



[REDACTED]

Dear [REDACTED],

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Thursday 29 June 2023**.

This application requested access to:

'Correspondence between the Ministers office, MAGS and the head of the line area who organises monthly packaging with Question on Notice 1253.

- *I am particularly interested in emails that explain why monthly benchmarking packages between August and November 2022 and,*
- *Why monthly benchmarking packages can not be provide including discussion about data validity after DHR implementation.'*

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 **Thursday 10 August 2023**.

I have identified seven 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 on access

I have decided to:

- grant full access to six documents; and
- grant partial access to one document.

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

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

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.

Full Access

I have decided to grant full access to documents at references 1-4 and 6-7.

Partial Access

I have decided to grant partial access to the document at reference 5 as it contains 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 FOI Act.

Public Interest Factors Favouring Disclosure

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

- Schedule 2, 2.1(a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2, 2.1(a)(ii) contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

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

- Schedule 2, 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 documents have redactions made to the mobile number of an ACT Government employee. These have not been disclosed as this could reasonably be expected to prejudice the protection of the individual's right to privacy.

On balance, the factor favouring disclosure were outweighed by the factors favouring non-disclosure as I have determined that the information would be expected to prejudice individuals' right to privacy. Therefore, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Charges

Processing charges are not applicable to this request.

Disclosure Log

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

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

Ombudsman review

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

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

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

ACT Civil and Administrative Tribunal (ACAT) review

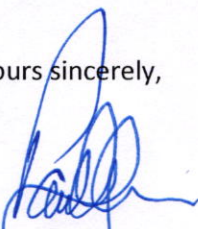
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740 <http://www.acat.act.gov.au/>

Further assistance

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

Yours sincerely,



Paul Ogden
Chief Financial Officer
Canberra Health Services


17 July 2023

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

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

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

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

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
	<p><i>'Correspondence between the Ministers office, MAGS and the head of the line area who organises monthly packaging with Question on Notice 1253.</i></p> <ul style="list-style-type: none"> <i>• I am particularly interested in emails that explain why monthly benchmarking packages between August and November 2022 and,</i> <i>• Why monthly benchmarking packages can not be provide including discussion about data validity after DHR implementation.'</i> 	CHSFOI22-23.72

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 3	Email – RE: Question on Notice #1253 - Benchmarking Packages - due to CFO office 10.00am Monday 19 June	15 June 2023	Full Release		YES
2.	4 – 6	Email and attachment – RE: FOR REVIEW AND CLEARANCE - Question on Notice - Benchmarking Data	15 June 2023	Full Release		YES
3.	7 – 10	Email and attachment – COR23 20330 GBCHS23 179 Endorsed by CIO	16 June 2023	Full Release		YES

4.	11 – 12	Email – RE: CFO CLEARED: GBCHS23/179 : Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking	20 June 2023	Full Release		YES
5.	13 – 14	Email – QoN Current Status	20 June 2023	Partial Release	Out of Scope information redacted, Schedule 2, 2.2(a)(ii) Privacy	YES
6.	15	Email – CLEARED FOR PROGRESSION : GBCHS23/179 - Minister for Health – Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking	21 June 2023	Full Release		YES
7.	16	GBCHS23179 - QoN 1253 Benchmarking - RSS	22 June 2023	Full Release		YES
Total Number of Documents						
7						

From: Dickens, Lesley (Health)
Sent: Thursday, 15 June 2023 09:45
To: Canberra Health Services CFO
Subject: RE: Question on Notice #1253 - Benchmarking Packages - due to CFO office 10.00am Monday 19 June

OFFICIAL: Sensitive

Hi Jo

Answer is basically the same. See words below.

Kind Regards,

Lesley

Lesley Dickens
Director | Clinical Benchmarking & SNAP
Phone: 02 5124 2503 | Email: lesley.dickens@act.gov.au

CFO Division | Canberra Health Services | ACT Government
Building 6 Level 2 | Yamba Drive Garran WODEN ACT 2606 | www.health.act.gov.au
Reliable | Progressive | Respectful | Kind



From: Canberra Health Services CFO <CHSCFO@act.gov.au>
Sent: Thursday, 15 June 2023 9:27 AM
To: Dickens, Lesley (Health) <Lesley.Dickens@act.gov.au>
Subject: RE: Question on Notice #1253 - Benchmarking Packages - due to CFO office 10.00am Monday 19 June

OFFICIAL: Sensitive

Hi Lesley

I will discuss with Nasa to see if she has some standard words. Also do you have an answer for Question 2.

