

BHSP promotional video – update January 2019

Purpose

Provide an overview of the investment ACT government is making in health infrastructure through the range of projects that make up the BHSP.

The video is relevant to the time period 2018 – 2024.

Content (text boxes and overlay text) may be updated during this period.

In addition to the 2 minute film, a short version, 30 sec, is required for social media.

Place

The video will be available on the ACT Health public website, staff intranet page and used at presentations, as appropriate.

Updates

Video to include new BHSP branding/logo

The current [promotional video](#) was created in 2017. Updates are proposed for the overlay text and text boxes.

The video is to be consistent with ACT Health brand guidelines.

Video script – required changes

Time signature	Current text	Proposed text
0.02	<u>Opening image</u> ACT Health Infrastructure ACT Health logo	Building Health Services Program and ACT Health logo
00.06	<u>Overlay text</u> Over the next 10 years the ACT government will invest...	The ACT government is investing ...
00.10	<u>Overlay text</u> in hospitals and health facilities across Canberra	In hospitals and health facilities across Canberra
00.18	<u>Text boxes</u> University of Canberra Opening 2018 Brian Hennessey Rehabilitation Centre Minor works 2017-18	University of Canberra Open 2018
00.25	<u>Text box</u> Northside Hospital Scoping Study 2017-18	Northside Hospital Scoping Study 2019
00.30	<u>Text box</u> Gungahlin Walk-in Centre Opening mid 2018	Gungahlin Walk-in Centre Open 2018

Time signature	Current text	Proposed text
00.37	<u>Text boxes</u> Inner North Community Health Services inc Walk-in Centre Planning 2017-18, Opening 2020 City Health Centre Services feasibility planning	Inner North Community Walk-in Centre Open 2020 City Health Centre Services Refurbishment 2019
00.47	<u>Text box</u> New Winnungah Nimmitjyah Aboriginal and Torres Strait Islander Health Centre Completion 2019	New Winnungah Nimmitjyah Aboriginal and Torres Strait Islander Health Centre Completion 2019
00.58	<u>Text boxes</u> Expansion of Centenary Hospital for Women and Children Completion 2021 Child and Adolescent Mental Health Unit Inpatient Acute Aged Care & Cancer Inpatient Facilities Refurbishments complete 2017-19 Surgical Procedures Interventional Radiation & Emergency (SPIRE) Centre Completion 2022-23	Expansion of Centenary Hospital for Women and Children Completion 2021 Child and Adolescent Mental Health Unit Surgical Procedures Interventional Radiation & Emergency (SPIRE) Centre Completion 2023 24
1.12	<u>Text box</u> Weston Creek Region Walk-in Centre Planning and design 2017-18 Opening 2020	Weston Creek Region Walk-in Centre Open 2020
1.22	Image of SPIRE Centre location	Image of SPIRE Centre location (NEW IMAGE)
1.30	<u>Overlay text</u> Health care is an important priority for Canberrans	Health care is an important priority for Canberrans
1:35	<u>Overlay text</u> Delivering better health care	Delivering better health care
1:39	<u>Overlay text</u> when and where you need it	when and where you need it
1:42	<u>Overlay text</u> closer to home.	closer to home.
1:45	<u>Closing image</u> ACT Health logo	ACT Health logo health.act.gov.au/infrastructure : BuildingHealthServicesProgram@act.gov.au

The Building Health Services Program



As our city continues to grow, so too does demand for health services. To ensure the healthcare needs of Canberrans are met today and into the future, significant planning is underway to ensure every part of our health system can support the growing community, including our infrastructure.

An important part of this planning is providing infrastructure that will allow us to fulfil our goal of providing quality care when and where it is needed most.

As part of ACT Health's Building Health Services Program (BHSP), during 2019 significant planning, site preparation and building activity will take place across the Territory on a number of infrastructure projects including:

- [Surgical Procedures, Interventional Radiology and Emergency Centre \(SPIRE\)](#)
- [Centenary Hospital for Women and Children Expansion](#)
- [the Northside Hospital Services Scoping Study](#)
- Clare Holland House Expansion, and
- Walk in Centres – Inner North (planning), Weston (in-progress), Gungahlin (complete).

This page is designed to provide you with information about these projects including updates, and details on established governance structures and planning committees.

Project planning and governance

Collaboration and consultation with all staff including clinicians and medical staff is critical to the success of health services planning and infrastructure design.

To make sure the final design of each of the facilities, meets user requirements, remains within scope, and can be safely completed within desired timeframes, a governance structure has been put in place for each project. The structure details the various committees that will have (or will have)

oversight of the projects, committee membership and the roles and responsibilities of representatives from the various stakeholder groups.

More information about the governance structures including details of the committee members are available through the links below. If you would like to be involved in the planning process, or have ideas or concerns you would like to share speak to your manager or contact the [BHSP team](#).

- [CHWC Expansion](#)
- SPIRE

Opportunities to stay informed

Project updates will continue to be published on this page. For more information about the BHSP projects contact BuildingHealthServicesProgram@act.gov.au

See also



11 JAN 2019

[Centenary Hospital for Women and Children Expansion](#)

Building Health Services Program staff updates

Background

The Building Health Services Program (BHSP) stakeholder management plan has identified ACT Health and Canberra Health Services staff as major stakeholders in the suite of infrastructure projects underway as part of the BHSP.

During 2019 there will be significant building works taking place on the Canberra Hospital campus. Most notably:

- SPIRE: Site preparation including staging and decanting of buildings 5 and 24.
- CHWC Expansion: staging and decanting across a number of areas within the CHWC and, depending on final design, building 10.

These works will impact on the work environment of a number of staff and on the services they deliver.

Communication

As part of a comprehensive communications plan, monthly project staff updates are proposed. These updates will provide a broad overview of project progress and more detailed information on works that will directly affect staff.

Monthly staff updates will be delivered through following mechanisms, as required:

- ACT Health intranet – general news item and BHSP page update
- News item included in CHS staff bulletin (Pulse)
- News item included in ACT Health staff bulletin (TBC)
- Updates on CHS digital screens
- Printed alerts for in-tray drops and staff rooms
- Updates provided to the Disturbance or Interference to Service, safety or Traffic (DISST) committee chair, Shannon Keevers

Where possible, news items will be accompanied by an image illustrating design or planned works.

Content plan

Date	Content
14 January	Update BHSP Intranet page – include project governance structures and key contacts
January	CHCW Expansion project update and governance structure
February	SPIRE project update and governance structure
March	SPIRE staging and decanting plan
April	CHCW Expansion preferred design
May	CHCW staging and decanting plan
June	SPIRE project update
July	Northside WIC project update
August	SPIRE project update
September	CHCW project update
October	SPIRE project update
November	CHWC project update
December	BHSP – wrap up across projects

Staff news item - January

Building Health Services Program update: CHCW expansion project

Planning is well underway for an expansion of the Centenary Hospital for Women and Children (CHWC). ACT Health, Canberra Health Services and Chief Minister, Treasury and Economic Development Directorate staff have been working with design consultant Silver Thomas Hanley to refine options for expansion and confirm user requirements.

The \$70 million project is part of the ACT Government's 10-Year Health Plan to meet the community's increasing demand for health care services across the territory. The expansion will increase the capacity of the CHWC and expand the range of services it can offer, including services for adolescents and new born babies with high care needs.

The ACT Government's 2017 Budget provided funding for the first stage of the expansion project which includes planning and design.

The first two of three planned User Design Group meetings took place during December 2018, with clinical staff reviewing draft designs, providing user feedback and refining service and staff requirements. The User Groups included representatives from neonatology, obstetrics and gynecology, maternity, infrastructure management and executive team members from both Canberra Health Services and ACT Health.

During January 2019, the final User Design Group meetings will take place with a view to developing design options for review by the [Project Control Group](#). The [Project Steering Committee](#) will decide the final, preferred design option. A detailed business case for this design will then be developed for sign-off by the Minister for Health and Wellbeing in March.

Project milestones scheduled for the year ahead include:

- **February:** Development of staging and decanting plan (in preparation for building works)
- **March:** Deliver detailed business case for approval by Minister for Health and Wellbeing and inclusion in the 2019-20 Budget
- **April/May:** Commence implementation of staging and decanting plan (relocation of some services in advance of building works)
- **May/June:** Commence staged refurbishment and building works (managed to ensure minimal disruption to services)

The CHWC Expansion project is due for completion in 2021-22.

For further information on the project governance structure and key contacts visit the [BHSP page on the staff intranet](#).

Enquiries may be directed to BuildingHealthServicesProgram@act.gov.au



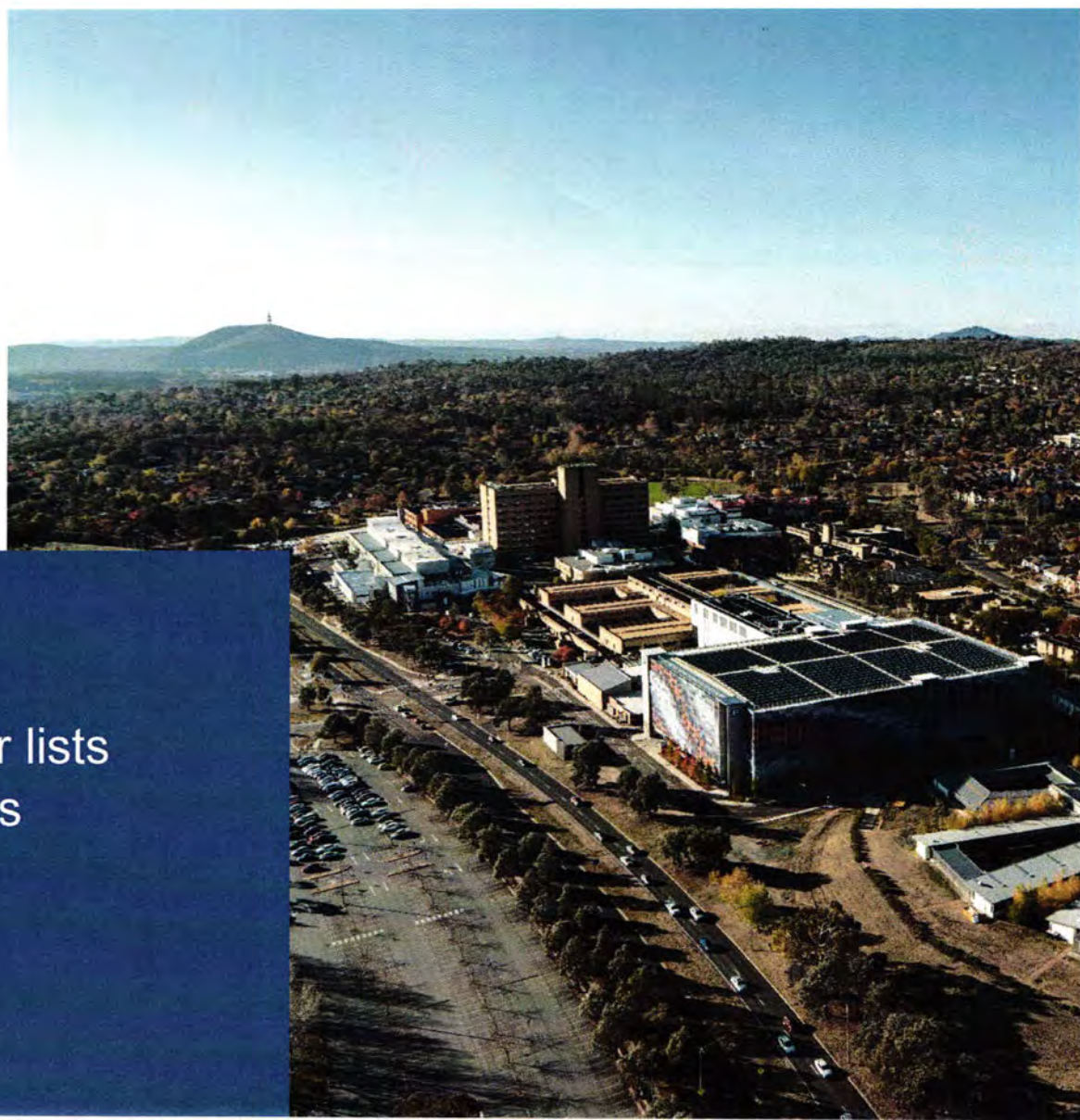
ACT
Government

ACT Health

SPIRE Centre

Stakeholder lists
and analysis

January 2019



Contents

Contents	i
Stakeholders	2
Stakeholder engagement analysis	3
Internal stakeholders	3
External stakeholders	4
Levels of engagement	4
Project governance	4
Internal stakeholder analysis	5
External stakeholder analysis	11

