Sent: Tuesday, 23 January 2018 7:04 PM

To: HealthServicesPlanning

Subject: Declined: Territory-wide Health Services Advisory Group

When: Wednesday, 31 January 2018 10:00 AM-11:00 AM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Bowes Conference Centre, Level 2, 2-6 Bowes St, WODEN

HI Alice

I will need to be an apology for the first meeting as it is late notice, I will be in Wagga on the 31 January. I may be able to call in by teleconference if that is an option?

Regards

Donna Murray
Chief Executive Officer
Indigenous Allied Health Australia
6b Thesiger Court Deakin West ACT 2600

Website: www.iaha.com.au | www.iahaconference.com.au

<< File: image001.png >> Like us on Facebook | << File: image002.png >> Follow us on Twitter | << File: image003.png >> Follow us on LinkedIn | << File: image004.png >> Watch us on YouTube

I Acknowledge and pay my respects to the traditional custodians across the lands, waters and seas and thank our elders past, present and future for their continued custodianship.

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

From:

Palazzo, Jessica (Health) on behalf of Richter, Matthew (Health)

Sent:

Tuesday, 30 January 2018 5:55 PM

To:

Symons, Louise (Health); West, Alice (Health)

Cc:

Chamberlain, Jodie (Health); Emerson, Marc (Health); Watson, Sarah (Health) RE: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]1

Subject: Attachments:

MIN18-33_Additional speaking notes regarding NGO procurement.docx

Hello all

Attached track changed, cleared speaking notes.

Thank you

Jess

Jessica Palazzo

Executive Officer to Matthew Richter
Executive Director, Policy & Stakeholder Relations
Level 4, Penryhn House, 2-6 Bowes St, Woden
Ph: (02) 620 50832 | Email: Jessica.Palazzo@act.gov.au
Care A Excellence Collaboration Integrity



From: Symons, Louise (Health)

Sent: Tuesday, 30 January 2018 9:21 AM

To: Richter, Matthew (Health) < Matthew.Richter@act.gov.au>; West, Alice (Health) < Alice.West@act.gov.au>

Cc: Chamberlain, Jodie (Health) < Jodie. Chamberlain@act.gov.au>; Emerson, Marc (Health)

<Marc.Emerson@act.gov.au>; Watson, Sarah (Health) <Sarah.Watson@act.gov.au>

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<Sarah.Watson@act.gov.au>

Subject: Re: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]

Is dot point 2 accurate ?its the first I've been told of this

Sent from my iPhone

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Hi Louise,

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Can we please put an emphasis in the tps where the Minister brings the focus back to what the role of the Advisory Group is? i.e. members now have a platform to raise concerns that might be raised in the community/ngo sector about the reforms; how that platform can/will benefit the community etc..

Noting the request is to address NGO procurement concerns, we still need to bring the attention back to the Advisory Group and the role it can play going forward.

Thanks,

Alice West

Executive Officer to
Vanessa Brady, Executive Director, Health Services Program
Jodie Chamberlain, Executive Director, Territory-wide Services Redesign
Level 5, 4 Bowes Pl, Woden
Phone: (02) 620 71015 | Email: Alice.West@act.gov.au

<image001.jpg>

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Sent: Monday, 29 January 2018 9:08 PM

To: Watson, Sarah (Health) < Sarah. Watson@act.gov.au >; Emerson, Marc (Health)

<Marc.Emerson@act.gov.au>; Richter, Matthew (Health) <<u>Matthew.Richter@act.gov.au</u>>

Cc: Chamberlain, Jodie (Health) < Jodie. Chamberlain@act.gov.au >; West, Alice (Health)

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Can you please make any required changes/edits and clear through Matt ASAP?

We will then clear through Jodie and DG.

Needs to be done ASAP please as it has to reach Min's office today (preferably by lunch time) and we need to clear through 3 people first.

I can come down and chat if it helps. I will be in after dropping Kate off for her first day at high school (eek!).