Thanks
Jo

From: Dickens, Lesley (Health) <Lesley.Dickens@act.gov.au>
Sent: Wednesday, 14 June 2023 4:05 PM
To: Canberra Health Services CFO <CHSCFO@act.gov.au>
Subject: RE: Question on Notice #1253 - Benchmarking Packages - due to CFO office 10.00am Monday 19 June

OFFICIAL: Sensitive

Hi Jo

I have put some wording below, however wonder if there is a response that has been used to describe the lack of data from DHR to provide consistency.

I can go back and include two months' (September and October) for most of the metrics. However some of the metrics are not measured monthly, e.g. hand hygiene.

Please let me know if you want the update for two months only.

Kind Regards,

Lesley

Lesley Dickens

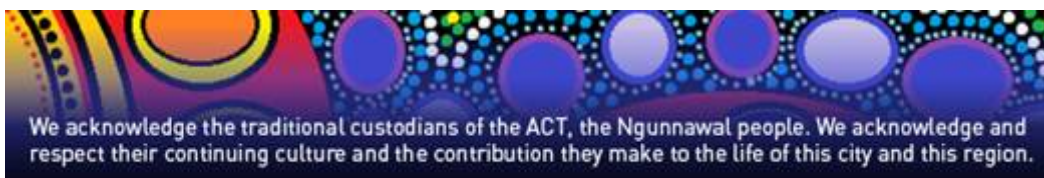
Director | Clinical Benchmarking & SNAP

Phone: 02 5124 2503 | Email: lesley.dickens@act.gov.au

CFO Division | Canberra Health Services | ACT Government

Building 6 Level 2 | Yamba Drive Garran WODEN ACT 2606 | www.health.act.gov.au

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From: Canberra Health Services CFO <CHSCFO@act.gov.au>

Sent: Tuesday, 13 June 2023 11:26 AM

To: Dickens, Lesley (Health) <Lesley.Dickens@act.gov.au>

Cc: Canberra Health Services CFO <CHSCFO@act.gov.au>

Subject: Question on Notice #1253 - Benchmarking Packages - due to CFO office 10.00am Monday 19 June

OFFICIAL: Sensitive

Hi Lesley

We have received a Question on Notice (Detailed below) which appears to be an update on the information you provided last year. I have attached a copy of QoN 82 for your information.

Can you please provide a response to the questions below by 10.00am Monday 19 June. This will allow for relevant clearances to take place.

QoN #1253

Asked by LEANNE CASTLEY MLA:

1. Can the Minister provide an updated table of how the Canberra Hospital has performed through the monthly benchmarking packages, each month between August 2022 to May 2023 (as answered in question on notice No 82, Inquiry into Annual and Financial Reports 2021-2022).
2. Have new indicators been added to the monthly benchmarking packages; if so, what are these indicators and can the Minister include them as part of the response to part (1).

MR STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1. Data extracts from the Digital Health Record (DHR) at Canberra Hospital (CHS) have not occurred since Go-Live in November 2022. CHS has not submitted benchmarking data for November 2022 to May 2023, and is unable to update the performance table.
2. As monthly benchmarking packages are unable to be produced due to lack of data no new indicators have been added.

Thanks

Jo Salmon | Executive Officer

Phone: 512 46896 | Email: chscfo@act.gov.au

Chief Financial Officer | Canberra Health Services | ACT Government

PO Box 11, GARRAN 2605 | health.act.gov.au

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ACT
Government

**Canberra Health
Services**

From: Salvador, Sharon (Health)
Sent: Thursday, 15 June 2023 13:37
To: Canberra Health Services CFO; Canberra Health Services CIO
Subject: RE: FOR REVIEW AND CLEARANCE - Question on Notice - Benchmarking Data

OFFICIAL

Hi Jo,

Received, thank you. I will follow this up with her today and hopefully I will receive her response by COB tomorrow.

