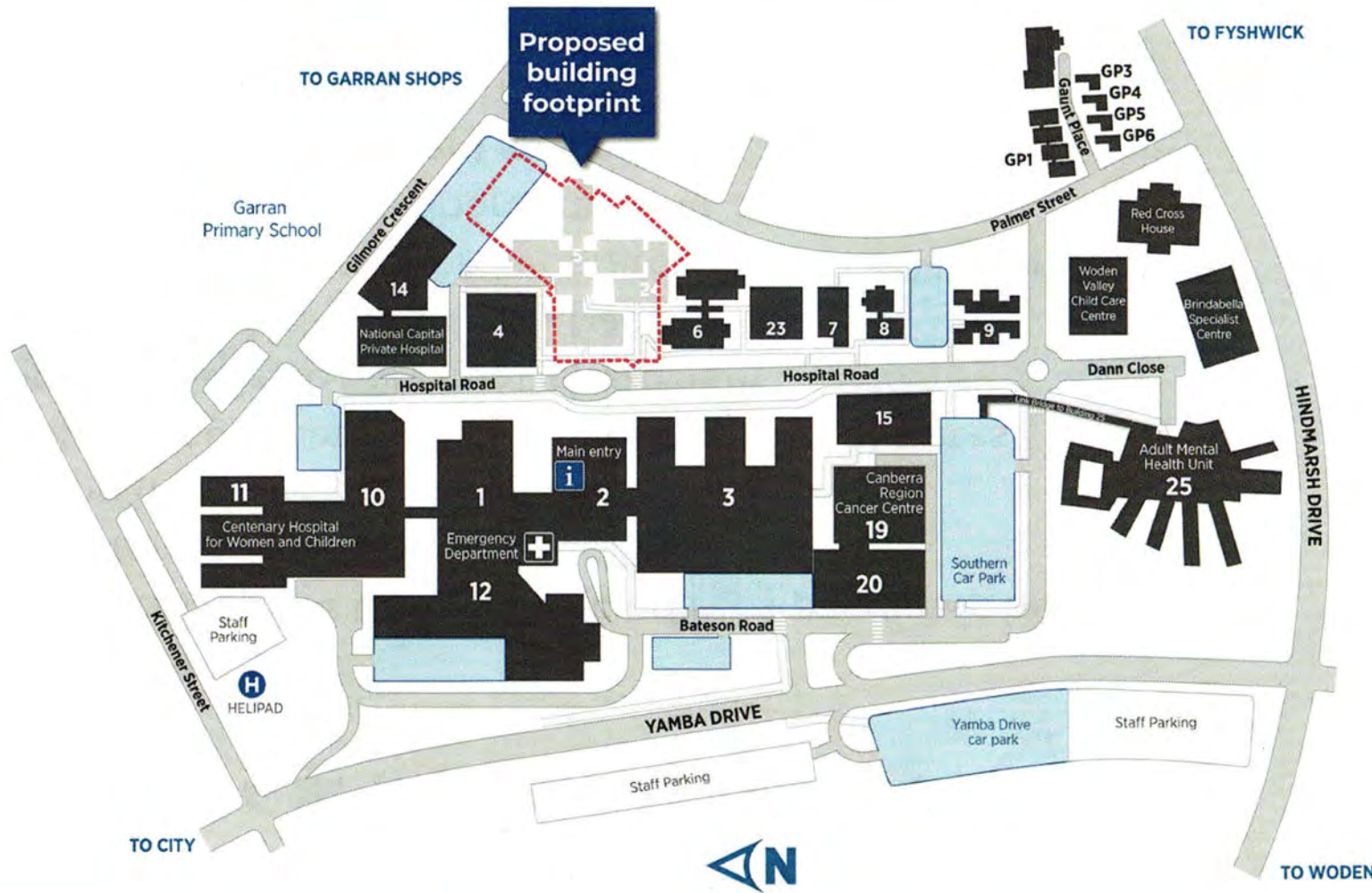


**ACT**  
Government

**Canberra Health  
Services**



# Site for the new Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre





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Demolition of buildings 5 and 24  
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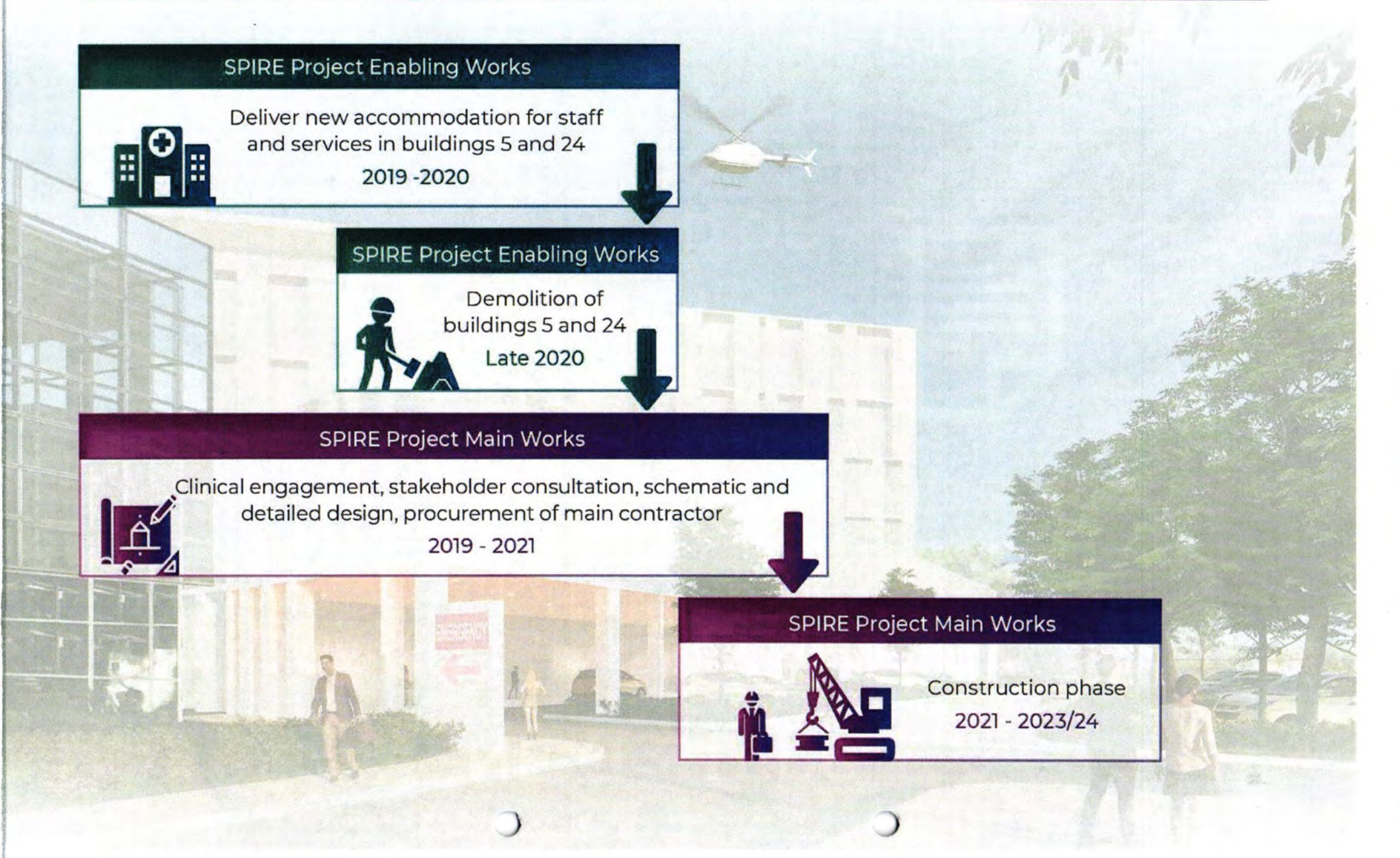