Cheers,

Lou

Louise Symons
Communications and Change Management
Territory Wide Services Redesign, ACT Health
Level 5, 2-6 Bowes St, Woden
GPO Box 825 CANBERRA ACT 2601
Phone (02) 6205 0965 | Mobile

<MIN18-33_Additional speaking notes regarding NGO procurement.docx>

SPEAKING NOTES FOR THE

INNAUGURAL MEETING OF THE TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP 10:00am, WEDNESDAY, 31 JANUARY 2018 Conference Centre, LEVEL 2, 2 BOWES ST, WODEN

Additional speaking notes on NGO procurement

- The Territory-wide Health Services Framework will shape the direction of ACT Health and outline the kinds of services and care that are needed to support the ACT community into the future. Every service that ACT Health delivers or contracts to deliver will need to be aligned with the Framework.
- In the process of developing the Specialty Service Plans (SSPs), ACT Health will examine all purchased services and their alignment with the Framework and the future directions of ACT Health. This will be a methodical process over time and will involve discussions with the sector, as appropriate. The Territory-wide Health Service Framework and its related documents will be key strategic documents for Health that informs all the things we do including procurement of services. We will, over time and in conjunction with the sector, examine the services we purchase to make sure that are aligned and delivering on the future needs of the ACT Community
- The reform process doesn't necessarily mean a complete open season on contracts, but as we are changing the way we approach service delivery through the Framework, this will inevitably impact not just on the types of services we procure, but also possibly on how we procure them.
- We don't have the full picture yet, but as we work through implementing the Framework and developing the SSPs, the picture will become clearer and we will make sure we are actively communicating that to you.
- The intention is not to force too much change too quickly in 2019 and changes may be made over a number of funding periods. Throughout this process, we will also be looking at the capacity for change, both internally within ACT Health as well as within the sector.

- In the immediate future, ACT Health will be working to make sure that all current contracts are managed well, are scoped and delivered appropriately and that the right services are being purchased for the outcomes we are seeking. This will also include ensuring all contracts are streamlined, have good and consistent reporting in place, and represent value for money.
- As part of ACT Health's work as a member of the Human Services
 Cluster, there will also be a concerted effort to ensure consistency and
 clarity across directorates to ensure that contracts and reporting are not
 unnecessarily duplicated across government.
- The procurement reform will be an open and transparent process and we
 will welcome conversations with all entities that wish to deliver services to
 improve the lives of Canberrans.
- However, it is important to note that while external stakeholders will be consulted, we need to make sure our engagement is appropriate and within the bounds of procurement policies.
- In terms of the mental health sector, the establishment of the Office for Mental Health will have a key role in the coordination and integration of the government and community mental health services to ensure that Canberrans are not falling through any gaps in the system. However, the specific influence that the Office will have will not be known until the later stages of the consultation and Office development process.

From:

West, Alice (Health)

Sent:

Wednesday, 31 January 2018 7:50 AM

To:

Palazzo, Jessica (Health); Symons, Louise (Health)

Cc:

Chamberlain, Jodie (Health), Emerson, Marc (Health); Watson, Sarah (Health)

Subject: Attachments: RE: URGENT - Speaking Notes on NGO Review [SEC=UNCLASSIFIED]
RE: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Hi Jess.

As we had to get the tps to the Minister before close of business, we provided the attached, without PSR clearance. We got very positive feedback from the Ministers Advisor on the talking points. So thanks to Marc for his assistance. We'll keep a record of the changes requested for future use.