Stakeholders

Stakeholders are categorised in the following tables:

Canberra Health Services staff	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> Clinical staff working in building 5 and 24: doctors, nurses, allied health professionals. Non-clinical staff working in buildings 5 and 24: administrative staff, building management staff, security. Executive staff working in building 24. 	<ul style="list-style-type: none"> Executive staff (not in building 24) CHS staff CHS switchboard staff Policy and administration staff
Other internal stakeholders	
<ul style="list-style-type: none"> ACT Minister for Health and Wellbeing ACT Minister for Mental Health Members of the ACT Legislative Assembly The Chief Minister Treasury and Economic Development Directorate (CMTEDD) 	<ul style="list-style-type: none"> ACT Government staff answering public enquiries (e.g. Access Canberra) Statutory government offices/officers Potential CHS employees.

ANU Medical School staff and students	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> Teaching staff Research staff Administrative staff Students 	<ul style="list-style-type: none"> Executive staff ANU medical faculty ANU Medical School communications unit Policy and administration staff

ACT Health staff	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> Planning Corporate Unit 	<ul style="list-style-type: none"> Executive staff ACT Health staff Policy and administration staff

External stakeholders		
Health professionals	Facility	Higher education
<ul style="list-style-type: none"> • National Capital Private Hospital • Australian Medical Association (ACT Branch) • Australian College of Midwives (ACT Branch) • General practitioners (GPs) and referring doctors • Potential ACT Health employees • Capital Health Network 	<ul style="list-style-type: none"> • Other facility management services, eg. IT • Health Services Union NSW/ACT/QLD branch • CHS staff delivering support services – eg linen, meals, cleaning. 	<ul style="list-style-type: none"> • Providers who have students on placement with Canberra Health Services – CIT, ANU, UC.
	Government	ACT Community
	<ul style="list-style-type: none"> • ACT Legislative Assembly representatives and decision-makers • Ministerial advisory committees and councils • Transport Canberra 	<ul style="list-style-type: none"> • Patients and carers (existing and future) • Garran community • Woden Valley Community Council • Health Care Consumers' Association • Media

The Stakeholder Engagement Working Group will work with the Project Control Group and line areas to further develop this list.

The Project Control Group and line managers will be responsible for identifying stakeholders and providing contact details. The Stakeholder Engagement Working Group will be responsible for collating and maintaining this list.

Stakeholder engagement analysis

The purpose of stakeholder engagement analysis is to:

- identify key stakeholders
- examine their interest, influence and relevant issues; and
- define the required level of engagement or communication.

Internal stakeholders

Canberra Health Services staff are key stakeholders in the success of the project. Engaging staff and keeping them informed about the SPIRE project is essential for a successful outcome. Informed and engaged staff can also be strong advocates for the project—they interact with patients, carers, friends and family on a daily basis. Ensuring staff are on board and enthusiastic is therefore a high priority.

It is also important to engage and communicate effectively with other internal stakeholders, such as the ACT Minister for Health and Wellbeing and ACT Minister for Mental Health's offices, to promote the project.

External stakeholders

External stakeholders include residents of Canberra, and the surrounding region, who will use, or potentially use SPIRE; residents of Garran; medical and nursing staff (current and future); and other interested and influential groups.

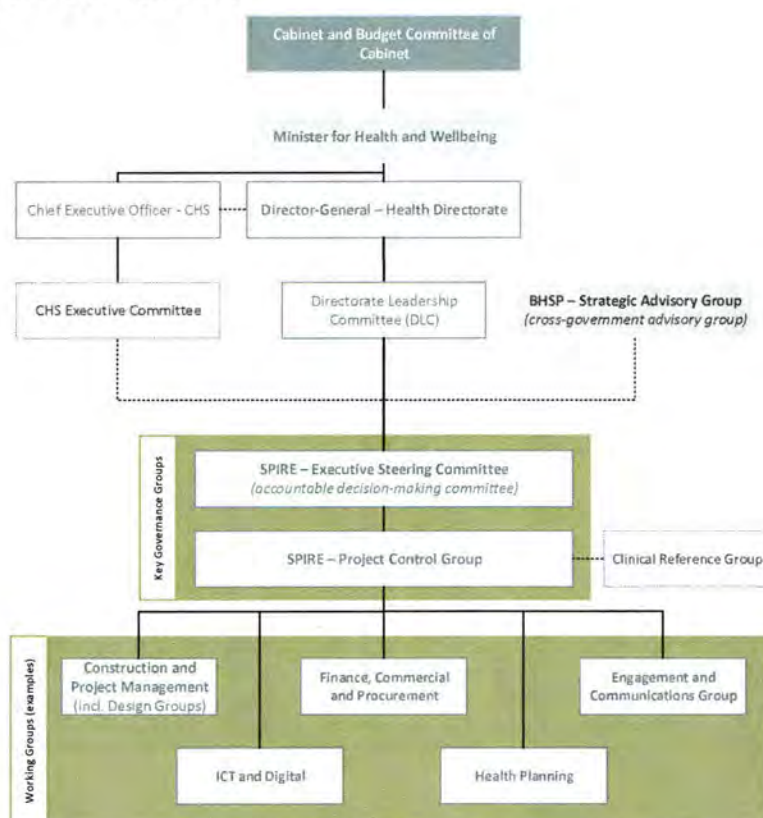
Levels of engagement

The different possible levels of engagement, as defined in 'Engaging Canberrans: A Guide to Community Engagement', are summarised below.

	Inform	Consult	Involve	Collaborate
Goal	Provide balanced and objective information and assist understanding.	Obtain stakeholder feedback on analysis, alternatives and/or decisions.	Work directly throughout the process to ensure concerns and aspirations are understood and considered.	Partner each aspect of the decision including alternatives and solutions.

Note: engagement levels may change over time.

Project governance



Internal stakeholder analysis

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Canberra Health Services - Executive	Chief Executive Officer, Bernadette McDonald Deputy Director General, Chris Bone Executive Director People and Culture Executive Director Quality Safety Innovation and Improvement	Consult	Interest in ensuring infrastructure meets service requirements and that building process is communicated effectively to staff and patients, minimizing disruption. Influential in effectively communicating project progress to CHS staff	<ul style="list-style-type: none"> Membership in governance committees Direct communication between ACTHD project lead and executives Project updates included in agenda of weekly ACTHD and CHS CEO catch up meetings 	Executive Group Manager Strategic Infrastructure and Procurement
Canberra Health Services - staff directly affected	SPIRE Clinical Director (CHS) <i>TBC</i> Executive Director Infrastructure Management and Maintenance, <i>Colm Mooney</i> Executive Director Medical Services, <i>Paul Dugdale</i> Executive Director Nursing and Midwifery, <i>Hamish Jeffery</i> Clinical Director Surgery and Oral Health, <i>Frank Piscioneri</i>	Involve	CHS staff will be directly affected by the SPIRE build in terms of their work environment and responsibilities. Clinical leaders are important to building positive sentiment towards the changes and informing staff of upcoming events that will impact their work. Staff may provide word-of-mouth commentary on the project with patients, clients, friends or family members Need to provide key messages for staff to convey to the public.	<ul style="list-style-type: none"> Membership in Governance committees and Working Groups Information sessions ACT Health website Intranet Staff bulletin CEO Bulletin Fact sheets Posters Digital screen 'ads' (Internal) Information packs Change champions 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
	<p>Emergency Department, <i>Greg Hollis</i></p> <p>Intensive Care Unit, <i>Bronwyn Avar</i></p> <p>Retrieval Services (Air Ambulance) <i>Kelvin Grove</i></p> <p>Anesthesia, <i>Thomas Brussel</i></p> <p>Maxillofacial Surgery, <i>Dylan Hyam</i></p> <p>Orthopedic Surgery, <i>Professor Paul Smith</i></p> <p>Medical Imaging, <i>Charles Ngu</i></p> <p>Pathology, <i>James Dahlstron</i></p> <p>Clinical Support Services, <i>Lisa Gilmore</i></p> <p>Pharmacy, <i>Sheridan Briggs</i></p> <p>Medicine, <i>Girish Talaulikar</i></p> <p>Cancer Services, <i>Paul Craft</i></p> <p>Outpatients, <i>Cathie O'Neill</i></p> <p>Patient Flow, <i>Lyn O'Connell</i></p>		<p>Staff will also play a role in informing existing patients and carers of the transition arrangements.</p>		

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
	Chief Allied Health Officer, <i>Kerry Boyd</i>				
Canberra Health Services staff working in buildings 5 and 24	Building 24 CHS Executive Executive Support Quality & Safety Unit Building 5 Child at Risk Health Unit Canberra Sexual Health Unit Staff Development Unit Staff and family accommodation Volunteer Services Tissue Viability Service ANU Medical School - (external)	Involve	<p>CHS staff will be directly affected by the SPIRE build in terms of their work environment and responsibilities.</p> <p>Staff and services will be required to permanently move from these buildings and will require regular, accurate information about the decant schedule and new office/service locations</p> <p>Staff may provide word-of-mouth commentary on the project with patients, clients, friends or family members</p> <p>Need to provide key messages regarding the positive impact of SPIRE on Canberra's health services for staff to feel their short-term inconvenience is will contribute to long-term benefits for themselves and the community.</p>	<ul style="list-style-type: none"> • Membership in Governance committees and Working Groups • Information sessions • ACT Health website • Intranet • Staff bulletin • CEO Bulletin • Fact sheets • Posters • Digital screen 'ads' (Internal) • Information packs • Change champions • Regular, targeted decant updates to a custom staff email list 	