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2019 - 2021

**SPIRE Project Main Works**



Construction phase  
2021 - 2023/24





# NEXT STEPS

OPTIMAL SOLUTIONS PAPER DEVELOPED FOR  
CONSIDERATION BY THE HEALTH MINISTER &  
CANBERRA HEALTH SERVICES EXECUTIVE  
INCORPORATING YOUR FEEDBACK



END OF

2019

*Creating exceptional healthcare together*





**Any questions?**



**ACT**  
Government

**Canberra Health  
Services**





**ACT**  
Government

**Canberra Health  
Services**



**Outpatient and Carers  
Residential Accommodation Services**



# Residential Accommodation Services



BEDROOMS

LEVEL 3

**BUILDING 5**

CANBERRA HOSPITAL CAMPUS

6



TWO BEDS PER UNITS

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DUFFY ACT 2611



**8.6km**

AWAY FROM  
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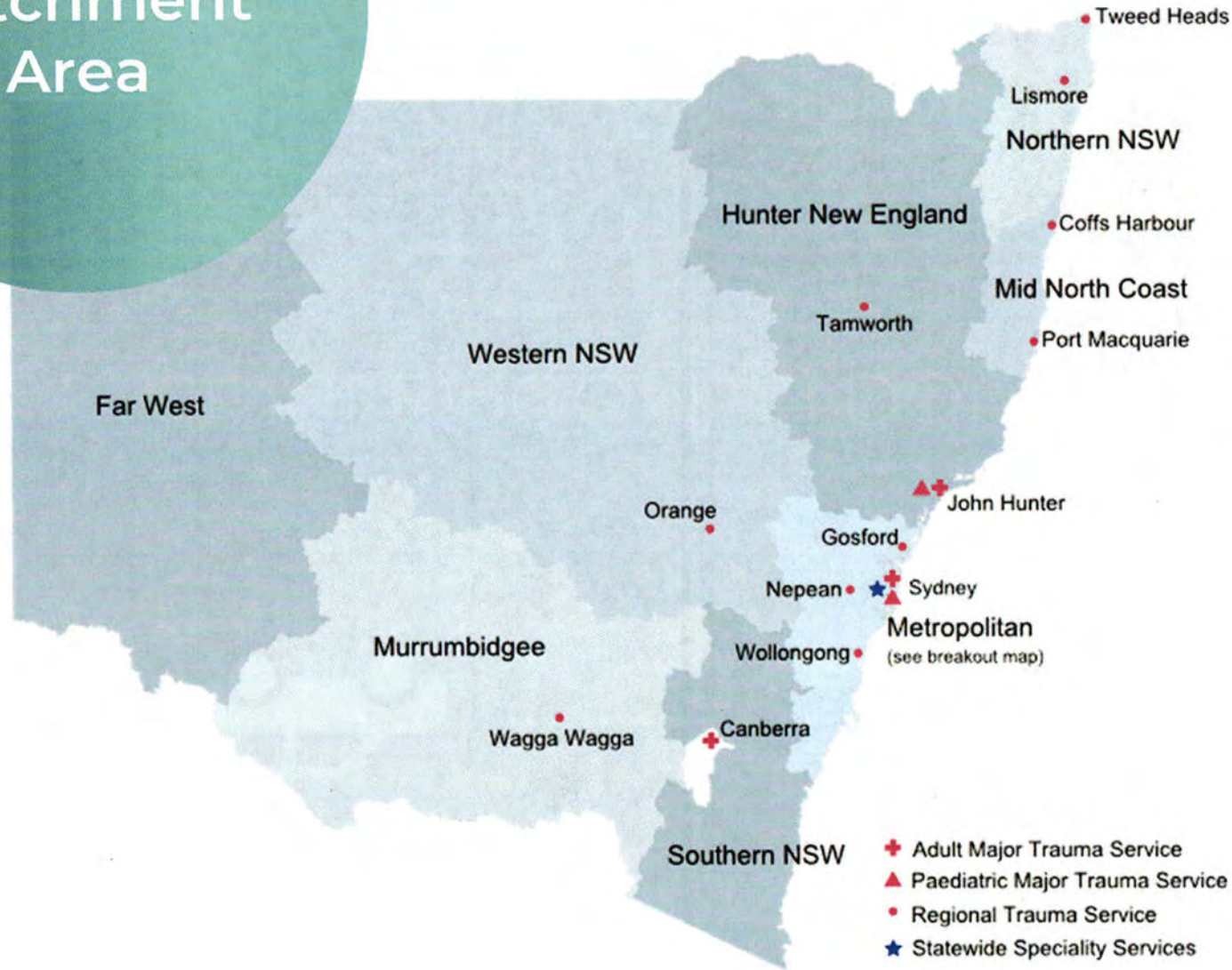
# Building 5 Residential Accommodation Services