Regards,
Sharon

Sharon Salvador | A/g EA to Nasa Walton | Chief Information Officer
Chief Information Office | eHealth Informatics Division | Canberra Health Services
Phone: 02 5124 0384 | Email: sharon.salvador@act.gov.au
Bldg 28, Ground Floor, The Canberra Hospital
PO Box 11, GARRAN ACT 2605 | health.act.gov.au
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From: Canberra Health Services CFO <CHSCFO@act.gov.au>
Sent: Thursday, 15 June 2023 12:06 PM
To: Canberra Health Services CIO <CHS.CIO@act.gov.au>
Cc: Salvador, Sharon (Health) <Sharon.Salvador@act.gov.au>; Canberra Health Services CFO <CHSCFO@act.gov.au>
Subject: FOR REVIEW AND CLEARANCE - Question on Notice - Benchmarking Data

OFFICIAL

Hi Sharon

I spoke to Nasa about the attached QoN we have received in regard to Benchmarking data. Could you please ask her to review the attached response which is the wording that has been provided by the ACTHD for the Budget papers.

Would appreciate it if this could be cleared by COB tomorrow if possible.

Thanks
Jo

Jo Salmon | Executive Officer
Phone: 512 46896 | Email: chscfo@act.gov.au
Chief Financial Officer | Canberra Health Services | ACT Government
PO Box 11, GARRAN 2605 | health.act.gov.au
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Rachel Stephen-Smith MLA
Minister for Health
Minister for Families and Community Services
Minister for Aboriginal and Torres Strait Islander Affairs

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE
Questions on Notice Paper No 31
9 June 2023
Question No. 1253

Asked by LEANNE CASTLEY MLA:

1. Can the Minister provide an updated table of how the Canberra Hospital has performed through the monthly benchmarking packages, each month between August 2022 to May 2023 (as answered in question on notice No 82, Inquiry into Annual and Financial Reports 2021-2022).
2. Have new indicators been added to the monthly benchmarking packages; if so, what are these indicators and can the Minister include them as part of the response to part (1).

MR STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1. Following the implementation of the Digital Health Record (DHR) in early November 2022, processes for the collection and collation of health service data are still under development. The Health Directorate and Canberra Health Services have agreed that further refinement and quality assurance is required prior to releasing this data. With the wealth of additional data provided by the new DHR, it is imperative for additional quality assurance and validation on this data be completed before providing. This will ensure our public hospital data provides trustworthy information and evidence about the health and welfare of all ACT residents. As a result there is no benchmarking data available.
2. As there is currently no benchmarking data available, no new indicators have been added.

Approved for circulation to the Member and incorporation into Hansard.

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601



+61 2 6205 2661



stephen-smith@act.gov.au



@RachelSS_MLA



rachelSSMLA



rachelss_mla

Rachel Stephen-Smith MLA
Minister for Health

Date:.....

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.

From: Salvador, Sharon (Health)
Sent: Friday, 16 June 2023 17:01
To: Salmon, Joanne (Health)
Subject: COR23 20330 GBCHS23 179 Endorsed by CIO
Attachments: scan_sharon salvador_2023-06-16-16-56-04.pdf

OFFICIAL

Hi Jo,

As requested, please see attached re: COR23 20330 GBCHS23 179. This Benchmarking data has been endorsed by Nasa Walton (CIO).

Regards,
Sharon

Sharon Salvador | A/g EA to Nasa Walton | Chief Information Officer
Chief Information Office | eHealth Informatics Division | Canberra Health Services
Phone: 02 5124 0384 | Email: sharon.salvador@act.gov.au
Bldg 28, Ground Floor, The Canberra Hospital
PO Box 11, GARRAN ACT 2605 | health.act.gov.au
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From: Salvador, Sharon (Health) <sharon.salvador@act.gov.au>
Sent: Friday, 16 June 2023 4:56 PM
To: Salvador, Sharon (Health) <Sharon.Salvador@act.gov.au>
Subject: Your scan (Scan to My Email)

Salvador, Sharon (Health)

From: Canberra Health Services CFO
Sent: Thursday, 15 June 2023 12:06 PM
To: Canberra Health Services CIO
Cc: Salvador, Sharon (Health); Canberra Health Services CFO
Subject: FOR REVIEW AND CLEARANCE - Question on Notice - Benchmarking Data
Attachments: COR23 20330 GBCHS23 179 - QoN 1253 Benchmarking - CFO input.docx

Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL

Hi Sharon

I spoke to Nasa about the attached QoN we have received in regard to Benchmarking data. Could you please ask her to review the attached response which is the wording that has been provided by the ACTHD for the Budget papers.