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Canberra Health Services – staff indirectly affected	<p>Executive Directors, Directors and staff of across the CHS including:</p> <p>Allied Health</p> <p>Medical Services</p> <p>Cancer and Ambulatory Support</p> <p>Aboriginal and Torres Strait Islander Liaison Services</p> <p>Critical Care</p> <p>Mental Health, Justice Health and Alcohol and Drug Services</p> <p>Women, Youth and Children Surgery</p> <p>Medicine</p> <p>Finance and Business Intelligence</p> <p>Infrastructure Management and Maintenance</p> <p>Quality Safety Innovation and Improvement</p> <p>People and Culture</p> <p>Communications and Government Relations</p>	Inform	<p>Directly and indirectly affected staff may provide word-of-mouth commentary on the project, for example, with patients, clients, friends or family members.</p> <p>Staff are interested in improving facilities for both patients and staff, expanding capacity and meeting demand for acute and emergency services.</p> <p>Communications to align with Change Management Plan and Relocation Plan.</p>	<ul style="list-style-type: none"> • Meetings (staff, Executive) • ACT Health website • Intranet • Staff bulletin – the Pulse • CEO emails • CEO Forums • Fact sheets • Posters • digital screen ‘ads’ (Internal) • Team meetings 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
ACT Government staff	<p>Department staff indirectly affected, including:</p> <p>Chief Minister, Treasury and Economic Development Directorate</p> <p>Community Services Directorate</p> <p>Environment and Planning Directorate</p> <p>Justice and Community Safety Directorate</p> <p>Education and Training Directorate</p> <p>ACT Ambulance Service</p> <p>Transport Canberra and City Services</p> <p>Project and Capital Works (PCW)</p> <p>Transport ACT (ACTION)</p> <p>Access Canberra</p> <p>Shared Services ICT</p> <p>Emergency Services Agency</p> <p>WorkSafe ACT</p>	Inform	<p>May be indirectly affected by the opening of SPIRE in terms of their responsibilities and community engagement.</p> <p>May be able to be a positive spokesperson on the project, if they are asked about it in an informal setting.</p> <p>Expertise required to ensure operational success.</p>	<ul style="list-style-type: none"> • ACT Health website • Whole-of-government messages • Intranet • Staff bulletin • Fact sheets • Whole of Service message • Whole of Service informational 	Stakeholder Engagement Working Group
ACT Government staff (continued)	ACT Government staff answering patient and public enquiries (e.g. Access Canberra)	Inform	Need timely accurate information to respond to enquiries	<ul style="list-style-type: none"> • Scripts/Q&As/holding statements • Website • Intranet • Staff bulletin 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Members of the ACT Legislative Assembly	The Health Ministers and their Offices	Collaborate	Minister for Health and Wellbeing and Minister for Mental Health to be informed of the progress of the project, as well as maintaining an overarching view of how the project fits in the Health portfolio and Ministerial commitments. Opportunities for positive project communications.	<ul style="list-style-type: none"> Ministerial briefs Weekly communications and stakeholder engagement meetings with the Office 	Exec Director Strategic Infrastructure and Procurement
	MLAs	Inform	Need to be kept informed of milestone progress and benefits. Educate on purpose/services.	<ul style="list-style-type: none"> Letter Fact sheet Website and social media Information kits 	Exec Director Strategic Infrastructure and Procurement
Statutory government offices/officers	ACT Human Rights Commissioner Health Services Commissioner Public Advocate Official Visitors ACT Civil and Administrative Tribunal	Inform	Need to be kept informed of milestone progress and benefits. Educate on purpose/services.	<ul style="list-style-type: none"> E-newsletter Letter Fact sheet Website Meetings 	Stakeholder Engagement Working Group

External stakeholder analysis

- Note:
- See the SPIRE Business Plan for key representatives on various working groups.
 - Groups are not listed in any order of priority.

External stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Garran residents and school community	Residents in close proximity to the building works on Palmer Street and Gilmore Street. Garran Primary School Principal, Jenny Priest.	Consult	Will have concerns regarding disruption during site demolition and building works. Will have an interest in traffic flow, building height, noise and any other impacts on amenity, safety and property value.	<ul style="list-style-type: none"> • Meetings • Letterbox drop • Fact sheets • Facebook • E-newsletter • Website • Public forum 	Stakeholder Engagement Working Group
ANU Medical School	Directly impacted by move from building 5. Dean of ANU Medical School, Dr Imogen Mitchell, is key contact.	Involve	Will have concerns regarding decant and relocation of training facilities. Agreements in place regarding access to	<ul style="list-style-type: none"> • 	
Emergency Services	ACT Ambulance Services Helicopter ambulance service	Consult	Directly impacted by change to location of Emergency Department Interest in contributing to design of emergency access and patient flow.	<ul style="list-style-type: none"> • Engage in working groups • Meetings • Fact sheets • Email up dates • 	Strategic Infrastructure Branch
Directly affected patients, support people	Patients and carers at: <ul style="list-style-type: none"> • Canberra Hospital • Calvary Public Hospital Bruce • ACT GPs 	Inform	To be directly affected by change in service. Update on key milestones. Need clear service and access details.	<ul style="list-style-type: none"> • Staff updates (word of mouth) • Posters • Letters • Website (faqs) • Information pack • Video • Site visit 	Stakeholder Engagement Working Group

				<ul style="list-style-type: none"> • E-newsletter • Advertising • Our Canberra newsletter 	
Community groups and peak bodies	Health Care Consumers Association (HCCA) Woden Valley Community Council	Consult	<p>A mutual understanding of the impacts on current and future services is required.</p> <p>Educate groups on purpose/services.</p> <p>Engage in regular dialogue</p>	<ul style="list-style-type: none"> • Meetings • Letter • Fact sheets • Facebook • E-newsletter • Website • Stakeholder working group membership 	
	<p>Local councils:</p> <p>Gungahlin Community Council</p> <p>Inner South Community Council</p> <p>North Canberra Community Council</p> <p>Tuggeranong Community Council</p> <p>Weston Creek Community Council</p> <p>Woden Valley Community Council</p>	Inform	<p>Interest is general. Interest may increase once works are underway</p> <p>Educate community on purpose/services.</p> <p>May generate media interest.</p>	<ul style="list-style-type: none"> • Twitter/Facebook • Newsletter • Fact sheet • Website • Advertising • Media • E-newsletter • Our Canberra newsletter 	
	<p>Aboriginal and Torres Strait Islander Elected Bodies</p> <p>United Ngunnawal Elders Council</p> <p>Winnunga Nimmityjah</p> <p>Aboriginal Health Service and the Aboriginal and Torres Strait Islander Staff Support Network</p> <p>CHS Aboriginal Liaison Officer</p> <p>National Aboriginal Community Controlled Health Organisation</p>	Inform	<p>Interest is general. Educate on purpose/services.</p>	<ul style="list-style-type: none"> • Facebook • Newsletter articles • Fact sheet • Website • Existing act health or act government relationships • Our Canberra newsletter • Update on community radio 	

Health sector special interest groups	Others: Primary HealthCare Network, National LGBTI Health Alliance, Capital Health Network, National Disability Insurance Agency	Inform	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Media • Facebook/twitter • Newsletter articles • Targeted letters • Ensure referral processes are clearly articulated 	
--	--	--------	--	---	--

Unions and other industry representative groups or lobby groups	Health Services Union	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook/Twitter • Newsletter articles 	
	Australian College of Surgeons (ACT Branch)	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook/Twitter • Newsletter articles 	
	Australian College of General Practitioners (ACT Branch)	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Existing meetings/relationships 	

Unions and other industry representative groups or lobby groups (continued)	Australian Salaried Medical Officers Federation	Inform	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook 	
	Environmental groups	Inform	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Website • Letter • Meetings (via existing ACT Government relationships) 	
	General Practitioners ACT Pharmacy Guild Australian Government Department of Health (myhospital.gov.au)	Inform	Educate on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • E-newsletter • Existing meetings/relationships 	
Higher education providers who may have students on placement with ACT Health	Australian National University, Charles Sturt University, Sydney, Newcastle, Australian Catholic University, Western Sydney, University of Canberra, Canberra Institute of Technology	Inform	Educate on purpose/services/benefits. Key milestone updates. Update on student placements.	<ul style="list-style-type: none"> • Facebook/Twitter • E-newsletter • Letter • Fact sheet • Website 	

Ministerial Advisory Committees and Councils	Disability Advisory Council Ministerial Advisory Council on Women Ministerial Advisory Council on Ageing	Inform	Minister for Health and Wellbeing to be informed of any issues relating to the project within their jurisdiction. Educate on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Meetings • Briefs • Letter • Fact sheet 	
Transport stakeholders	ACTION Buses (Transport ACT) and its customers; road users in the vicinity of the site, Pedal Power, ACT Regional Community Bus Services (run by ACT Community Services groups), Valmar Disability Services bus service (Queanbeyan), other community transport services	Inform	Affected by any changes to traffic conditions, as well as requiring access to the completed facility. Educate on purpose/services/benefits. Key milestone updates. Agreement on management of complaints.	<ul style="list-style-type: none"> • Facebook/Twitter • E-newsletter • Letter • Fact sheet • Website • Signage • Existing meetings/relationships 	

Canberra and Canberra region community	Local residents	Inform	Require clear information about what services are <i>and are not</i> provided	<ul style="list-style-type: none"> • Website • Facebook/twitter • Fact sheet • Advertising (optional) • Announcements/events • Our Canberra newsletter • Media coverage (see below) 	
Media	Local mainstream media: The Canberra Times, The Chronicle newspapers, City News, Canberra Weekly, ABC 666, FM 104.7, Mix 106.3, Prime TV, WIN TV, Other media: HerCanberra, Crikey, FUSE, OurCommunity, The Conversation, wider Canberra regional media	Inform	Provide information to the public. Key milestones. Address community issues.	<ul style="list-style-type: none"> • Media releases • Information kits • Social media posts • Events 	
Prospective ACT Health employees	Potential employees within and outside Canberra	Inform	May be interested in working at Canberra Hospital. Information about services, facilities and work opportunities.	<ul style="list-style-type: none"> • Website – links to the TCH and RACC recruitment sections • Recruitment (beyond scope of this strategy) 	

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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

www.health.act.gov.au | Phone: 132281 | Publication No XXXXX

© Australian Capital Territory, Canberra Month Year



ACT
Government

ACT Health

SPIRE: staging and decanting program

Internal
communications
and engagement
plan

January 2019



Contents

Contents	i
Purpose	1
Background	1
Territory-wide Health Services Framework.....	1
SPIRE Centre	1
Site preparation: demolition of buildings 5 and 24	2
Affected staff and services	2
Building 5	3
Building 24	3
Adjacent buildings	3
Staging and decanting plan	4
Moves and timelines	4
Key Messages	5
Building Health Services Program	5
Staging and decanting	5
Communications plan	6
Issues and risk management	8
Monitoring and evaluation	10
Project management	10
Attachments	11
Attachment 1: Building 5 occupancy.....	12
Attachment 24: Building 24 occupancy.....	19

Purpose

The SPIRE internal staging and decanting communications strategy aims to:

- provide staff with timely, accurate information regarding: the demolition of buildings 5 and 24, and plans for relocation of services;
- assist in preparing staff for moves to new locations; and
- promote the value of the new SPIRE Centre to staff and the Canberra community.

Achieving these aims will create the foundation for winning broad support and positive staff sentiment for the project.

'Internal' refers to Canberra Health Services staff, ACT Health staff, ANU Medical School staff working in building 5, and the Health Minister's Office.