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Duffy House



2017-18

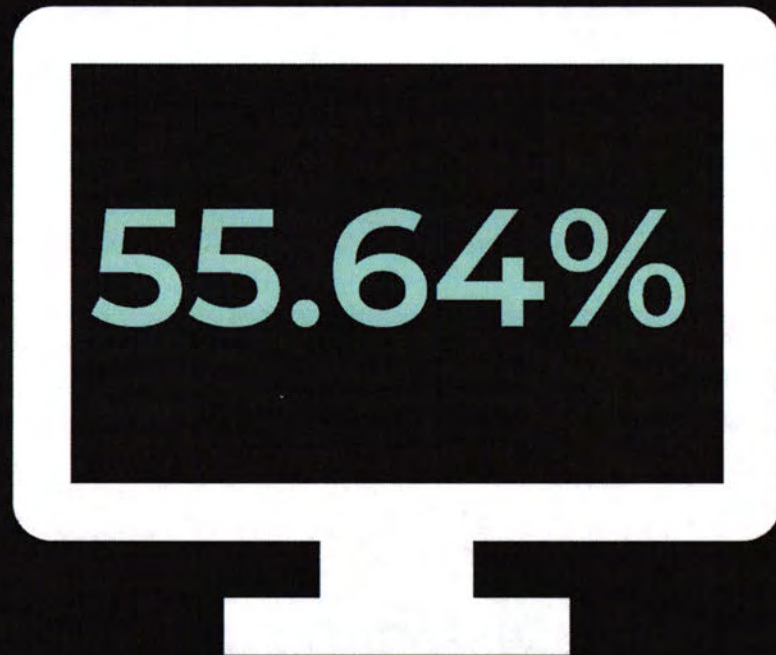


2018-19

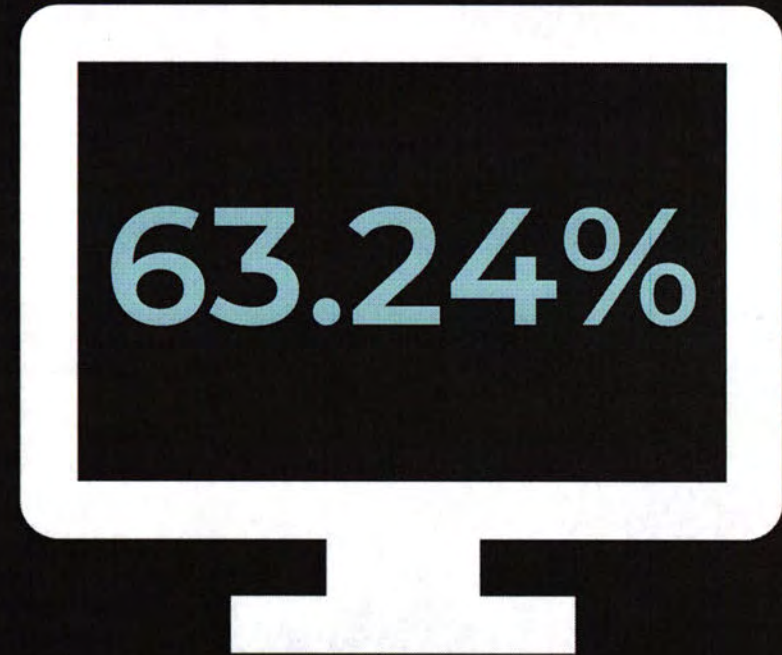


# Residential Accommodation Services

Building 5 Canberra Hospital



2017-18



2018-19





# Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre



**ACT**  
Government

**Canberra Health  
Services**





# SPIRE Project Overview

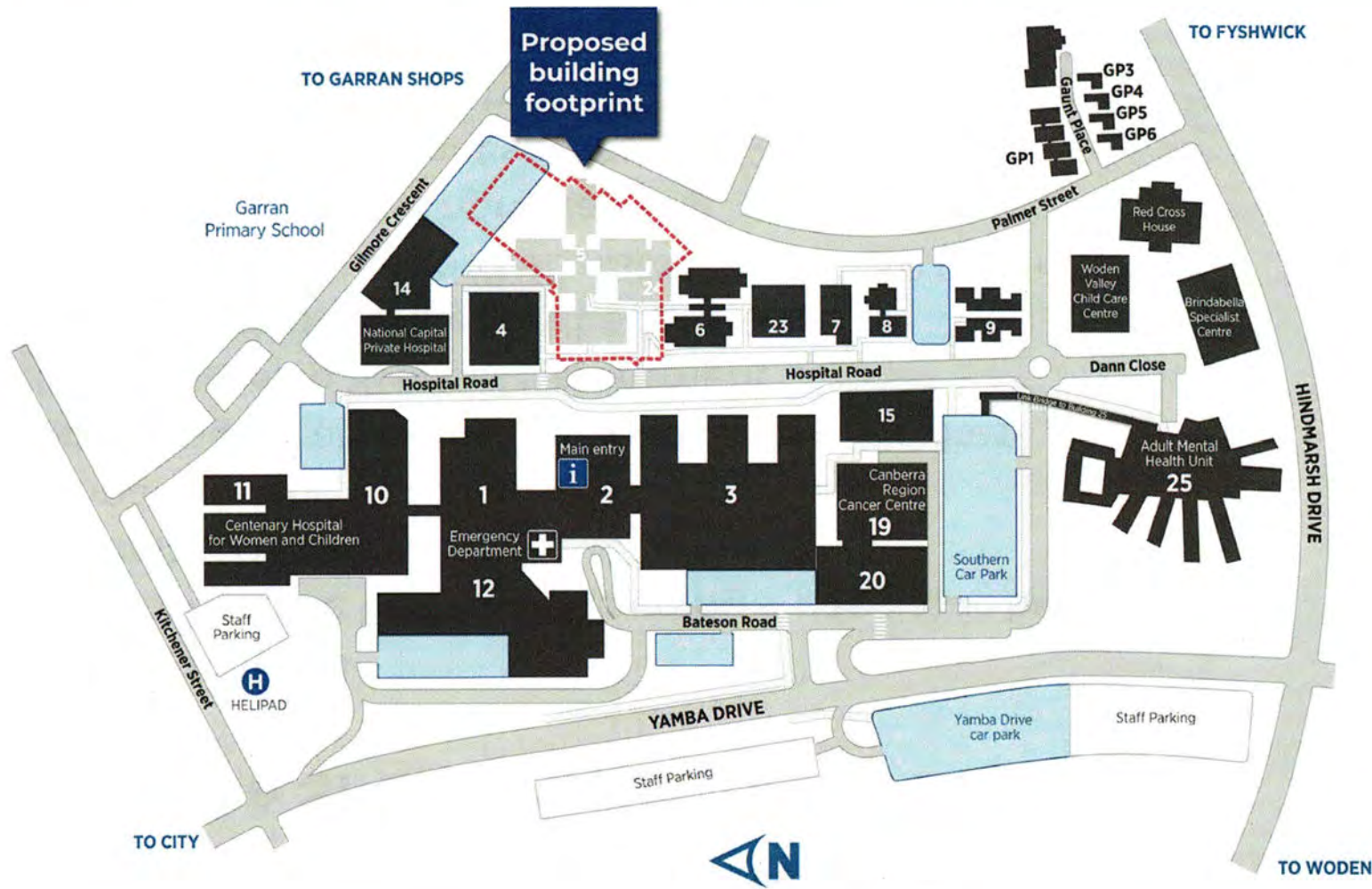


**ACT**  
Government

**Canberra Health  
Services**



# Site for the new Surgical Procedures Interventional Radiology Emergency (SPIRE) Centre





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2019 - 2020




**SPIRE Project Enabling Works**

Demolition of buildings 5 and 24  
Late 2020



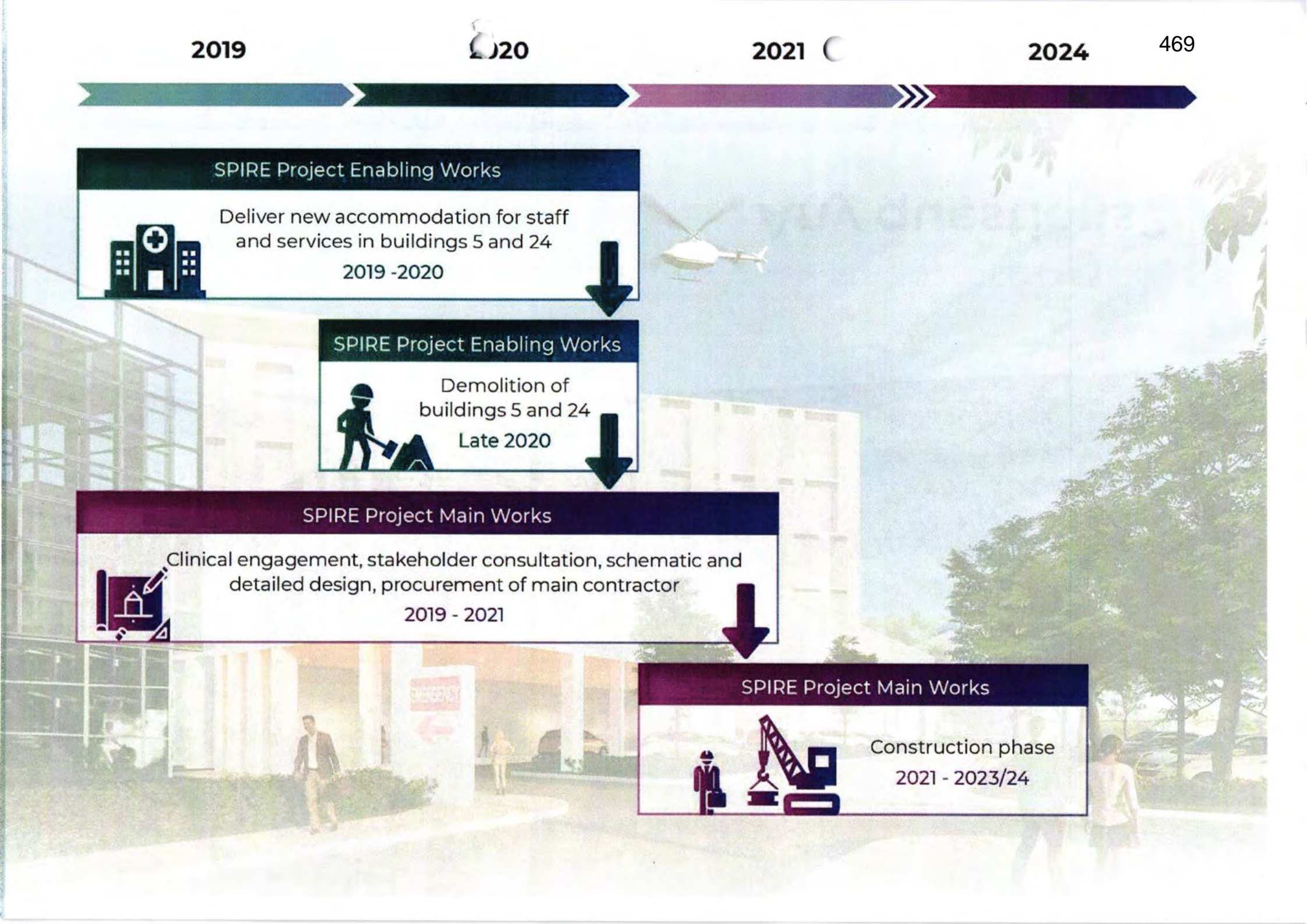

**SPIRE Project Main Works**

Clinical engagement, stakeholder consultation, schematic and detailed design, procurement of main contractor  
2019 - 2021




**SPIRE Project Main Works**

Construction phase  
2021 - 2023/24





**Any questions?**



**ACT**  
Government

**Canberra Health  
Services**





# INFRASTRUCTURE & HEALTH SUPPORT SERVICES

## CLEARANCE FORM

TRIM Reference No. *CR19/19038*

**Subject/Title** SPIRE – Executive Administration Demountable

**Action requested**  Executive Director Clearance  Director Clearance  
 For Signature  For Noting

**Action officer** Name: John Catanzariti Ph: 02 5124 8156

**Date submitted** 31 July 2019 **Due date:** 2 August 2019

**Reason for urgency (if applicable)** To align with project program milestones

**Intended Audience/Sensitivity** IHSS Executive Group Manager

### Summary (No more than 150 words)

The attached "Form 4 – Letter of Authorisation" provides AMC Architecture (project architect engaged by Shape) the ability engage with the Environment, Planning and Sustainable Development Directorate (EPSDD) and act on behalf of Canberra Health Services in relation to the Development Application and Pre-Application Meetings associated with the SPIRE Executive Administration Demountable.

Sections of the form required to be completed/signed by IHSS are:

1. Page 1 – Lessee(s) Details;
2. Page 2 – Lessee(s) Declaration.

**Senior Manager Finance Clearance (if applicable)**

APPROVED

Name:

Signature:

Date:

**IHSS Capital Project Delivery Director Clearance**

APPROVED

Name: Dave Gilbert

Signature:

Date:

Delegation of up to \$100,000 including GST

By approving this document you are approving that the document is complete, that you support the recommendations and that it is contextually correct, grammatically correct and spell checked

**IHSS Executive Group Manager Clearance**

Delegation of up to \$300,000 including GST

APPROVED

APPROVED WITH CHANGES

PLEASE DISCUSS

RESUBMIT

Colm Mooney

Signature:

Date:

*1/8/2019*

**Comments**

**Resubmit Details**

Date:

Comments:





**ACT**  
Government  
Environment, Planning and  
Sustainable Development

Planning and Development Act 2007, s425

**Form 4 - LETTER OF AUTHORISATION**

PRE APPLICATION MEETINGS      DEVELOPMENT APPLICATION  
APPLICATION FOR RECONSIDERATION