Kind regards,

Alice West

Executive Officer to

Vanessa Brady, Executive Director, Health Services Program Jodie Chamberlain, Executive Director, Territory-wide Services Redesign Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



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<Marc.Emerson@act.gov.au>; Watson, Sarah (Health) <Sarah.Watson@act.gov.au>

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Jessica Palazzo

Executive Officer to Matthew Richter
Executive Director, Policy & Stakeholder Relations
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Ph: (02) 620 50832 | Email: Jessica.Palazzo@act.gov.au
Care A Excellence Collaboration Integrity



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Alice West

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Vanessa Brady, Executive Director, Health Services Program

Jodie Chamberlain, Executive Director, Territory-wide Services Redesign

Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 71015 | Email: Alice.West@act.gov.au

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I can come down and chat if it helps. I will be in after dropping Kate off for her first day at high school (eek!).

Cheers,

Lou

Louise Symons
Communications and Change Management
Territory Wide Services Redesign, ACT Health
Level 5, 2-6 Bowes St, Woden
GPO Box 825 CANBERRA ACT 2601
Phone (02) 6205 0965 | Mobile

<MIN18-33_Additional speaking notes regarding NGO procurement.docx>

From:

West, Alice (Health)

Sent:

Tuesday, 30 January 2018 4:09 PM

To:

Andersen, Jackie (Health); Chamberlain, Jodie (Health)

Cc:

Feely, Nicole (Health); Pulli, Tracey (Health); Dal Molin, Vanessa (Health)

Subject:

RE: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Attachments:

MIN18-33_Additional speaking notes regarding NGO procurement (3).docx

Dear Jackie,

Please find attached as cleared by Jodie.

Apologies for the delay.

Thanks,

Alice West

Executive Officer to Vanessa Brady, Executive Director, Health Services Program Jodie Chamberlain, Executive Director, Territory-wide Services Redesign Level 5, 4 Bowes Pl, Woden

Phone: (02) 620 71015 | Email: Alice.West@act.gov.au



From: Andersen, Jackie (Health)

Sent: Monday, 29 January 2018 1:32 PM

To: West, Alice (Health) <Alice.West@act.gov.au>; Chamberlain, Jodie (Health) <Jodie.Chamberlain@act.gov.au> Cc: Feely, Nicole (Health) <Nicole.Feely@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Dal Molin,

Vanessa (Health) < Vanessa. Dal Molin@act.gov.au>

Subject: Urgent talking points - TwHSF event 31 January [DLM=For-Official-Use-Only]

Jodie

From the Minister's meeting today, can you please arrange for some talking points for the first TWHS Advisory Group on Wednesday on the future procurement of NGOs and the process that is underway. The Minister will need some words reassuring the AG about broad timeframes for the process.

thanks

Jackie Andersen | Senior Manager, Ministerial and Government Services | ACT Health | ACT Government Level 5, 6 Bowes St Woden ACT 2606 | GPO Box 825 Canberra ACT 2601

Ph: (02) 6205 0829 | M | Email: jackie.andersen@act.gov.au

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SPEAKING NOTES FOR THE

INNAUGURAL MEETING OF THE TERRITORY-WIDE HEALTH SERVICES ADVISORY GROUP 10:00am, WEDNESDAY, 31 JANUARY 2018 Conference Centre, LEVEL 2, 2 BOWES ST, WODEN

Talking points on NGO procurement

- The Territory-wide Health Services Framework will shape the direction of ACT Health and outline the kinds of services and care that are needed to support the ACT community into the future. Every service that ACT Health delivers or contracts to deliver will need to be aligned with the Framework.
- In the process of developing the Specialty Service Plans (SSPs), ACT Health will examine all purchased services and their alignment with the Framework and the future directions of ACT Health.
- As we are changing the way we approach service delivery through the Framework, this will inevitably impact not just on the types of services we procure, but also possibly on how we procure them.
- We don't have the full picture yet, but as we work through implementing
 the Framework and developing the SSPs, the picture will become clearer
 and we will make sure we are actively communicating that to you.
- As the Advisory Group, you will play a key role in providing advice on the Framework and SSPs, and helping us to communicate with community stakeholders.
- The intention is not to force too much change too quickly in 2019 and changes may be made over a number of funding periods.
- It is important to note that while external stakeholders will be consulted, we need to make sure our engagement is appropriate and within the bounds of procurement policies.