A separate, external communications plan has been developed for the SPIRE project. The plan covers external communications and stakeholder engagement through all phases of the SPIRE project, including demolition of buildings 5 and 24 and site preparation.

Background

Territory-wide Health Services Framework

ACT Health has undertaken Territory-wide health services planning to develop an evidence-based foundation for major health infrastructure decision making. Planning work is conducted in close consultation with clinical, nursing and allied health staff, with opportunities for further engagement from non-government organisations and community-based organisations.

As part of this planning work, ACT Health has developed a Territory-wide Health Services Framework. The Framework is a high-level strategic plan that establishes the overarching principles to guide the development and redesign of health care services across the Territory over the next decade.

The ACT Government's 10-year Health Plan also provides the foundation for key infrastructure investments, to continue to build an innovative and world-class health system for the ACT. The Plan recognises the importance of keeping Canberrans healthy and emphasises the need to plan ahead and invest, to ensure our health system is able to meet demand in an efficient, sustainable and innovative way.

SPIRE Centre

The new Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) is a \$500 million investment in Canberra's health infrastructure.

The new Centre will deliver:

- a boost to the number of operating theatres delivering more capacity for elective and emergency surgery
- more inpatient beds and a larger intensive care unit
- a coronary care unit for people requiring high level care for heart conditions
- state-of-the-art surgical, procedural and imaging facilities
- a significantly expanded ED, enabling capacity for emergency health care for women and children.

Site preparation: demolition of buildings 5 and 24

The location for the SPIRE development was announced by the ACT Health Minister, Meegan Fitzharris, 12 December 2018. The site encompasses land on which Canberra Hospital buildings 5 and 24 are currently located. Development will require the demolition of these buildings and the relocation of existing services and staff from the site. This internal communications and engagement plan details activities to be undertaken from January 2019 through to the conclusion of the demolition/site preparation phase.

Affected staff and services

SPIRE site preparation planning, decanting and demolition works will commence in January 2019. The construction site is to be cleared and ready for building works by December 2019.



Image 1: SPIRE location across buildings 5 and 24

Building 5

Service	Key contact	Role
ANU Medical School – training and administration	Dr Imogen Mitchell	Dean ANU Medical School
Accommodation & Volunteers	Colm Mooney	
Sexual Health Unit	Sarah Martin	
Child at Risk of Harm Unit	Catherine Sansum	
Staff Development	Elizabeth Renton	
Clinical Skills Unit		
Clinical Placement Unit		
Tissue Viability		
Meeting/training rooms		

Building 24

Service	Key contact	Role
CHS Executive	Bernadette Macdonald	
Executive Support	Nicole Stephenson	
Quality and Safety Unit		
Emergency Management		
Meeting rooms		

Adjacent buildings

Whilst services and staff in these buildings are not required to relocate, they may be impacted by building works. This cohort of people will require project updates and notifications of any works that may impact service delivery, such as noise or traffic changes.

Service	Key contact	Role
Building 14, National Capital Hospital		
Building 4, ANU and Library		
Building 28, administration		
Building 6, administration		

Staging and decanting plan

Silver, Thomas Hanley (STH) have been engaged to complete a Staging and Decanting Plan for buildings 5 and 24. This plan includes options for service and staff relocation.

Key activities and milestones of the SPIRE Project Steering Committee endorsed plan (pending) are listed below.

February – August 2019	All staff and services moved out of buildings 5 and 24
February – August 2019	Refurbishment of identified new service and office locations and build of modular accommodation
March – August 2019	Staff and services relocated to new locations
August – Dec 2019	Buildings 5 and 24 demolished, SPIRE site preparation commences

Moves and timelines

Building 24

The following staff and services will be moved during February – August 2019.

Service/function	New location	Date
CHS Executive	Level 3, Building 19, Canberra Hospital	
Executive Support	Level 3, Building 19, Canberra Hospital	
Quality and Safety Unit		
Emergency Management		
Meeting Rooms		

Building 5

The following staff and services will be moved during February – August 2019.

Service/function	New location	Date
ANU Medical School – training and administration	Building 4	
Accommodation (administration only)		
Sexual Health Unit		
Child at Risk of Harm Unit		
Staff Development		
Clinical Skills Unit		
Clinical Placement Unit		
Tissue Viability		
Meeting/training rooms		
Volunteers		

Key Messages

Building Health Services Program

- Canberra is growing, and our health care services need to grow too.
- Based on an assessment of whole-of-territory health services and capacity, ACT Health is currently engaged in the Building Health Services Program. This infrastructure program includes three major, inter-related projects: the Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE), the North-side Hospital Scoping Study, and the Expansion of the CHWC. Investment in these projects will help us meet the future healthcare needs of Canberra and the surrounding region.
- The new SPIRE Centre will help meet the increasing demand for acute and emergency health care services across the territory and surrounding region.

Staging and decanting

- The SPIRE development requires the demolition of buildings 5 and 24. Staff and services currently in these building will be relocated to suitable accommodation.
- The project planning and governance structure will provide opportunities for staff to engage in the expansion design and implementation.

- Planning for relocation can be a daunting and stressful time. The SPIRE Staging and Decanting Working Group will be responsible for minimising impact on service delivery and staff productivity.
- Orientation will be provided to staff moving to new areas
- All enquiries may be directed to your manager, representative on the Staging and Decanting Working Group, or BuildingHealthServicesProgram@act.gov.au

Communications plan

The following tools have been identified as appropriate for internal project communication and engagement activities relevant to the Staging and Decanting program.

x	Printed materials (flyers, posters, postcards, etc.)	x	Working groups
x	Information sessions/staff forum		Interviews
x	Displays		Field trips
	Community event		Citizen jury
x	Website and intranet	x	Technical/subject matter expert
x	Industry/stakeholder briefings		Your Say website
	Survey/questionnaire		Social media

Tool	Other information	When	Responsible
ACT Health Intranet-BHSP page https://healthhub.act.gov.au/about-us/act-health-directorate/corporate/building-health-services-program	The BHSP page will host all published staff information on the SPIRE staging and decanting program. It is the reference point for all information and inquiries.	From January – project completion	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Monthly BHSP staff updates	BHSP news item is published to the ACT Health intranet news hub each month. Staging and decant news will be included, as appropriate, in these updates	March, May and August	Strategic Infrastructure Engagement Officer with ACTHD Comms team
CHS CEO all staff email	Link to relevant BHSP update included in CEO message	March, May and August	Strategic Infrastructure Engagement Officer with CHS Comms team

Tool	Other information	When	Responsible
ACTHD DG all staff email	Link to relevant BHSP update included in CEO message	March, May and August	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Staging and Decanting Working Group	Working Group members made up of representatives of all affected work areas/services. Nominated by CHS Executive or Senior Managers.	February, monthly meetings	SPIRE Project Control Group
Staff meetings at CHS for affected staff	On endorsement of the Staging and Decanting Strategy by the Project Steering Committee, the plan will be presented to staff of buildings 5 and 24, and include a Q&A session. Printed resources to take away may also be distributed.	February-March	Strategic Infrastructure team
SPIRE Communications and Engagement Working Group	Working Group members made up of representatives from CHS and ACTHD Communications teams. Nominated by CHS/ACTHD Executive or Senior Managers.	February, monthly meetings	SPIRE Project Control Group
Fact sheets	Include details of relocation dates and locations, plus overall statement regarding value of SPIRE to health care in the ACT.	March	Strategic Infrastructure team with ACTHD Comms team
Posters	For display in staff spaces in affected areas with key dates and reference to BHSP intranet page for detailed information and queries	March	Strategic Infrastructure team with ACTHD Comms team
Meeting with ANU staff	On endorsement of the Staging and Decanting Strategy by the Project Steering Committee, the plan will be presented to ANU staff of buildings 5 and 24, and include a Q&A session. Printed resources to take away may also be distributed.	March	Dean ANU Medical School and Strategic Infrastructure team

Floor plans of new areas	Assist staff in visualising new spaces	April-May	Strategic Infrastructure team with ACTHD Comms team
Ministerial briefings	Keep the Minister's Office up-to-date with Staging and Decanting program and SPIRE site preparation progress	February – project completion	Strategic infrastructure team

Issues and risk management

There is a range of internal and external risks associated with SPIRE site preparation and the staging and decanting program. Many of the identified risks will require a communications response.

Issues/risk	Description	Stakeholder	Mitigation measure
Construction risks	Incidents on site (including asbestos findings, fire, injury, damage to plant).	CHS, ACT Health, contractors	Prepare information relating to these issues, i.e. talking points. Ensure safety is a priority with dealings with the contractor to set the standard.
	Resident complaints regarding noise, traffic, dust etc	CHS, ACT Health, Minister's Office, EPSSD, Garran residents	Provide information on planned works schedule and complaints handling process. Develop and implement complaints handling and escalation plan.
	Behaviour of construction staff, including where they park and how they access site.	CHS, ACT Health, contractors	Include worker behaviour re: parking, language etc in tool box talks on a regular basis.
	Timeframes/cost increase from what has been said publicly.	General ACT Health staff	Keep accurate records of any scope changes, for example achieving value for money.

Issues/risk	Description	Stakeholder	Mitigation measure
Construction environmental impacts.	Noise, vibration, dust.	Staff in nearby areas/buildings. Garran residents Service users	Include key messages about the construction impact. The Contractor should advise to enact an action plan if an activity will cause excessive disruptions.
Delays in project	An event arises that results in a delay in the project, such as water leak, safety risk, strike.	CHS, ACTHD, staff relocating	Develop plans and prepared response on how the issue is being handled.
Design issues	Issues relating to functionality of new spaces.	CHS, ACTHD, staff relocating	Continue to have the CHS staff involved in Staging and Decanting Working Group to ensure relocation space is fit-for-purpose Reference MoC and HPU briefs in determining relocation spaces. Promote why the design decisions have been made, such as benefits.
New service locations	Misconceptions that some services are moving to areas with reduced functionality/amenity	CHS staff	ACT Health and CHS decisions based on campus utilisation principles. Thank staff for their patience as we upgrade and refurbish the Canberra Hospital campus.
	Confusion about new locations	CHS staff.	Ensure maps and other communication material is easily accessible. Large signage in the Canberra Hospital entry points outlining changes/new locations.