**LEASE/SITE DETAILS (Please Print)**

If more than two leases/sites please attach the following details for each additional lease/site on a separate sheet

Block       Section       Suburb

Unit No.       Street Address

Block       Section       Suburb

Unit No.       Street Address

Describe location where no block and section details are available (e.g. for outdoor dining area location)

**LESSEE(S) DETAILS - If more than two lessees please provide details of each additional lessee (Please Print)**

1st Lessee Name       2nd Lessee Name

**LESSEE AUTHORISATION**

This appointment is made under the *Planning and Development Act 2007* and relates to: (please tick)

- Pre - application meeting       Development Application       Application for Reconsideration

I/we the lessee(s) authorise the person/company (to be known as *the Applicant*) detailed below:

- to obtain information in relation to this site through the pre-application process
- to act on my/our behalf in relation to a development application for the abovementioned site/s
- to act on my/our behalf in relation to an application for a reconsideration of a development application for the abovementioned site/s
- to pay all application fees, bonds and securities, in accordance with the Planning and Land Authority when required, alter, amend or provide further information as necessary and receive any communications relating to the DA or Application for Reconsideration.

**APPLICANT DETAILS (Please Print)**

Applicant Name       Email address

OR

Company Name       Email address

Company Nominees – a Company can list up to three nominees. The first nominee must be authorised to sign on behalf of the Company

Nominee 1       Nominee 2       Nominee 3

**LESSEE(S) DECLARATION** If more than two lessees please provide details of each additional lessee on a separate sheet

- I/we declare that I am/we are the lessee(s) of the land described above;
- I/we have been made aware of the declaration clauses in the DA or Application for Reconsideration form; and
- I/we declare that all the information given on this form is true and complete.

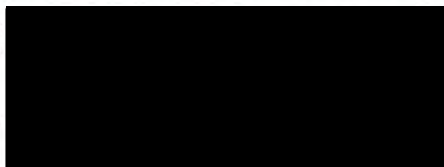
1<sup>st</sup> Lessee's Signature  Date

2<sup>nd</sup> Lessee's Signature  Date

**APPLICANT DECLARATION**

- I declare that I am the person authorised to sign/sign on behalf of the company described in this form
- I declare that all the information given on this form and its attachments are true and complete;

Applicant Name



Company Name

KMC ARCHITECTURE

Signature

Date

30/7/19

**LAND CUSTODIAN AUTHORISATION**

- I/we declare that I am/we are the land custodian(s) of the public land or unleased land as described above;
- I/we authorise the applicant to obtain information in relation to this site through the pre-application process and make an application for development approval.

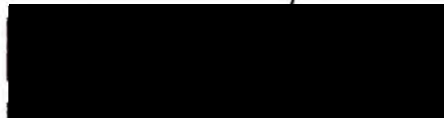
Delegate Name

Colin Moorney

Agency Name

C.H.S

Signature



Date

1/8/19

Delegate Name

Agency Name

Signature

Date

THIS AUTHORISATION DOES NOT CONSTITUTE AN APPROVAL IN PRINCIPLE OR OTHERWISE BY THE LAND CUSTODIAN IN RELATION TO THE PROPOSED DEVELOPMENT.