From:

TWHSAdvisoryGroup on behalf of TWHSAdvisoryGroup@act.gov.au

Sent:

Monday, 12 February 2018 11:51 AM

To:

Darlene Cox; Donna Murray; Fletcher, Jeffery (Health);

AcLeod, Margaret (Health); Morris, Jo (Health);

Cc:

Chamberlain, Jodie (Health); DGACTHealth

Subject:

For information: Minutes and actions from meeting of 31 January 2018

[SEC=UNCLASSIFIED]

Attachments:

THWS AG_Minutes_20180131_ClearedbyJC.pdf; TWHS_AG_ - Actions Running Sheet_

20180131.pdf

Dear Members of the Territory-wide Health Services Advisory Group,

Please find attached the minutes and actions arising from the first meeting of the Advisory Group, which occurred on 31 January 2018. These documents have been cleared by Jodie Chamberlain as interim Chair, and will be put forward for formal endorsement at the next meeting.

You will see from this email that I have set up a central email account for Advisory Group business. Please use this email for all future correspondence regarding the Advisory Group.

Kind regards,

Alice West

Executive Officer to Jodie Chamberlain, Executive Director, Territory-wide Services Redesign Secretariat | Territory-wide Health Services Advisory Group 2-6 Bowes St Woden

Phone: (02) 620 71015 | Email: TWHSAdvisoryGroup@act.gov.au





MINUTES

Date:

Wednesday, 31 January 2018

Time:

10am to 11am

Venue:

Conference Room 2, 2 Bowes St, Woden.

1. Acknowledgement of Country

The Chair provided the following Acknowledgement of Country:

I would like to begin by acknowledging the Ngunnawal people, the Traditional Custodians of the ACT and pay respect to their Elders past and present.

I would like to pay respect to other Aboriginal and Torres Strait Islander peoples who are a part of this community.

2. Welcome and Apologies

Jodie Chamberlain passed on apologies from Nicole Feely, Director-General ACT Health, and advised that she would fill the role of interim Chair for this meeting.

Attendance and apologies marked as below.

ATTENDANCE	In attendance	Apologies
Members		
A/Prof Nicolas Cherbuin – Australian National University	Y	
Scott Clouder – LGBTIQ Ministerial Advisory Council	Y	
Professor Gabrielle Cooper – University of Canberra		X
Gaylene Coulton - Capital Health Network	Y	
Darlene Cox – Healthcare Consumers Association	Y	
Douglas Herd - ACT Disability Reference Group	Y	
Lisa Kelly – Carers ACT	Y	
Donna Murray - Indigenous Allied Health Australia		X
Dr Rashmi Sharma – General Practitioner	Y	
Sandra Turner – Cancer Council ACT	Y	
Simon Viereck - Mental Health Community Coalition	Y	
Dr Jeffrey Fletcher - Chief Medical Officer, ACT Health	Y	
Dr Margaret McLeod - A/g Chief Nursing and Midwifery Officer, ACT Health	Y	
Jo Morris - A/g Chief Allied Health Officer, ACT Health	Y	
Attendees		
Jodie Chamberlain, Executive Director, Territory-wide Services Redesign	Y	
Meegan Fitzharris MLA, Minister for Health and Wellbeing	Y	
Nicole Feely, Director-General, ACT Health		X
Secretariat		
Alice West, Executive Officer, Territory-wide Services Redesign	Y	
	TOWN THE WATER TO THE PARTY OF	THE RESERVE OF THE RE

3. Opening Remarks

The Minister for Health and Wellbeing, Ms Meegan Fitzharris MLA attended to provide the opening remarks for the first meeting of the Territory-wide Health Services Advisory Group (the Advisory Group), highlighting the following:

- The Minister is pleased with the representation across the Advisory Group;
- The Minister is very excited about this work, where the aim of the Territory-wide Health Services Framework (the Framework) is to provide for an integrated, holistic health care system for our



region

- The Minister encouraged members to talk to stakeholders and consumers about their experiences and how they will improve;
- The Minister acknowledged the challenges experienced to date, as well as the challenges that
 may be faced over the next 12 months;
- The Minister encouraged members to bring their experiences to the table, but to consider being inclusive to all community organisations, not just their own;
- The Minister acknowledged the significant work that is currently underway in the mental health sector that is being led by Minister Rattenbury, and spoke to how she and Minister Rattenbury work together on health related matters;
- The Minister spoke of her ongoing support for the work related to the Framework, and asked members to embrace the opportunities and challenges this process will bring.

4. Introductions

Members were invited to introduce themselves and speak about their roles and background.

5. Items for Discussion/endorsement

a. Terms of Reference - for endorsement

Members were invited to provide comments on the draft Terms of Reference.

During discussions, it was agreed that the Terms of Reference are to be revised to include:

- What work is out of scope for the Advisory Group
- Metrics and outcomes measures
- · More specificity around confidentiality requirements
- · Timeframes for distribution of papers prior to, and minutes following each meeting.
- Description of the role of Chair and Deputy Chair instead of process of appointment.

Other items raised:

- It was queried how ACT Health and the Advisory Group will ensure the future plans of the private and other hospitals in the region are captured so a true Territory-wide approach is assured.
- Jodie Chamberlain (JC) noted we have received approval to access data from Calvary Private, and agreed to write to the private hospitals to ask what infrastructure and service expansion/s they may have planned for the future.

Actions:

- JC to discuss metrics and outcomes measures with Nicolas Cherbuin out of session.
- Terms of Reference to be updated and distributed to members for out of session endorsement.
- JC to write to the private hospitals to ask what infrastructure and service expansion/s they may have planned for the future.

b. Program status and governance update

JC spoke to this item as per the program update provided in the meeting papers.

Darlene Cox (DC) asked about the status of the development of an engagement strategy for the Framework. JC noted that a draft engagement strategy is being developed, and a dedicated staff member will commence in February to complete this work. JC noted that the role of the Advisory Group is to advise on matters such as the engagement strategy, and the draft strategy will be provided to the Advisory Group for consideration at the next meeting.



Simon Viereck (SV) noted the importance of capturing the Commonwealth in the stakeholder engagement strategy as they also provide services in the community.

Gaylene Coulton (GC) requested a work plan be developed for the Advisory Group. JC advised this is underway, in consultation with the Director-General, and a draft will be provided at the next meeting.

Scott Clouder recommended the use of a drop box, or similar arrangement, for Advisory Group communications to reduce the amount of email traffic. Dr Jeff Fletcher (JF) noted he would speak with the Chief Information Officer (CIO) about the logistics of using a drop box, or similar, arrangement. Members agreed that a standalone email account should be set up for the Advisory Group.

Actions:

- Draft engagement strategy to be provided to the Advisory Group for consideration at the next meeting.
- JF to speak with the ACT Health CIO about the use of a drop box for Advisory Group business.
- Secretariat to arrange for an Advisory Group email to be set up.

c. Draft Territory-wide Health Services Framework 2017-2027 (the Framework)

JC advised the Advisory Group that the draft Framework is currently being reviewed and refreshed and will be put to the Group for endorsement at the next meeting.

Discussion followed, where the Group asked for further review of the Framework to include:

- Language is to be simplified if the intended audience is the general public
- · Diagrams are to be reviewed
- Link to other strategies to be added (e.g. ACT Carer's Strategy, ACT Health Quality Strategy, ACT Health Digital Strategy)
- Ensure consistency of terms across ACT Health documents (e.g. person centered care vs. patient and family centered care)
- Replace the patient journey depicted on page 11
- Develop an executive summary
- Define terms such as 'virtual centres', 'patient and family centered care'.
- More consideration of the community, not just ACT Health services.