Would appreciate it if this could be cleared by COB tomorrow if possible.

Thanks
Jo

Jo Salmon | Executive Officer

Phone: 512 46896 | Email: chscfo@act.gov.au

Chief Financial Officer | Canberra Health Services | ACT Government

PO Box 11, GARRAN 2605 | health.act.gov.au

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*Endorsed by CIO
10/6/23
Wag*

**Rachel Stephen-Smith MLA**

Minister for Health

Minister for Families and Community Services

Minister for Aboriginal and Torres Strait Islander Affairs

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 31****9 June 2023****Question No. 1253****Asked by LEANNE CASTLEY MLA:**

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MR STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1. Following the implementation of the Digital Health Record (DHR) in early November 2022, processes for the collection and collation of health service data are still under development. The Health Directorate and Canberra Health Services have agreed that further refinement and quality assurance is required prior to releasing this data. With the wealth of additional data provided by the new DHR, it is imperative for additional quality assurance and validation on this data be completed before providing. This will ensure our public hospital data provides trustworthy information and evidence about the health and welfare of all ACT residents. As a result there is no benchmarking data available.
2. As there is currently no benchmarking data available, no new indicators have been added.

Approved for circulation to the Member and incorporation into Hansard.

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 2661

stephen-smith@act.gov.au

@RachelSS_MLA

rachelSSMLA

rachelss_mla

Rachel Stephen-Smith MLA
Minister for Health

Date:.....

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.

From: Canberra Health Services Ministerial
Sent: Tuesday, 20 June 2023 07:35
To: Canberra Health Services CFO
Subject: RE: CFO CLEARED: GBCHS23/179 : Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking

OFFICIAL

Thanks Jo,

Could you please update the costing tool for this one as well.

Thanks
Sal

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

From: Canberra Health Services CFO <CHSCFO@act.gov.au>
Sent: Monday, 19 June 2023 2:46 PM
To: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Cc: Canberra Health Services CFO <CHSCFO@act.gov.au>
Subject: CFO CLEARED: GBCHS23/179 : Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking

OFFICIAL

Good afternoon

The following Input for QoN 1253 has been updated in GBCHS23/179. Please note this input has been cleared by the CIO and CFO.

1. Following the implementation of the Digital Health Record (DHR) in early November 2022, processes for the collection and collation of health service data are still under development. The Health Directorate and Canberra Health Services have agreed that further refinement and quality assurance is required prior to releasing this data. With the wealth of additional data provided by the new DHR, it is imperative for additional quality assurance and validation on this data be completed before providing. This will ensure our public hospital data provides trustworthy information and evidence about the health and welfare of all ACT residents. As a result there is no benchmarking data available.
2. As there is currently no benchmarking data available, no new indicators have been added

Thanks & regards

Jo Salmon | Executive Officer
Phone: 512 46896 | Email: chscfo@act.gov.au Chief Financial Officer | Canberra Health Services | ACT Government
PO Box 11, GARRAN 2605 | health.act.gov.au RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

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

From: Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>
Sent: Friday, 9 June 2023 3:35 PM

To: Canberra Health Services CFO <CHSCFO@act.gov.au>

Subject: For Action:: GBCHS23/179 : Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking

OFFICIAL

Hi Team

CHS has received a Question on Notice (QoN 1253) from Ms Castley MLA in relation to Benchmarking.

GBCHS23/179 has been created for this request and templates have been prepared for the response and costing tool.

In accordance with Standing Orders (118A) of the Assembly, the response must be provided in writing within 30 days.

To meet this timeframe the cleared response is due to CHS.Ministerial@act.gov.au by 21 June 2023 to enable clearance by the CEO and to the Minister's Office by 30 June 2023.

Please advise by COB today if any input from ACTHD is required.