**Privacy Notice**

The personal information on this form is provided to the Environment, Planning and Sustainable Development Directorate (EPD) to enable the processing of your application. The collection of personal information is authorised by the *Planning and Development Act 2007*. If all or some of the personal information is not collected EPSDD cannot process your application. The *Planning and Development Act 2007* requires the details of applications, decisions and orders to be kept on a register and made available for public inspection. Information and documentation relevant to a development application may be made available via the Internet. The personal information you provide may be disclosed to Australian Bureau of Statistics, ACT Revenue Office, the Registrar General's Office, ACTEW Corporation, ActewAGL, Territory and Municipal Services Directorate and other Government agencies with a direct interest in the development assessment process. The information may also be disclosed where authorised by law or court order, or where the Directorate reasonably believes that the use or disclosure of the information is reasonably necessary for enforcement-related activities conducted by, or on behalf of, an enforcement body. EPSDD's Information Privacy Policy contains information about how you may access or seek to correct your personal information held by EPSDD, and how you may complain about an alleged breach of the Territory Privacy Principles. The EPSDD Information Privacy Policy can be found at [www.environment.act.gov.au](http://www.environment.act.gov.au)

**Contact Details:**

Environment, Planning and Sustainable Development Directorate  
Customer Service Centres  
GPO Box 158, Canberra City 2601  
16 Challis Street Dickson ACT 2602

Business Hours: 8.30am to 4.30pm weekdays (excluding Public Holidays)  
Phone: (02) 6207 1923  
Email: [epdcustomerservices@act.gov.au](mailto:epdcustomerservices@act.gov.au)  
Website: [www.planning.act.gov.au](http://www.planning.act.gov.au)



**Wells, Rebecca (Health)**

---

**From:** Drake, Angie (Health)  
**Sent:** Friday, 25 October 2019 3:12 PM  
**To:** Mooney, Colm (Health)  
**Cc:** IHSS; Bale, Natalie (Health)  
**Subject:** SPIRE Industry briefing held last week  
**Attachments:** SPIRE Industry briefing held last week.docx

UNCLASSIFIED

Hi there – I've drafted a small article on the industry briefing attached and I am seeking your clearance Colm. This may end up in the Check up/on the health hub.

Angie

*Comments  
attached.*

## SPIRE Industry briefing held last week



*speaking to*  
 (Colm Mooney telling ~~an~~ prospective Contractors that we at CHS work in a certain way that observes our vision, values and role)

Last week, Major Projects Canberra who are working with Canberra Health Services to the deliver the new state-of-the-art emergency and critical care facility for the ACT, provided an industry briefing which went through the fundamental aspects of the project to those industry players who may ultimately bid for the project.

This is the next critical step in progressing this important project for the ACT which featured as a focus project in the recently launched ACT Infrastructure Plan because of its size and importance for the ACT.

*with and 8 with*  
*BB*  
 The SPIRE project vision is to provide high quality medical services to Canberra and the surrounding NSW regions using state of the art facilities for medical practice, teaching, training and research incorporating the latest advances in technology and health infrastructure, enabling a person-centric model which will maximise patient satisfaction and operational efficiency.

Early works for the project include the demolition of buildings 5 and 24 which a new building to be constructed on the site to house a number of services and staff. More information about this will be provided to staff in the near future.

The presentation delivered at the Industry briefing provides a new overview of the project and you can find it at [https://www.act.gov.au/data/assets/pdf\\_file/0005/1435667/SPIRE\\_Industry-Briefing\\_24-Oct-2019.pdf](https://www.act.gov.au/data/assets/pdf_file/0005/1435667/SPIRE_Industry-Briefing_24-Oct-2019.pdf)

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Last week, Major Projects Canberra who are working with Canberra Health Services to deliver the new state-of-the-art emergency and critical care facility for the ACT, provided an industry briefing which went through the fundamental aspects of the project to those industry players who may ultimately bid for the project.

This is the next critical step in progressing this important project for the ACT which featured as a focus project in the recently launched ACT Infrastructure Plan because of its size and importance for the ACT.

*The SPIRE project vision is to provide high quality medical services to Canberra and the surrounding NSW regions using state of the art facilities for medical practice, teaching, training and research incorporating the latest advances in technology and health infrastructure, enabling a person-centric model which will maximise patient satisfaction and operational efficiency.*

Early works for the project include the demolition of buildings 5, 24 and 8 with a new building to be constructed on the building 8 site to house a number of services and staff. More information about this will be provided to staff in the near future.

The presentation delivered at the Industry briefing provides a new overview of the project and you can find it at [https://www.act.gov.au/data/assets/pdf\\_file/0005/1435667/SPIRE\\_Industry-Briefing\\_24-Oct-2019.pdf](https://www.act.gov.au/data/assets/pdf_file/0005/1435667/SPIRE_Industry-Briefing_24-Oct-2019.pdf)

**Lowes, Shannon (Health)**

---

**From:** Mooney, Colm (Health)  
**Sent:** Thursday, 31 October 2019 11:51 AM  
**To:** Stellios, George; Esau, Lloyd  
**Cc:** IHSS  
**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November  
**Attachments:** 5.0\_Att A SPIRE REOI (draft) 22-10-19 - de review - 231019.IHSS Review 30.10.2019.docx; SPIRE\_GPB Two\_Procurement Review Proforma.CM Mark Up 31.10.2019.docx; SPIRE GPB TWO Signed Clearance Sheet 31.10.2019.pdf

UNCLASSIFIED

Lloyd/George

See attached documents as requested.

Please note additional dot point to Evaluation criteria 1D. Please also note comments in the attached marked up document.

I will send on additional file detailing further comments on composition of support evaluation group once feedback is received from Linda K and Liz C

Best Regards

Colm

George: for future reference can you copy IHSS mail box if you are looking for me to sign any documents to avoid me missing any approval deadlines.

---

**From:** Stellios, George <George.Stellios@act.gov.au>  
**Sent:** Wednesday, 30 October 2019 2:52 PM  
**To:** Mooney, Colm (Health) <Colm.Mooney@act.gov.au>; Esau, Lloyd <Lloyd.Esau@act.gov.au>  
**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November  
**Importance:** High

UNCLASSIFIED

Hi Colm, Lloyd

Attached are the relevant documents for our SPIRE Government Procurement Board meeting this coming Tuesday (5 Nov). It seems like a lot of new information, but it really is just 3.5 pages for you to review. My apologies for the tight timeframe, can you pls review and sign the attached Clearance Sheet before 3pm tomorrow.

**For your review and clearance are the first 2 documents:**

- i. Two Pass Review Clearance Sheet
  - o This is the 1-page cover sheet for you both to sign.
- ii. Procurement Reform Proforma
  - o This is a 6 page document.
  - o This lists the recommendations from our first Board meeting (on 01 October 2019) and what we have done in response to them.



- The document also requires us to list the Eval Criteria. I have copied that from the current draft of the IEOI document (that takes up 2 pages, of the 6 pages for you to review)
- The document also requires us to list the proposed procurement timeframes. I have also copied that from the current draft of the IEOI document (that is another 0.5 page, of the 6 pages for your to review)

The remainder of the attached documents are provided, FYI. These will also be submitted to the Gov Procurement Board.

- iii. Risk Management Plan (procurement phase)
  - *I have updated this to address the comments from the first Board meeting (held on 01 October 2019).*
- iv. Draft Probity Plan
  - *This is provided to the Board, for its info. Noting that we are working with Maddocks to finalise it.*
- v. Draft structure of the ECI Contract Management Plan
  - *The Gov Procurement Board's normal practice is to ask for the Contract Management Plan at this stage of the IEOI process.*
  - *This draft structure provided to the Board, for its info. Noting that we will prepare this Plan before we let the ECI contract in approx. Aug 2020.*
- vi. Industry Briefing Presentation (24 Oct 2019)
  - *This is provided to the Board, for its info*

My apologies for the rush. Please call me if you would like to discuss any of the documents or the process for this Tuesday's meeting.

Regards,  
George

**George Stellios** | a/g Executive Branch Manager, Commercial  
SPIRE & ACT Law Courts  
**Major Projects Canberra** | ACT Government  
T 02 6207 8705 | M [REDACTED]  
GPO Box 158, Canberra ACT 2601

**From:** Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>

**Sent:** Tuesday, 22 October 2019 3:18 PM

**To:** Stellios, George <[George.Stellios@act.gov.au](mailto:George.Stellios@act.gov.au)>; Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>

**Cc:** Smith, Charlotte <[Charlotte.Smith@act.gov.au](mailto:Charlotte.Smith@act.gov.au)>; Mooney, Colm (Health) <[Colm.Mooney@act.gov.au](mailto:Colm.Mooney@act.gov.au)>; Esau, Lloyd <[Lloyd.Esau@act.gov.au](mailto:Lloyd.Esau@act.gov.au)>

**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November

UNCLASSIFIED

Thanks George

I will move your item now. Please note, your papers will be due by **1pm Thursday 31 October**.