Dr Rashmi Sharma (RS) suggested the use of appendix documents, tailored to specific readers, such as 'For the providers', 'For the consumer' etc.

Discussions about the specialty service plans occurred, with the following key items raised:

- Lisa Kelly (LK) stated it is important to distinguish Justice Health from Mental Health, and noted she has consistently provided this feedback through various forums. JF advised this was being considered as part of the Canberra Hospital and Health Services Realignment, whereby it is proposed to have a Centre for Mental Health, and separate Centre for Justice Health, noting these would fall under the same 'Stream'.
- GC asked about the role of the TwHS Steering Committee, and what, if any, relationship is there
 with the Advisory Group. JC advised that the Steering Committee has no direct relation to the
 Advisory Group, but may provide information to the Group by way of reporting.
- Jo Morris (JM) noted that while Allied Health is listed as a 'Core Service', allied health support is considered in all SSPs.

Action:

 JC to take feedback from the Advisory Group and have the Framework updated and represented to the Advisory Group for endorsement.



6. Nominations for Chair

JC advised that a call for nominations for Chair will occur out of session. Nominations will be collated and put to the Director-General for consideration. Members will be advised of the outcome in due course.

Action:

Secretariat to distribute an out of session call for nominations for Chair.

7. Meeting frequency and schedule for 2018

Members discussed the proposed 2018 meeting schedule as requested:

- Meetings to be scheduled for a minimum of 90 minutes.
- Meeting scheduled to be determined following receipt of the Advisory Group work plan.
- Next meeting to be held in March.

Action:

- Secretariat to arrange next meeting for March, for 90 minutes.
- List meeting schedule for discussion at March meeting, for review in line with the work plan.

8. Meeting close

Meeting was closed at 11.39am.



Territory-wide Health Services Advisory Group

Actions Arising from Previous Meetings (Running Sheet)

Meeting No.	Meeting Date	Action No.	Action Item	Action Officer	Date Due	Comments
01/18	31/01/2018	1	Metrics and Outcomes Measures for the Framework	JC/NC	March 2018	Jodie Chamberlain to discuss metrics and outcomes measures with Nicolas Cherbuin out of session.
01/18	31/01/2018	2	Terms of Reference	Secretariat	End February 2018	Terms of Reference to be updated and distributed to members for out of session endorsement.
01/18	31/01/2018	3	Capturing private, and other, hospital planned expansions	JC	March 2018	Jodie Chamberlain to write to the private and other hospitals in our region to ask/capture what infrastructure and service expansion/s they may have planned for the future.
01/18	31/01/2018	4	Territory-wide Health Services Engagement Strategy	JC	March 2018	Draft engagement strategy to be provided to the Advisory Group for consideration at the next meeting.
01/18	31/01/2018	5	Drop box	JF/Secretariat	March 2018	JF to speak with the ACT Health CIO about the use of a drop box for Advisory Group business.
01/18	31/01/2018	6	Email account	Secretariat	ASAP	Secretariat to arrange for an Advisory Group email to be set up.
01/18	31/01/2018	7	Update the Territory-wide Health Services Framework	JC	Ongoing	JC to take feedback from the Advisory Group and have the Framework updated and represented to the Advisory Group for endorsement.



Territory-wide Health Services Advisory Group

Meeting No.	Meeting Date	Action No.	Action Item	Action Officer	Date Due	Comments
01/18	31/01/2018	8	Nominations for Chair	Secretariat	February 2018	Secretariat to distribute an out of session call for nominations for Chair.
01/18	31/01/2018	9	Next meeting of the Advisory Group	Secretariat	March 2018	Secretariat to arrange next meeting for March, for 90 minutes.
01/18	31/01/2018	10	2018 Meeting Schedule	Secretariat	March 2018	List meeting scheduled for discussion at March meeting, for review in line with the work plan.