Monitoring and evaluation

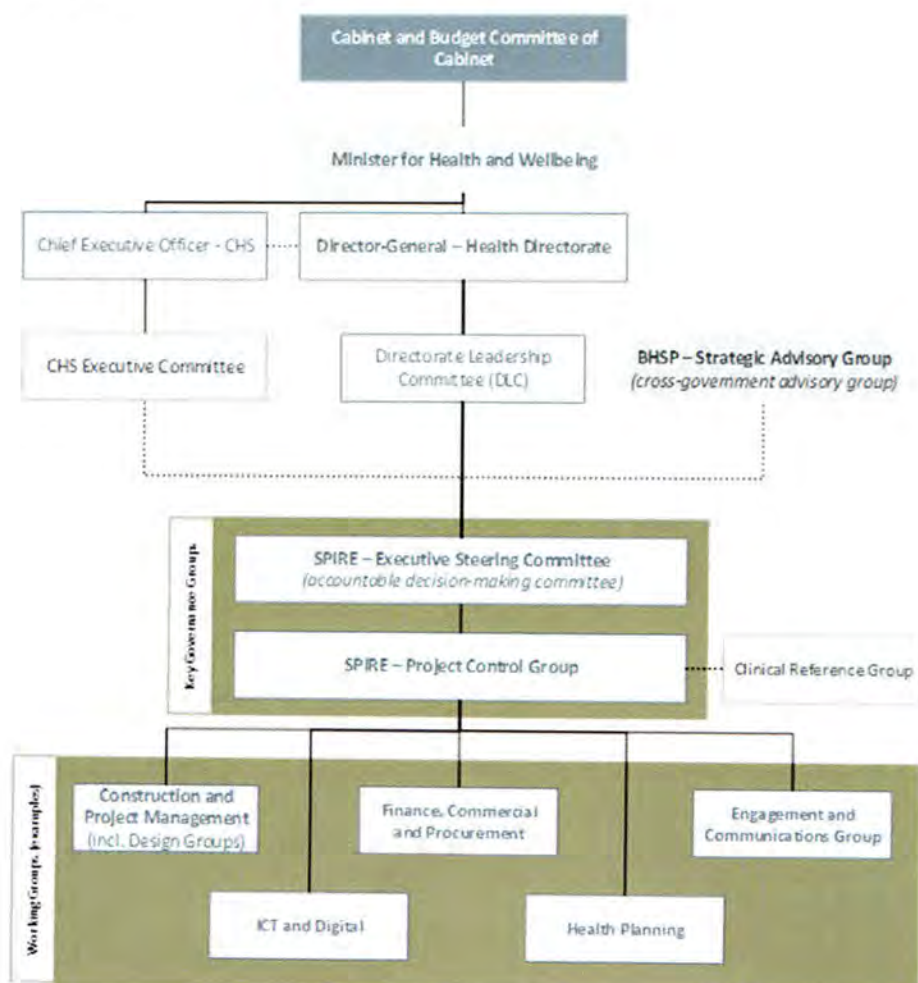
The SPIRE Communications and Engagement Working Group will have responsibility for monitoring the effective impletination of the Staging and Decanting internal communications plan.

To inform the Working Group, Strategic Infrastructure will provide a one page, monthly report covering:

- summary of staff inquiries and responses to the BHSP email account
- any feedback received by the BHSP team from CHS, ANU or ACTHD staff
- number of visits to the BHSP intranet page and numbers accessing the Staging and Decanting information posted to the page
- risk and issues management register

Project management

The SPIRE Communications and Engagement Working Group is responsible for the successful implementation of this Staging and Decanting Internal Communications and Engagement Plan.



SPIRE Communications and Engagement Working Group members are:

Name	Role	Number	Email
Monica Lindemann (Chair)	Special Advisor	5124 9191	Monica.lindemann@act.gov.au
Vanessa Dal Molin	Executive Branch Manager, Office of the Director General		Vanessa.DalMolin@act.gov.au
Merryn Jelbart	Communications Manager, ACT Health	5124 9469	Merryn.jelbart@act.gov.au
Cynthia Douglas	Senior Stakeholder Manager, Canberra Health Services		Cynthia.douglas@act.gov.au
Elaine Greenaway	Communications Account Manager, Canberra Health Services		Elaine.greenaway@act.gov.au
Rhona Jason-Smith	Senior Health Planning Officer		Rohna.JasonSmith@act.gov.au
Kate Evans	Clinical Liaison Officer		Kate.evans@act.gov.au
Brad Burch	Executive Branch Manager, Strategic Infrastructure		Brad.burch@act.gov.au
Casey Hayne (Secretariat)	Directorate Administrator		Casey.hayne@act.gov.au

Attachments

1. Building 5 Occupancy list
2. Building 24 Occupancy list

Attachment 1: Building 5 occupancy list

Current Location				Staff Details		
Building	Level	Work point / Room No.	Position	Surname	First Name	Phone
Staff Development						
5	1		Admin Front Reception, Capabiliti	Armitage	Kerri	
5	1		Orientation Admin	Hickey	Karen	51243968
5	1		Director Staff Development	O'Brien	Karen	51242437
5	1		Hot Desk			
5	1		Work Experience Coordinator	Chapman	Linden	51243418
5	1		Learning & Development & Essential Ed manager	Agius	Rochelle	51245313
5	1		Learning & Development & Registered Training Org Manager	Penman	Karen	51243643
5	1		BLS Educator, MUD Coordinator	Kennedy	Ben	51243351
5	1		Pt Experience Trainer	Crossan	Elisha	51247056
5	1		EN training Manager	Jordan	Maxine	51243382

5	1		PLS Trainer, training & Assessment Trainer	Conley	Terri	51247957
5	1		CDN Manager, transition to practice Manager	Moore	Debbie	51243066
5	1		CDN Educator Facilitator	Hogan	Monica	
5	1		Clinical Educator Aspectic Technique	Manners	Belinda	51242800
5	1		Basic/Advanced Life Support	Flynn	Brianna	51243429
5	1		E-learning Developer	Banchit	Lan	51242463
5	1		E-learning Coordinator	Lugg	Gill	51242558
5	1		Neonatal Educator	Divall	Julia	61426362
5	1		Hot Desk			
5	1		Admin Capabiliti Officer	Kaur	Rajvir	51243429
5	1	5.01.188	EN Transition to Practice CDN	Hughes, Manen, Davidson	Naomi, Lydia, Janine	51243360
5	1	5.01.187	RN Transition to Practice Program	Jensen, Mossard, Walsh, Kuleas, lloyd	Robert, Jeni, Dimiti, Tara, Suzzanna	51244113

Clinical Skills Unit						
5	1	5.1.21	Clinical Skills Support	Riedel	Candice	51242145
5	1	5.1.21	Hot desk			
Clinical Placement Unit						
5	1	5.1.105	Clinical Placement Manager	Finch	Sian	51245127
5	1	5.1.105	Admin officer ASO3			
5	1	5.1.60	Admin officer ASO5	Johnston	Nicole	51245886
5	1	5.1.60	Admin officer ASO4	Keys	Chris	51245887
5	1	5.1.60	HP3	Grose	Linda	62078169
Tissue Viability Unit						
5	1	5.1.65	CNC Tissue Viability Unit	Dunk	Ann Marie	51242954
5	1	5.1.66	RN Tissue Viability Unit	Kattakkayam	Monika	
5	1	5.1.67	RN Tissue Viability Unit	Harding	Danielle	
5	1	5.1.68	Tissue Viability Unit			
Sexual Health Office						
5	1	5.1.69	Sexual Health Hot Office			
Accommodation & Volunteers						
5	1	5.1.151	Accommodation & Volunteers Manager	Mills	Michelle	51245272

5	1	5.1.152	Volunteer Services Manager	Massey	Isabel	51243774
5	1	5.1.153	Receptionist	Gordon	Kenn	51242358
5	1	5.1.153	Receptionist	Mitchell	Lynn	51242358
5	1	5.1.154	Facilities Officer	Denham	Elizabeth	51242359
5	1	5.1.155	Volunteer Services Officer	Laundess	Danielle	51240000
Sexual Health						
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.17	Office Manager			
5	1	5.1.17	RN Hot Desk			
5	1	5.1.17	RN Hot Desk			
5	1	5.1.18	CNC Office			
5	1	5.1.19	Clinical Director's Office			
5	1	5.1.20	Nurse Practitioner			
5	1	5.1.20	Registrar			
5	1	5.1.20	Registrar			

5	1	5.1.20	Registrar			
5	1	5.1.22	Staff specialist			
5	1	5.1.22	RN			
5	1	5.1.23	Breakout room /hot office			
5	1	5.1.24	Outreach Manager			
5	1	5.1.24	Outreach hotdesk			
5	1	5.1.69	Hot Office			
CARHU						
5	1	5.1.110	Reception Admin Officer	Broad	Aimee	62052086
5	1	5.1.110	EA Dir CARHU	Teivonen	Liisa	51242712
5	1	5.1.110	Office Manager	Shaw	Nicole	51242712
5	1	5.1.113	Community Intake	HP3		
5	1	5.1.113	Community Intake	Hot Desk (team of 6)		
5	1	5.1.114	Therapy Team leader	Tinning	Casandra	51242712
5	1	5.1.115	Clinical Director	Sansum	Catherine	51242712
5	1	5.1.116/117	Social Worker	Cobcroft	Julie	51242712
5	1	5.1.116/117	Social Worker	O'Conner	Nell	51242712
5	1	5.1.116/117	Social Worker	Merieca	Tish	51242712
5	1	5.1.116/117	Social Worker	TBC		51242712
5	1	5.1.118/200	RN	Clifton	Adele	51242712
5	1	5.1.118/200	RN	Clugston	Jannine	51242712
5	1	5.1.118/200	RN	TBC		51242712

5	1	5.1.118/200	RN	TBC		51242712
5	1	5.1.118/200	Senior Registrar	TBC		51242712
5	1	5.1.118/200	Senior Registrar	TBC		51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Nihill	Melissa	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Johns	Annie (Patricia	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Kelly	Matthew	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	TBC		51242712
5	1	5.1.132/3	Child Health Medical Officer	Bragg	Judy	51242712
5	1	5.1.132/3	Staff Specialists	Morgan	Kate	51242712
5	1	5.1.132/3	Staff Specialists	Payman	Nahal	51242712
5	1	5.1.132/3	Staff Specialists	Harllal-Chawla	Bhavna	51242712
5	1	5.1.134	Manager CARHU			
ANU						
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 1		
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 2		
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 3		
5	2	5.2.163	Australian Child & Adolescent	Staff 4		

			Training Loss & Grief Network			
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 5		
5	2	5.2.164	Research Unit	Staff 1		
5	2	5.2.164	Research Unit	Staff 2		
5	2	5.2.164	Research Unit	Staff 3		
5	2	5.2.164	Research Unit	Staff 4		
5	2	5.2.164	Research Unit	Staff 5		
5	2	5.2.164	Research Unit	Staff 6		
5	2	5.2.164	Research Unit	Staff 7		
5	2	5.2.164	Research Unit	Staff 8		
5	2	5.2.164	Research Unit	Staff 9		
5	2	5.2.164	Research Unit	Staff 10		
5	2	5.2.168/172	Patient Recruitment Office	x 1 workstation		
5	2	5.2.169/170/171	ANU IT Manager	Zelikovic	Vojislav	
5	2	5.2.169/170/171	ANU IT Officer	Garlardo	Ricardo	

Attachment 24: Building 24 occupancy list

Current Location			Staff Details			
Building	Level	Work point / Room No.	Position	Surname	First Name	Phone
24	1	24.1.10	Exec Branch Manager Office of Research	Shadbolt	Bruce	51244288
24	1	24.1.08	Exec Group Manager Office of Research	Hannan	Ross	51244288
24	1	24.1.09	Operations Manager Office of Research	Taylor	Reagan	
24	1	WS-11	EA to Office of Research	Craigie	Peggy	51244288
24	1		Emergency Management Coordinator	McKerlie	Donna	51245324
24	1		Business Continuity Manger	Bower	Linda	
24	1		Quality Officer Critical Care & Clinical Support	Temperley	Jane	62051076
24	1		Quality Officer Medicine			
24	1		Consumer Participation Officer	Thornton	Amanda	51241729
24	1		Quality Improvement	Kingsbury	Alison	62051263