Kind Regards

Ocean Wilson | Executive Assistant to Ms Nicole Masters, A/g Executive Group Manager Procurement ACT  
Phone: 02 6207 2934 | Email: [ocean.wilson@act.gov.au](mailto:ocean.wilson@act.gov.au)  
Procurement ACT | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
GPO Box 158, Canberra City | [act.gov.au](http://act.gov.au)  
*Please consider the environment before printing this email. If printing is necessary, please print double-sided.*

**From:** Stellios, George <[George.Stellios@act.gov.au](mailto:George.Stellios@act.gov.au)>  
**Sent:** Tuesday, 22 October 2019 3:16 PM  
**To:** Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>  
**Cc:** Smith, Charlotte <[Charlotte.Smith@act.gov.au](mailto:Charlotte.Smith@act.gov.au)>; Mooney, Colm (Health) <[Colm.Mooney@act.gov.au](mailto:Colm.Mooney@act.gov.au)>; Esau, Lloyd <[Lloyd.Esau@act.gov.au](mailto:Lloyd.Esau@act.gov.au)>; Wilson, Ocean <[Ocean.Wilson@act.gov.au](mailto:Ocean.Wilson@act.gov.au)>  
**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November

UNCLASSIFIED

Hi Ocean

Many thanks for this. Yes, can you pls move the SPIRE project appearance to be Tuesday 5 Nov.

Regards,  
 George

**George Stellios** | a/g Executive Branch Manager, Commercial  
 SPIRE & ACT Law Courts  
**Major Projects Canberra** | ACT Government  
 T 02 6207 8705 | M [REDACTED]  
 GPO Box 158, Canberra ACT 2601

**From:** Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>  
**Sent:** Tuesday, 22 October 2019 2:20 PM  
**To:** Stellios, George <[George.Stellios@act.gov.au](mailto:George.Stellios@act.gov.au)>; Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>  
**Cc:** Smith, Charlotte <[Charlotte.Smith@act.gov.au](mailto:Charlotte.Smith@act.gov.au)>  
**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November

UNCLASSIFIED

Hi George,

There has been a cancellation on Tuesday 5 November and a slot is now available. The time is 8.40am to 9am. Would you like to move your item from Tuesday 29 October to this time on Tuesday 5 November?

Thanks.

Kind Regards

Ocean Wilson | Executive Assistant to Ms Nicole Masters, A/g Executive Group Manager Procurement ACT  
 Phone: 02 6207 2934 | Email: [ocean.wilson@act.gov.au](mailto:ocean.wilson@act.gov.au)  
 Procurement ACT | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
 GPO Box 158, Canberra City | [act.gov.au](http://act.gov.au)  
*Please consider the environment before printing this email. If printing is necessary, please print double-sided.*

**From:** Stellios, George <[George.Stellios@act.gov.au](mailto:George.Stellios@act.gov.au)>  
**Sent:** Tuesday, 22 October 2019 10:14 AM  
**To:** Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>  
**Cc:** Wilson, Ocean <[Ocean.Wilson@act.gov.au](mailto:Ocean.Wilson@act.gov.au)>; Smith, Charlotte <[Charlotte.Smith@act.gov.au](mailto:Charlotte.Smith@act.gov.au)>  
**Subject:** RE: Waiting List for Government Procurement Board Meeting - Tuesday 5 November

UNCLASSIFIED



Hi Ocean

I know you said that the 5 Nov GPB meeting is already full. Are there any projects booked for 5 Nov, that would like to come fwd in 29 October (i.e. SPIRE can swap with them?).

Thanks,  
George

---

**From:** Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>

**Sent:** Tuesday, 22 October 2019 9:25 AM

**To:** Stellios, George <[George.Stellios@act.gov.au](mailto:George.Stellios@act.gov.au)>

**Cc:** Esau, Lloyd <[Lloyd.Esau@act.gov.au](mailto:Lloyd.Esau@act.gov.au)>; Mooney, Colm (Health) <[Colm.Mooney@act.gov.au](mailto:Colm.Mooney@act.gov.au)>; Government Procurement Board <[GovernmentProcurementBoard@act.gov.au](mailto:GovernmentProcurementBoard@act.gov.au)>; Wilson, Ocean <[Ocean.Wilson@act.gov.au](mailto:Ocean.Wilson@act.gov.au)>; Smith, Charlotte <[Charlotte.Smith@act.gov.au](mailto:Charlotte.Smith@act.gov.au)>

**Subject:** Waiting List for Government Procurement Board Meeting - Tuesday 5 November

UNCLASSIFIED

Hi George,

As discussed, if you need to cancel your item for **Tuesday 29 November**, it can be moved to **5 November** only if there is a cancellation on this date. Otherwise, the next available date is **12 November**.

Please let me know as soon as possible this coming Thursday if you need to cancel.

Many thanks,

Kind Regards

Ocean Wilson | Executive Assistant to Ms Nicole Masters, A/g Executive Group Manager Procurement ACT

Phone: 02 6207 2934 | Email: [ocean.wilson@act.gov.au](mailto:ocean.wilson@act.gov.au)

Procurement ACT | Chief Minister, Treasury and Economic Development Directorate | ACT Government

GPO Box 158, Canberra City | [act.gov.au](http://act.gov.au)

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**Lowes, Shannon (Health)**

---

**Subject:** SPIRE Project Planning Team Meeting: PPT02  
**Location:** Building 24, Meeting Room 1, The Canberra Hospital, Yamba Drive, Garran, ACT

**Start:** Fri 25/01/2019 11:00 AM  
**End:** Fri 25/01/2019 1:00 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Declined

**Organizer:** Basic, Babita  
**Required Attendees:** Doran, Karen (Health); Burch, Brad (Health); Culver, Jakob (Health); McDonald, Bernadette (Health); Bone, Chris (Health); Mooney, Colm (Health); Gray, Sophie; Catanzariti, John; Esau, Lloyd; [REDACTED]

**Optional Attendees:** [REDACTED] Evans, Kate (Health)

All

Please find attached Agenda and MOC working assumptions document for discussion.



TCH\_SPIRE -  
PPT02 Agenda.p...



SPIRE Brief  
Working Assum...

Hello to all

This is the second SPIRE Project Planning Team Meeting.

The purpose of this meeting is to discuss:

- Program
- Consultation structure
- EY / Business Case Co-ordination
- Brief Review for ACT Health / TCH,
- Preliminary block & stack idea
- Decant strategy

Agenda to follow.

Kind Regards

**Babita Basic**  
Assistant Project Manager – Social Infrastructure Branch  
Phone 02 5127 49106 | Mobile [REDACTED]

**Infrastructure Finance & Capital Works** | Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Level 1 Building 3, The Canberra Hospital, Yamba Drive, Garran, ACT 2605 | PO Box 158, Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**Lowes, Shannon (Health)**

---

**From:** Basic, Babita  
**Sent:** Thursday, 14 February 2019 1:02 PM  
**To:** Doran, Karen (Health); McDonald, Bernadette (Health); Bone, Chris (Health); Burch, Brad (Health); Culver, Jakob (Health); Mooney, Colm (Health); Gray, Sophie; Catanzariti, John; Esau, Lloyd; [REDACTED]  
[REDACTED] Evans, Kate (Health); Lindemann, Monica (Health); JasonSmith, Rhona (Health); Harding, Nikki; Kinghorne, Sally-Anne (Health)  
**Subject:** SPIRE Project Planning Team Minutes - 11 February 2019 [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]  
**Attachments:** TCH\_SPIRE - PPT03 Meeting Minutes\_20190211.pdf

Bern,  
There are actions for CHS.  
I have printed and Nicole will review.  
Thanks  
Liv

Good Afternoon All

STH has provided meeting minutes from Monday's SPIRE Project Planning Team meeting.