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

Record Number: GBCHS23/179

Title : GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters - Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking

From: Hunter, Kerryn (Health) on behalf of CHS DLO
Sent: Tuesday, 20 June 2023 11:00
To: Murray, Ryan (Health); Bransgrove, Meagen
Subject: QoN Current Status

OFFICIAL

Hi Ryan and Meg

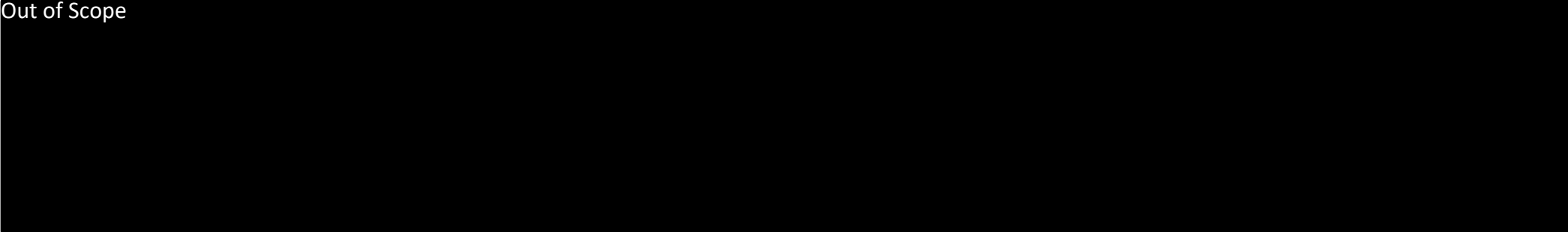
With sitting next week I have pulled together a list of all QoNs currently allocated to CHS, see table below.

Please note there are a number currently sitting with the MO for clearance, with one being overdue.

QoN No	Title	TRIM Ref	Portfolio	Due to MO	Due to Assembly	Status	Comments
Out of Scope							
1253	Benchmarking	GBCHS23/179	Health	30/06/2023	09/07/2023	In Progress	09/06/2023: With division for drafting

Out of Scope

Out of Scope



Kind Regards

Kerryn Hunter

Assistant Director, Government Relations

Strategy, Policy and Planning | Canberra Health Services | ACT Government

Level 1, Building 28, Canberra Hospital | www.health.act.gov.au

Phone: (02) 5124 9524 Mobile: [REDACTED]

E-mail: kerryn.hunter@act.gov.au

From: Waye, Jenny (Health) on behalf of Canberra Health Services Ministerial
Sent: Wednesday, 21 June 2023 10:05
To: CHS DLO
Subject: CLEARED FOR PROGRESSION : GBCHS23/179 - Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking
Attachments: GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters - Minister for Health - Assembly Sitting 6-8 June 2023 - Question ~ Benchmarking.tr5

OFFICIAL: Sensitive

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

Record Number: GBCHS23/179
Title : GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters - Minister for Health - Assembly Sitting 6-8 June 2023 - Question on Notice 1253 - Benchmarking

Hi

Cleared package for your progression please.

Thanks

Jenny Waye | Ministerial Liaison Officer

Ph: 02 51249832 | Email: CHS.Ministerial@act.gov.au Government Relations | Canberra Health Services | ACT Government Level 1, Building 28, Canberra Hospital | health.act.gov.au

Work days: Monday, Wednesday, Thursday and Friday RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



Rachel Stephen-Smith MLA
 Minister for Health
 Minister for Families and Community Services
 Minister for Aboriginal and Torres Strait Islander Affairs

Member for Kurrajong

RESPONSE TO QUESTION ON NOTICE
Questions on Notice Paper No 31
9 June 2023
Question No. 1253

Asked by MS LEANNE CASTLEY MLA:

- 1) Can the Minister provide an updated table of how the Canberra Hospital has performed through the monthly benchmarking packages, each month between August 2022 to May 2023 (as answered in question on notice No 82, Inquiry into Annual and Financial Reports 2021-2022).
- 2) Have new indicators been added to the monthly benchmarking packages; if so, what are these indicators and can the Minister include them as part of the response to part (1).

MINISTER STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

- 1) Following the implementation of the Digital Health Record (DHR) in November 2022, processes for the collection and collation of health service data are still under development. The ACT Health Directorate and Canberra Health Services have agreed that further refinement and quality assurance is required prior to releasing this data. With the wealth of additional data provided by the new DHR, it is imperative that additional quality assurance and validation on this data be completed to ensure ACT public hospital data provides accurate and trustworthy information. As a result, there is no benchmarking data available at this time.
- 2) See response to Question 1.

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA
Minister for Health

Date:.....

This response required 3hrs 30mins to complete, at an approximate cost of \$374.45.