			Program Director			
24	1		Quality Officer Surgical Services	Batten	Miranda	62073884
24	1		Clinical Insights & Outcomes	Hot Desk		
24	2	WS-6	Interprofessional Learning Coordinator	Chapman	Sarah	51243489
24	2	24.2.04	Prof Allied Health Research	Brown	Nick	62050893
24	2	WS-9	EA to Dir Allied Health	Ramis	Tenny	62050893
24	2	Office D4	Dir Allied Health	Boyd	Kerry	62050893
24	2	24.2.09	Dir Nursing and Midwifery CHS	Jeffrey	Hamish	51242147
24	2	WS-17	EO to ED Div Medicine	Cuff	Sally	51243596
24	2		EO Medical Services	Hunter	Kerryn	51245221
24	2		ED Clinical Support	Gilmore	Lisa	51248020
24	2		EA Clinical Support	Rucinski	Gul	62050606
24	2		EO Clinical Support	Robertson	James	
24	2		EO Clinical Support	Ashhurst	Pip	
24	2		Project Officer Collaboration Partnership	Wells	Patrick	51245812
24	2		Inter-professional	Chapman	Sarah	51243489

			Learning Coordinator (Allied Health)			
24	2		EA DON Nursing & Midwifery	Black	Elina	51242147
24	2	24.2.07	Consumer Feedback Coordinator	Petreski	Dragana	51243013
24	2	24.2.07	Consumer Feedback Coordinator	Elliot	Carly	
24	2		Consumer Feedback Coordinator	Power	Mel	
24	2		Consumer Feedback Coordinator	Muir	Nicki	51242447
24	2	24.2.16	Chief Executive Officer	McDonald	Bernadette	51244700
24	2	WS-51	EA to Deputy Director General	Attwood	Courtney	51242728
24	2		Deputy Director General	Bone	Chris	51242728
24	2		Exec Dir Div Medicine	Talaulikar	Girish	51243603
24	2	WS-49	EA to ED Medicine	Vaughan	Kristie	51243603
24	2	WS-47	Exec Officer to DDG	Simpson/Dwyer	Sue/Mel	51245804
24	2	24.2.15	Executive Director Surgery	Wood	Daniel	51243515
24	2	WS-44	EA to ED Surgical	Carroll	Tegan	51243515
24	2	WS-21	Business Manager to CEO	Stevenson	Nicole	51244702

24	2	WS-22	Exec Officer to CEO	Whittall	Christine	51245804
24	2	WS-23	EA to CEO	Tzavalas	Olivia	51244700
24	2	WS-24	Business Manager to DDG	Alexander	Tonia	51242169
24	2	WS-25	PA to ED Div Medicine	Reynolds	Deborah	51243596
24	2		Dir Medical Services	Dugdale	Paul	51243596
24	2		ADON Medical Inpts Div Medicine	Duggan	Tracey	
24	2	24.2.41	ADON Ambulatory Services Div Medicine	Mossman	Wendy	51242702
24	2	24.2.43	DON Surgical	Burns	Cathy	51248583
24	2	WS-29	Operational Manager Div Medicine	Robertson	Jean	51243659
24	2	WS-30	Admin Manager Div Medicine	Sullivan	Leticia	51248199
24	2	WS-31	PA to DON Medicine	Flaherty	Hannah	51242619
24	2		DON Div Medicine	Noffke	Kellie	51245161
24	2	24.2.46	ADON Clinical Support Services	Kemister	Kendra	51247130
24	2	24.2.47	ADON Surgical Wards	Lawrence	Tania	51242318
24	2	24.2.48	DON Div Surgery	Davis	Jillian	51243275
24	2	24.2.42	Admin Manager Div Surgery	Scaysbrook	Rebecca	51245467

24	2		EO to Div Surgery & Critical Care	Hutchins	Tracey	51245801
24	2		Op Manager Div Surgery	Dougan	Shannon	51247061
24	2		PA Clinical Support Services	Rooney	Betty	51248583
24	2		PA DON Surgical	Salvador	Sharon	51243843
24	2	WS-37	EA to ED Critical Care	Carriage	Debbie	51243125
24	2		ED Critical Care	Boyd	Narelle	51245801
1	8A		ADON Renal Services	McGuire	Anne	

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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

www.health.act.gov.au | Phone: 132281 | Publication No XXXXX

© Australian Capital Territory, Canberra Month Year

Attwood, Courtney (Health)

From: Pulli, Tracey (Health)
Sent: Tuesday, 12 February 2019 4:57 PM
To: Lopa, Liz (Health); Burch, Brad (Health)
Cc: Lindemann, Monica (Health); Dal Molin, Vanessa (Health); Elfving, Regan (Health)
Subject: For review and approval - media statement on SPIRE bed numbers
Attachments: ACT Health media statement - SPIRE bed numbers not an issue.docx

Importance: High

UNCLASSIFIED

Hi Liz and Brad

Please see attached the media statement I have quickly put together on the SPIRE this afternoon noting the media issues that we might face tomorrow on bed numbers.

Let me know if you have any changes. I can then finalise and get it to Karen Doran for clearance so it can go to the MO tonight.

Give me a call if you need to discuss anything (x49444).

Cheers
Tracey

Tracey Pulli
Deputy Director of Media | ACT Health

P | (02) 5124 9444 M [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au



Media release

xxxx 2019

SPIRE bed numbers not an issue

Today's reports on bed numbers at the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre are pre-emptive, with bed numbers still to be finalised as part of planning and design work yet to be done.

The reports today are based on FOI documents that are almost 12 months old and no longer relevant to the project.

Since SPIRE was funded in the 2017-18 ACT Budget, the first stages of the project have included early planning and feasibility work. As part of this process, a Steering Committee was set-up to work closely with health service providers and key stakeholders to establish an agreed baseline from which effective, territory-wide service and infrastructure planning.

Following December's announcement of SPIRE's location on the north-eastern side of the Canberra Hospital campus, SPIRE is now entering its next phase of project development. This includes more advanced planning; the commencement of early design works; and more intensive engagement with the clinical workforce. Bed numbers for SPIRE will be subject to much greater consideration as part of these processes before being finalised.

While this clinical engagement is underway, the community will be getting more information and opportunities to engage on SPIRE.

It is also important to clarify that there is no proposal for all surgical activity at Calvary Public Hospital Bruce and at Calvary John James to come into SPIRE. While the SPIRE development progresses, ACT Health is working closely with Calvary Public Hospital to explore an expansion of health services and infrastructure in Canberra's north.

Canberra's north is rapidly growing, so to future-proof our healthcare system and as part of the whole-of-territory approach to health services and infrastructure planning, we are undertaking a northside hospital services scoping study, which will explore health service and infrastructure options across Canberra's north.

The new SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It is a \$500 million investment by the ACT Government that will transform the Canberra Hospital campus and enhance the delivery of acute hospital services with increased capacity.

Construction on SPIRE is expected to commence in 2020, with SPIRE planned for completion in 2023-24.

For further information on SPIRE visit the ACT Health website at: www.health.act.gov.au.

Statement ends

Media contact/s:

ACT Health media

M 0403 344 080

E healthmedia@act.gov.au

ACT Government | ACT Health Directorate



GPO Box 158, Canberra ACT 2601



0403 344 080



www.health.act.gov.au

635

Lowes, Shannon (Health)

From: Pulli, Tracey (Health)
Sent: Tuesday, 12 February 2019 6:05 PM
To: Johnston, ClaireV; Attridge, Vanessa
Cc: De'Ath, Michael (Health); Doran, Karen (Health); Lopa, Liz (Health); Burch, Brad (Health); ACT Health DLO; Wijemanne, Naveen (Health); Dal Molin, Vanessa (Health)
Subject: Media statement on SPIRE bed numbers
Attachments: ACT Health media statement - SPIRE bed numbers not an issue.docx

UNCLASSIFIED

Hi Claire and Vanessa

Please see attached media statement on SPIRE bed numbers that has been put together this afternoon. Let us know if you need anything further at this time. And Claire – I will touch base with you first thing tomorrow morning to discuss approach.

A QTB will also be prepared tomorrow morning for Question Time.

Cheers
Tracey

Tracey Pulli
Deputy Director of Media | ACT Health

P | (02) 5124 9444 M [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au



Media release

xx February 2019

SPIRE bed numbers not an issue

Today's reports on bed numbers at the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre are pre-emptive, with bed numbers still to be finalised as part of territory-wide planning underway.

The reports today are based on FOI documents that are almost 12 months old and no longer relevant to the project.

Since SPIRE was funded in the 2017-18 ACT Budget, the first stages of the project have included early planning and feasibility work. As part of this process, a Steering Committee made up of health service providers and key stakeholders was set-up to establish an agreed baseline for system capacity and demand measures from which effective, territory-wide service demand modelling and infrastructure planning is based.

Following December's announcement of SPIRE's location on the north-eastern side of the Canberra Hospital campus, SPIRE is now entering its next phase of project development. This includes more advanced planning; the commencement of early design works; and more intensive engagement with the clinical workforce. Bed numbers for SPIRE will be the subject of continued consideration as part of these processes.

It is also important to clarify that there is no proposal for all surgical activity at Calvary Public Hospital Bruce and at Calvary John James to come into SPIRE. While the SPIRE development progresses, ACT Health is working closely with Calvary Public Hospital to explore an expansion of health services and infrastructure in Canberra's north.

Canberra's north is rapidly growing. To future-proof our healthcare system and as part of a territory-wide approach to health services and infrastructure planning, we are undertaking a northside hospital services scoping study, which will explore health service and infrastructure options across Canberra's north. This territory-wide planning will ensure the health system has capacity to meet future demand for hospital services, including bed numbers.

The new SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It is a \$500 million investment by the ACT Government that will transform the Canberra Hospital campus and enhance the delivery of acute hospital services with increased capacity.

Construction on SPIRE is expected to commence in 2020, with SPIRE planned for completion in 2023-24.

For further information on SPIRE visit the ACT Health website at:
www.health.act.gov.au/infrastructure.

Media contact/s:


ACT Health media

M 0403 344 080

E healthmedia@act.gov.au

ACT Government | ACT Health Directorate

 GPO Box 158, Canberra ACT 2601

 0403 344 080

 www.health.act.gov.au

Attwood, Courtney (Health)

From: Pulli, Tracey (Health)
Sent: Saturday, 16 February 2019 11:35 AM
To: Lopa, Liz (Health); Burch, Brad (Health)
Subject: FW: ABC News request: SPIRE bed shortfall

UNCLASSIFIED

Hi Liz and Brad

Please see below statement that has come through from Minister Fitzharris' office this morning, in regards to the enquiry from ABC on SPIRE beds. It is a re-cut of the media statement that we provided to the MO earlier in the week.

My edits/additions are in red text and strikethrough. Claire in the MO has asked that we say something about ICU so I have drafted these lines in the below. Claire has also asked what exactly we can say about the project regarding how many bed currently planned and how many theatres currently planned. Is this detail we can go into?

Give me a call to discuss. I am on [REDACTED]

MEDIA STATEMENT – attributable to an ACT Government spokesperson:

The FOI documents referred to are old and based on assumptions that are no longer relevant to the project.

Bed numbers at SPIRE still to be finalised as part of territory-wide planning underway.

SPIRE is still on track to start construction in 2020 and for completion in 2023-24 as indicated in December. It is being delivered within budget.