If there are any comments to the Minutes, please forward them to me and I will seek clarification.

Babita

Kind Regards

**Babita Basic**

Assistant Project Manager – Social Infrastructure Branch

Phone 02 512 49106 | Mobile [REDACTED]

Infrastructure Finance & Capital Works | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1 Building 3, The Canberra Hospital, Yamba Drive, Garran, ACT 2605 | PO Box 158, Canberra City ACT 2601 |

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**Lowes, Shannon (Health)**

---

**From:** Basic, Babita  
**Sent:** Tuesday, 26 February 2019 9:23 AM  
**To:** Gray, Sophie; Esau, Lloyd; Catanzariti, John; Doran, Karen (Health); Lopa, Liz (Health); Burch, Brad (Health); Culver, Jakob (Health); Evans, Kate (Health); JasonSmith, Rhona (Health); Kinghorne, Sally-Anne (Health); Mooney, Colm (Health); Bone, Chris (Health); McDonald, Bernadette (Health); [REDACTED]  
 Boyd, Narelle (Health); Wood, Daniel (Health); O'Neill, Cathie (Health); Dugdale, Paul (Health); Mclauchlan, Jeanne (Health); Boyd, Kerry (Health); Jeffrey, Hamish (Health); Tarbuck, Chris (Health); Talaulikar, Girish (Health); [REDACTED]  
**Subject:** SPIRE Executive Planning Team Workshop 01 Minutes and Presentation [SEC=UNCLASSIFIED]  
**Attachments:** TCH\_SPIRE - EPT01 Meeting Minutes\_20190221.pdf

Bern,  
 You were an apology to this meeting. Only 1 action item for CHS.  
 Thanks  
 Liv

All

Please find attached the Minutes and Presentation from the Executive Planning Team Workshop 01 that took place on the 21<sup>st</sup> February.

A reminder that Workshop 02 – Preliminary Options is scheduled for 14 March, 10.00am-12.00pm. Invites have already been sent out.

Babita

Kind Regards

**Babita Basic**

Assistant Project Manager – Social Infrastructure Branch

Phone 02 512 49106 | Mobile [REDACTED]

**Infrastructure Finance & Capital Works** | Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Level 1 Building 3, The Canberra Hospital, Yamba Drive, Garran, ACT 2605 | PO Box 158, Canberra City ACT 2601 |

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**Lowes, Shannon (Health)**

---

**From:** Busic, Babita  
**Sent:** Tuesday, 26 February 2019 9:24 AM  
**To:** Gray, Sophie; Esau, Lloyd; Catanzariti, John; Doran, Karen (Health); Lopa, Liz (Health); Burch, Brad (Health); Culver, Jakob (Health); Evans, Kate (Health); JasonSmith, Rhona (Health); Kinghorne, Sally-Anne (Health); Mooney, Colm (Health); Bone, Chris (Health); McDonald, Bernadette (Health); [REDACTED]  
 [REDACTED]  
 Boyd, Narelle (Health); Wood, Daniel (Health); O'Neill, Cathie (Health); Dugdale, Paul (Health); Mclauchlan, Jeanne (Health); Boyd, Kerry (Health); Jeffrey, Hamish (Health); Tarbuck, Chris (Health); Talaulikar, Girish (Health); [REDACTED]  
**Subject:** RE: SPIRE Executive Planning Team Workshop 01 Minutes and Presentation [SEC=UNCLASSIFIED]  
**Attachments:** SPIRE\_SITE\_ANALYSIS-20190221-low.pdf

Apologies, I forgot to attach the Presentation.

I have now attached.

Babita

Kind Regards

**Babita Busic**

Assistant Project Manager – Social Infrastructure Branch

Phone 02 512 49106 | Mobile [REDACTED]

Infrastructure Finance & Capital Works | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1 Building 3, The Canberra Hospital, Yamba Drive, Garran, ACT 2605 | PO Box 158, Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

*Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.*

---

**From:** Busic, Babita

**Sent:** Tuesday, 26 February 2019 9:23 AM

**To:** Gray, Sophie <Sophie.Gray@act.gov.au>; Esau, Lloyd <Lloyd.Esau@act.gov.au>; Catanzariti, John <John.Catanzariti@act.gov.au>; Doran, Karen (Health) <Karen.Doran@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>; Burch, Brad (Health) <Brad.Burch@act.gov.au>; Culver, Jakob (Health) <Jakob.J.Culver@act.gov.au>; Evans, Kate (Health) <Kate.Evans@act.gov.au>; JasonSmith, Rhona (Health) <Rhona.JasonSmith@act.gov.au>; Kinghorne, Sally-Anne (Health) <Sally-Anne.Kinghorne@act.gov.au>; Mooney, Colm (Health) <Colm.Mooney@act.gov.au>; Bone, Chris (Health) <Chris.Bone@act.gov.au>; McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>; [REDACTED]  
 [REDACTED] Boyd, Narelle (Health) <Narelle.Boyd@act.gov.au>; Wood, Daniel (Health) <Daniel.Wood@act.gov.au>; O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>; Dugdale, Paul (Health) <Paul.Dugdale@act.gov.au>; Mclauchlan, Jeanne (Health) <Jeanne.Mclauchlan@act.gov.au>; Boyd, Kerry (Health) <Kerry.Boyd@act.gov.au>; Jeffrey, Hamish (Health) <Hamish.Jeffrey@act.gov.au>; Tarbuck, Chris (Health) <Chris.Tarbuck@act.gov.au>; Talaulikar, Girish (Health) <Girish.Talaulikar@act.gov.au>; [REDACTED]

**Subject:** SPIRE Executive Planning Team Workshop 01 Minutes and Presentation [SEC=UNCLASSIFIED]

All

Please find attached the Minutes and Presentation from the Executive Planning Team Workshop 01 that took place on the 21<sup>st</sup> February.

A reminder that Workshop 02 – Preliminary Options is scheduled for 14 March, 10.00am-12.00pm. Invites have already been sent out.

Babita

Kind Regards

**Babita Busic**

Assistant Project Manager – Social Infrastructure Branch

Phone 02 512 49106 | Mobile [REDACTED]

**Infrastructure Finance & Capital Works** | Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Level 1 Building 3, The Canberra Hospital, Yamba Drive, Garran, ACT 2605 | PO Box 158, Canberra City ACT 2601 |

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# CANBERRA HOSPITAL SPIRE PROJECT

EXECUTIVE PLANNING TEAM WORKSHOP No1

21 FEBRUARY 2019





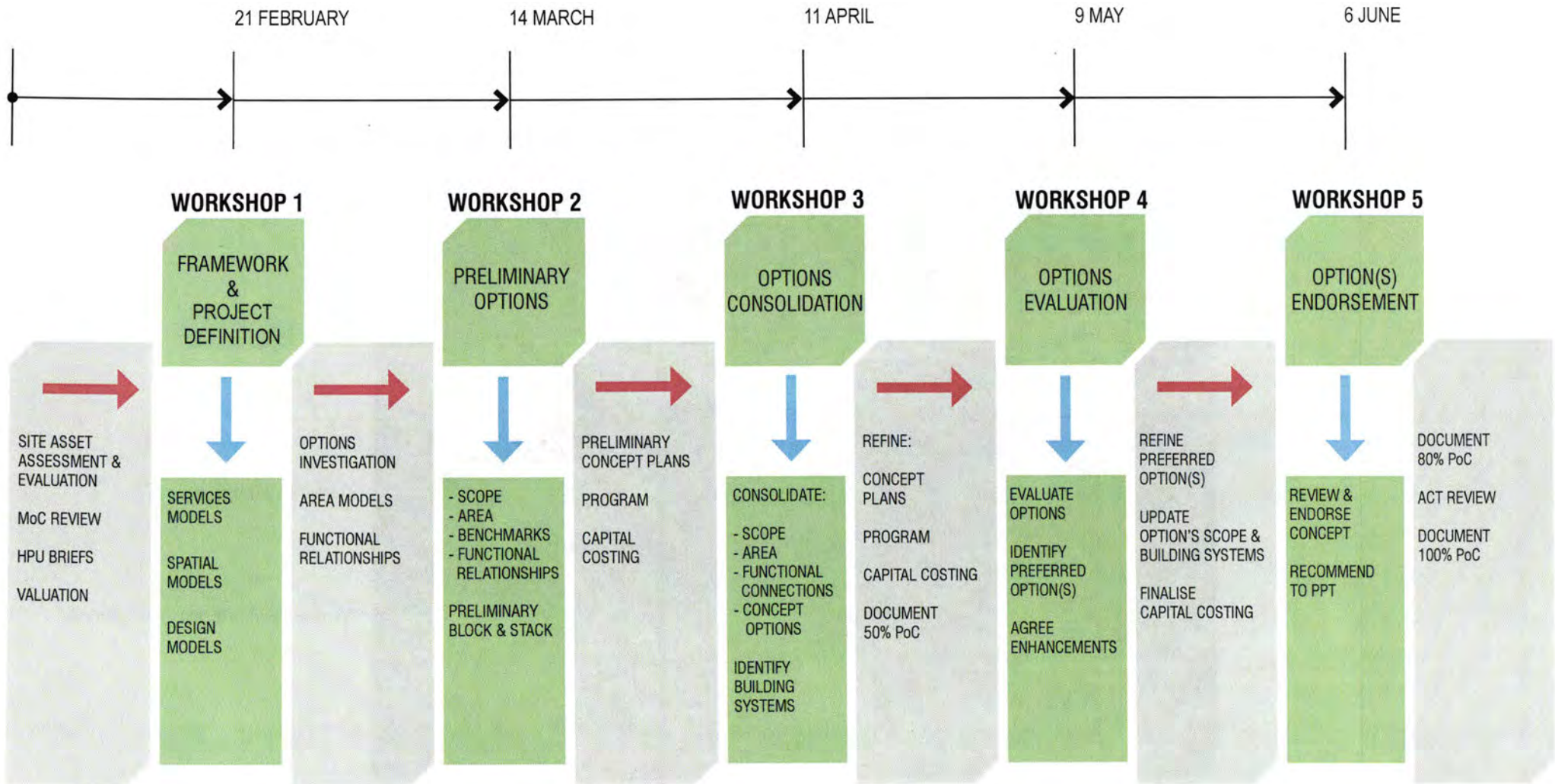
# MEETING AGENDA

## ASPIRATIONS / SITE ANALYSIS

567  
02

- INTRODUCTION
- EPT WORKSHOP PROCESS
- SITE ANALYSIS
- SPIRE FACILITY SCOPE
- PLANNING AND DESIGN OUTCOMES
- EVALUATION CRITERIA
- DECANTING
- NEXT STEPS

# WORKSHOP STRUCTURE





# SITE ANALYSIS

## URBAN CONTEXT - REGIONAL

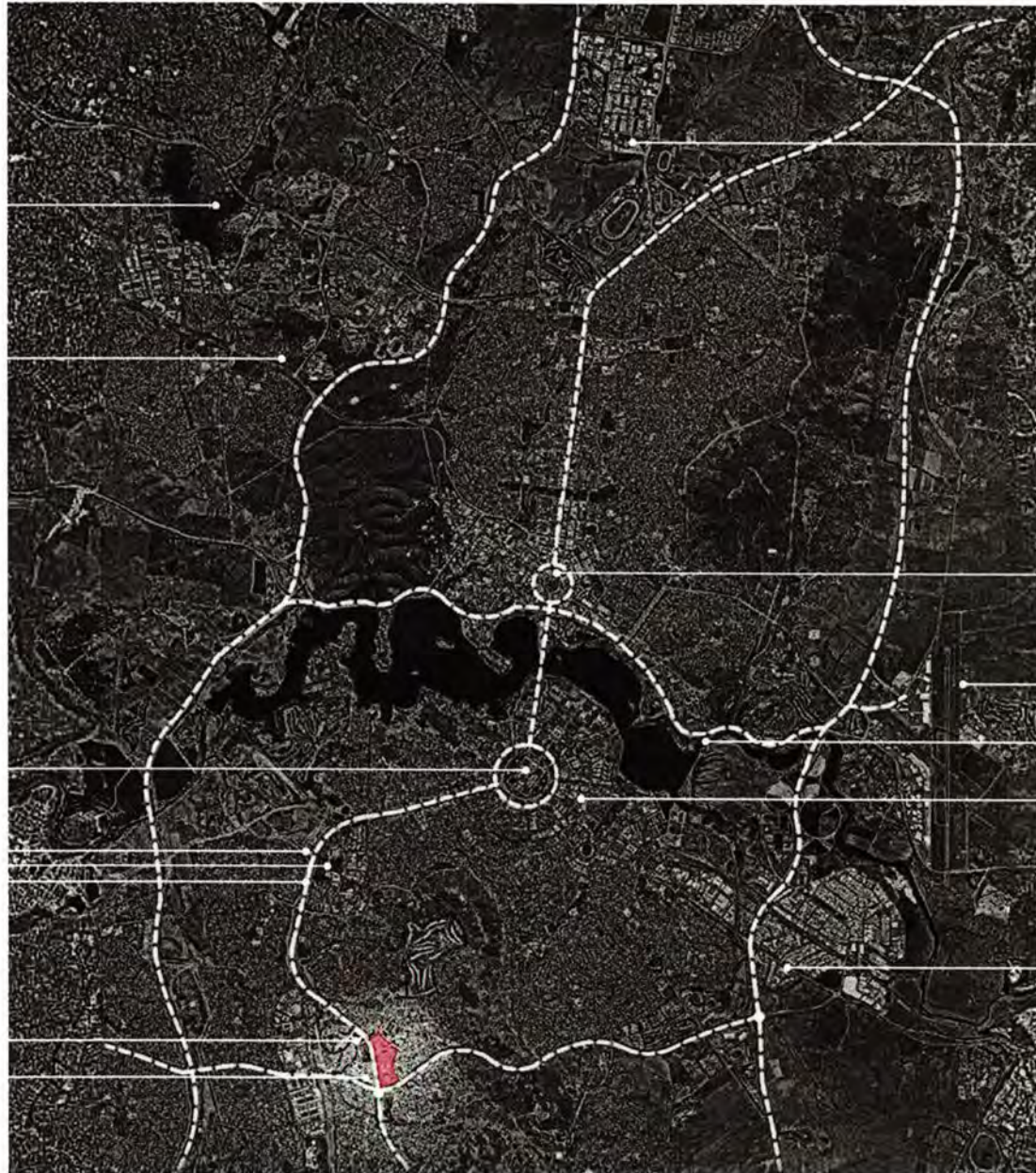
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CAPITAL HILL

CALVARY JOHN JAMES HOSPITAL  
CANBERRA PRIVATE HOSPITAL  
LIDIA PERIN MEMORIAL HOSPITAL

NATIONAL CAPITAL PRIVATE HOSPITAL  
CANBERRA HOSPITAL



MITCHELL CSSD FACILITY

CBD

AIRPORT

CLARE HOLLAND HOUSE

BARTON PRIVATE HOSPITAL

CANBERRA EYE HOSPITAL