Since SPIRE was funded in the 2017-18 ACT Budget, the first stages of the project have included early planning and feasibility work.

Health infrastructure projects such as SPIRE are complex and we are committed to careful planning to ensure it meets clinical needs and the needs of the growing Canberra region for many years to come. As part of this process, a Steering Committee made up of health service providers and key stakeholders was set-up to establish an agreed baseline for system capacity and demand measures from which effective, territory-wide service demand modelling and infrastructure planning is based.

Following December's announcement of SPIRE's location on the north-eastern side of the Canberra Hospital campus, SPIRE is now entering its next phase of project development. This includes more advanced planning; the commencement of early design works; and more intensive engagement with the clinical workforce. Bed numbers for SPIRE will be the subject of continued consideration as part of these processes.

Currently the number of beds planned is ~~XX in 2 inpatient wards~~. And it is important to clarify that this ~~will increase the number of surgical beds across the territory~~, as there is no longer any proposal for all surgical activity at Calvary Public Hospital Bruce and at Calvary John James to come into SPIRE.

Acknowledging Canberra's north is rapidly growing and to future-proof our healthcare system, ~~and~~ as part of a territory-wide approach to health services and infrastructure planning, we are ~~also~~ undertaking a northside hospital services scoping study. ~~which~~ This will explore health service and infrastructure options across Canberra's north. The number of theatres at SPIRE will be considered as part of this territory-wide approach,

with the number of theatres expected to exceed the government's previous commitment of an increase from 13 to 20. Currently the number of theatres planned is XX.

Territory-wide planning will ensure the health system has capacity to meet future demand for hospital services, including bed numbers and operating theatres and increased capacity for critical care services like the Intensive Care Unit (ICU) at Canberra Hospital.

The ICU was built in the early 1990's and has been expanded twice since then. As our city is growing and our community getting older, demand for critical care services. The early planning work for SPIRE has identified that further capacity in the ICU will be required ahead of SPIRE's completion in 2023-24.

To respond, through the Budget process the Government is considering options to increase ICU capacity now. This builds on the investment from last year's Budget to enable the hospital to better manage periods of high demand, with more resources for acute care in peak times such as the winter flu season.

Part of this work will also look at options to better utilise private providers in line with best practice ICU network arrangements across all hospitals in the ACT and region.

The new SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It is a \$500 million investment by the ACT Government that will transform the Canberra Hospital campus and enhance the delivery of acute hospital services with increased capacity.

For further information on SPIRE visit the ACT Health website at: www.health.act.gov.au/infrastructure.

Cheers
Tracey

Tracey Pulli
Deputy Director of Media | ACT Health

P | (02) 5124 9444 M [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

From: Pulli, Tracey (Health)

Sent: Friday, 15 February 2019 6:27 PM

To: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; Doran, Karen (Health) <Karen.Doran@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>

Cc: Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; Burch, Brad (Health) <Brad.Burch@act.gov.au>

Subject: RE: ABC News request: SPIRE bed shortfall

UNCLASSIFIED

Hi Michael, Karen, Liz, Brad and Vanessa

Apologies to email late in the evening, however, please see emails below. ABC will be running the story on SPIRE Monday morning.

Claire and I will talk further tomorrow morning on approach, but she has indicated that she still thinks she will want the Directorate to respond.

Once I have spoken to Claire, I will get onto developing the media response (Brad – I'll be in touch with you for details). I will also work with Claire to revise the statement that we provided to the MO earlier in the week, and send it all through for consideration.

Give me a call if you need to discuss. Otherwise, no doubt we will chat further over the weekend.

Cheers
Tracey

Tracey Pulli
Deputy Director of Media | ACT Health

P | (02) 5124 9444 M [REDACTED]
E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

From: Johnston, ClaireV
Sent: Friday, 15 February 2019 6:06:53 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: Health Media
Subject: FW: ABC News request: SPIRE bed shortfall

FYI

Will discuss approach tomorrow.

Cheers
Claire

From: Jake Evans [REDACTED]
Sent: Friday, 15 February 2019 5:55 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: ABC News request: SPIRE bed shortfall

Hi Claire,

I'm working on a story for Monday regarding planning for SPIRE. I appreciate the weekend is a difficult time to track info down but I want to be absolutely sure I get this right and don't put out anything misleading.

I am working to a midday Sunday deadline – please let me know if you will have trouble getting a response to me before then.

Would you be able to give me a response to the following:

1. Did the Minister accept Mark Dykgraaf's warning that the tendered plan for SPIRE would ultimately result in a shortfall of 202 beds?
2. Did the Minister agree to a review in light of that information?
3. Will SPIRE be delayed to 2026 as a consequence of the bed shortfall?
4. Will SPIRE still be completed within the \$500m envelope?
5. As it is currently planned, how many theatres in total will there be when SPIRE is complete?
6. As it is currently planned, how many theatres in total will there be when SPIRE is fully operational?
7. As it is currently planned, how many beds in total will there be when SPIRE is complete?
8. As it is currently planned, how many beds in total will there be when SPIRE is fully operational?

9. Did the Minister accept Mark Dykgraaf's warning that the ICU was at "critical" risk of filling up in the next two years?
10. Did the Minister agree to an immediate \$20-30 million 50-bed expansion of the unit?
11. Will the Government have to re-tender to address bed issues?

Thanks Claire, please don't hesitate to call me to discuss.

Cheers,

Jake

-
Please consider the environment before printing this e-mail.

The information contained in this email and any attachment is confidential and may contain legally privileged or copyright material. It is intended only for the use of the addressee(s). If you are not the intended recipient of this email, you are not permitted to disseminate, distribute or copy this email or any attachments. If you have received this message in error, please notify the sender immediately and delete this email from your system. The ABC does not represent or warrant that this transmission is secure or virus free. Before opening any attachment you should check for viruses. The ABC's liability is limited to resupplying any email and attachments.

Attwood, Courtney (Health)

From: Lopa, Liz (Health)
Sent: Friday, 15 March 2019 10:24 AM
To: Lindemann, Monica (Health); Burch, Brad (Health)
Subject: RE: For Cross-Checking - Our Canberra Article - SPIRE [SEC=UNCLASSIFIED]

Hi Monica

I agree we should change the language

Liz

From: Lindemann, Monica (Health)
Sent: Friday, 15 March 2019 9:42 AM
To: Burch, Brad (Health) <Brad.Burch@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>
Subject: FW: For Cross-Checking - Our Canberra Article - SPIRE [SEC=UNCLASSIFIED]

Hi again

The article below is proposed for the web version of this month's Our Canberra. It provides more info than has already been published in the print version of March Our Canberra.

Do we want to pull back a bit in our language describing the ED, or happy with "..., enabling specialist emergency healthcare for women and children" ?

I'll confirm that the correct web-link is added at the end of the article.

Thanks
 Monica

From: Milenkovic, Katarina (Health) **On Behalf Of** Health Media
Sent: Friday, 15 March 2019 8:02 AM
To: Lindemann, Monica (Health) <Monica.Lindemann@act.gov.au>
Subject: For Cross-Checking - Our Canberra Article - SPIRE

UNCLASSIFIED

Good morning Monica,

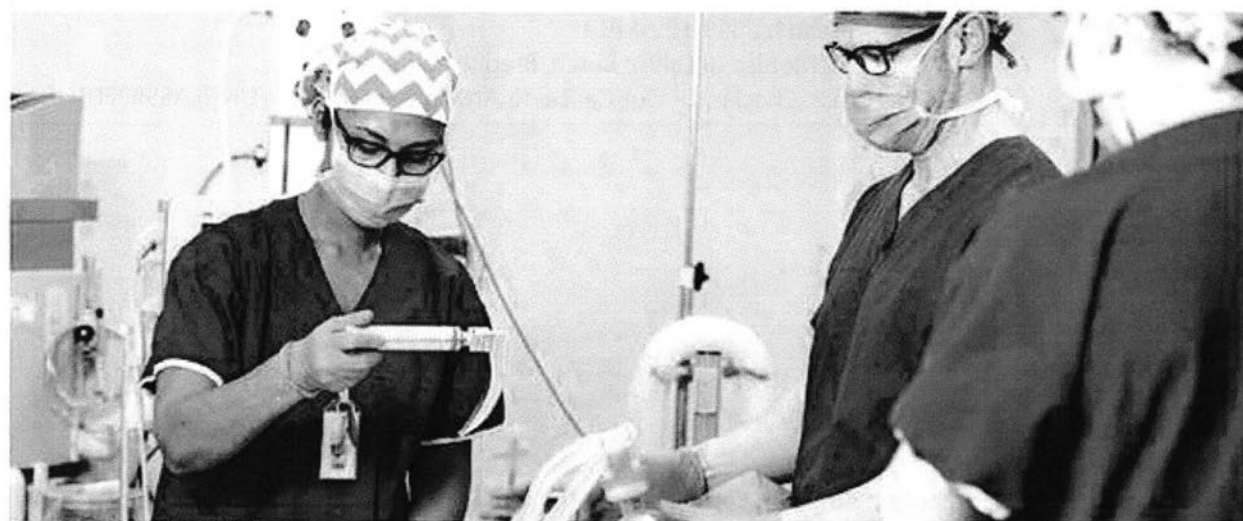
See below article CMTEDD has sent back for cross-checking.

Let me know if there are any issues.

Many thanks,

Katarina

Building up Canberra's health care services



Three surgeons operating on a patient

Planning is underway for construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre.

The \$500 million state-of-the-art facility will be on the north-eastern side of the Canberra Hospital campus and will boost the territory's acute and hospital-based health care services.

Features of SPIRE

The new Centre will boost the number of operating theatres, delivering more capacity for elective and emergency surgery.

It will also have,

- more inpatient beds and a larger intensive care unit
- a coronary care unit for people requiring high level care for heart conditions
- state-of-the-art surgical, procedural and imaging facilities
- significantly expanded Emergency Department, enabling capacity for specialist emergency healthcare for women and children

The Centre will replace existing buildings and completely renew the north-eastern end of the hospital precinct. The site will also ensure minimal disruption to critical care services, such as the Emergency Department.

Construction is expected to start in 2020 with a planned completion date set for 2023-24.

To find out about Canberra's growing Health Services including Walk-in Centre's visit

Katarina Milenkovic | Media Officer

Government and Communications | ACT Health | ACT Government

Level 3, 2-6 Bowes Street, Phillip ACT 2606 | GPO Box 825 Canberra ACT 2601 | www.act.health.gov.au

T 5124 9467

Attwood, Courtney (Health)

From: Lindemann, Monica (Health)
Sent: Monday, 25 March 2019 11:06 AM
To: Burch, Brad (Health); Lopa, Liz (Health)
Subject: FAQs for SPIRE web page [SEC=UNCLASSIFIED]
Attachments: SPIRE FAQs from the public.docx

Hi Brad, Liz

To assist in providing public information in a consistent manner, attached are draft questions and responses for publication on the [SPIRE web page](#).

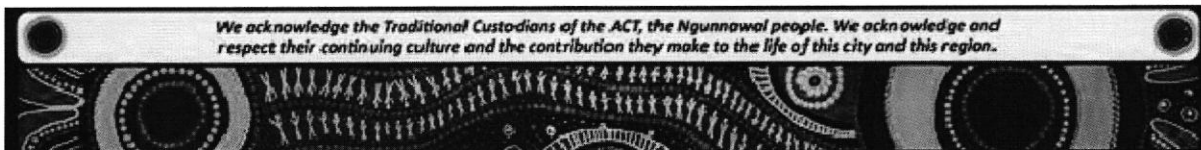
These will be added to, as the project progresses.

For your review and approval. It would be helpful to have this information up asap, to avoid opposition 'gotchas' through QoNs and FOIs.

Thanks
Monica

Monica Lindemann

Special Adviser | Strategic Infrastructure, Corporate Services | ACT Health Directorate
P: +61 2 5124 9191 | E: monica.lindemann@act.gov.au | A: lvl 4, 2 Bowes Street PHILLIP ACT 2606



SPIRE FAQs from the public

Model responses

How tall will the new SPIRE Centre be?

The SPIRE Centre is not anticipated to exceed the height of any existing Canberra Hospital building. SPIRE Centre development is in an early stage of project planning with user requirements and clinical consultation still in progress. Building designs will be developed during 2019.

Will there be noise reduction measures in place during construction?

As hospital site, a high level of attention will be paid to minimising noise and construction-related disturbances that may impact on the well-being of patients and neighbouring residents. At a minimum, all site preparation and construction will be subject to the Environment Protection Act 1997 and Environment Protection Regulation 2005 aiming to protect people from excessive noise.

Will the public be kept informed?

As the SPIRE project progresses, Canberra residents will be kept informed through a variety of means including updates on the ACT Health website: www.health.act.gov.au/infrastructure, the Our Canberra newsletter, letterbox leaflet drops and information forums. Enquiries may be directed to BuildingHealthServicesProgram@act.gov.au. You can also register to receive project updates via the subscription button on this page.

Are you building more car parks?

Access to car parking at the Canberra Hospital is acknowledged as an ongoing concern for patients, visitors and staff. ACT Health, together with Canberra Health Services, is currently exploring options to support increased access to parking on, or near the hospital site. Further information regarding parking will become available as plans progress.

Where will the Emergency Department be located?

The Hospital's Emergency Department (ED) will be located in the new SPIRE Centre. Once SPIRE is operational, the ED will no longer be located in building 12. The heli-pad, currently adjacent to Building 12, will also be re-located to the top of the SPIRE building, to ensure rapid access to the ED.

What's happening with the health and residential services currently available in building 5?

New accommodation will be found for the Sexual Health and Child at Risk Health Unit services currently operating in building 5. Consultation with staff and users is currently underway to assist in identifying suitable office and clinical spaces. Further information will be available as planning progresses.

The building 5 residences will continue to be accessible until the end of 2019 for interstate visitors and carers of patients who live more than 100km from Canberra Hospital. Work is currently underway to develop alternative arrangements to meet the accommodation support needs of the families of interstate patients from 2020.

The SPIRE Centre building does not include provision for residential accommodation. New arrangements for patients and carers travelling long distances to receive treatment, will be in line with those of other large public hospitals around the country.



Media enquiry – Canberra Hospital Residence

Region

Journalist: Ian Campbell

Deadline: TBC

Line area: Corporate

Just following up on an enquiry from our audience – see below.

Keen for your advice and information and the opportunity to talk to someone.

The story will be published to About Regional in Sth NSW and Riot ACT in Canberra.

Hi Ian

I had been staying at the Canberra Hospital residence since 3rd November with my son who has been in Icu until Tuesday this week.

A couple of staff mentioned to us that they are going to knock this building down to make way for extension to hospital leaving nowhere for rural people stay while their loves are in hospital.

Enquiry

We have now been here over 100 days and there is no way we could had stay to support our son if we had to stay in motel.

Until you stay in the residence you don't realize how many people from the Bega Valley stay here.

What are we all going to do. You may have already heard about it but I couldn't sit back and not mention to someone who maybe could get more answers then I can.

Thank you for reading my letter.

Response

Attributable to an ACT Health spokesperson:

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

ACT Health is planning for the construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus. The new centre will increase the hospital's capacity to deliver acute and emergency health care to residents of Canberra and the surrounding region.

The site for the new SPIRE Centre encompasses land currently occupied by buildings 5 and 24, which include residential services. ACT Health is working with Canberra Health Services to develop alternative arrangements to meet the accommodation needs of the families of interstate patients. A range of strategies is currently being explored to ensure that families of interstate patients requiring accommodation support, continue to receive the help they need.

Colm to provide input into what these strategies may be?/ CHS Media team to be advised.

ENDS

Approvals

Action officer/s: Katarina Milenkovic (media team) and **INSERT** (line area)

Clearance:

ED level – **INSERT name and date once cleared**

DDG level – **INSERT Names and date once cleared**

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.



Media enquiry – Canberra Hospital Residence

Region and RiotACT

Journalist: Ian Campbell

Deadline: Thursday 7 March at 1pm

Just following up on an enquiry from our audience – see below.

Keen for your advice and information and the opportunity to talk to someone.

The story will be published to About Regional in Sth NSW and Riot ACT in Canberra.

Hi Ian

I had been staying at the Canberra Hospital residence since 3rd November with my son who has been in Icu until Tuesday this week.

Enquiry

A couple of staff mentioned to us that they are going to knock this building down to make way for extension to hospital leaving nowhere for rural people stay while their loves are in hospital.

We have now been here over 100 days and there is no way we could had stay to support our son if we had to stay in motel.

Until you stay in the residence you don't realize how many people from the Bega Valley stay here.

What are we all going to do. You may have already heard about it but I couldn't sit back and not mention to someone who maybe could get more answers then I can.

Thank you for reading my letter.

Response

Attributable to a Canberra Health Services spokesperson:

The ACT Health Directorate is planning for the construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus. The new centre will increase the hospital's capacity to deliver acute and emergency health care to residents of Canberra and the surrounding region.

The site for the new SPIRE Centre encompasses land currently occupied by buildings 5 and 24 – Building 5 includes residential accommodation services. Canberra Health Services (CHS) is developing alternative arrangements to meet the accommodation needs of the families of interstate patients.

The Building 5 Residences will continue to be accessible until at least the end of 2019 for interstate visitors and carers of patients who live more than 100km from Canberra Hospital.

From 2020, CHS will provide an Accommodation Support Service for interstate visitors and carers.

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.



The service will incorporate a help desk to provide guidance to visitors on accommodation options, assistance with accessing NSW Health's Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) and coordinate bookings for Duffy House cancer patients.

Patients and carers from NSW eligible for IPTAAS receive subsidies for travel to and from Canberra Hospital and our other health services from their place of residence and for their accommodation while receiving treatment.

These new arrangements bring CHS' accommodation policies for patients and carers travelling long distances to receive treatment into line with those of other large public hospitals around the country.

CHS will engage with people who require the service to ensure they have the information they need closer to the end of the year.

ENDS

Approvals

Action officer/s: Alex McConachie (CHS) and Katarina Milenkovic (ACTHD)

Clearance:

ED level – Liz Lopa (ACTHD)

ED level – Colm Mooney (CHS)

DDG level – Karen Doran (ACTHD)

CEO – Bernadette McDonald (CHS)

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.



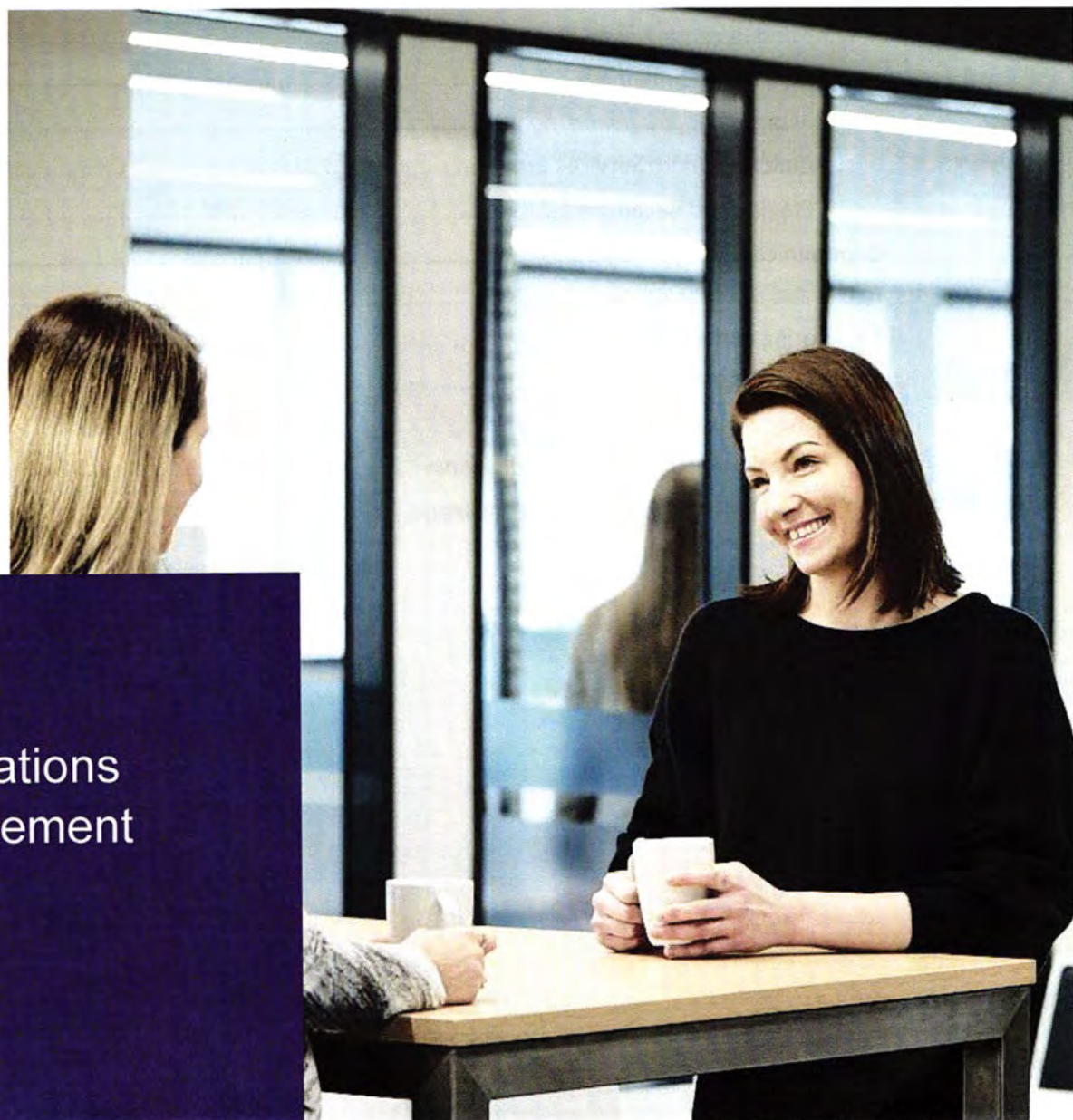
ACT
Government

ACT Health

SPIRE: staging and decanting program

Internal
communications
and engagement
plan

March 2019



Contents

Contents	i
Purpose	1
Background	1
Territory-wide Health Services Framework	1
SPIRE Centre	1
Site preparation: demolition of buildings 5 and 24	2
Affected staff and services	2
Building 5	3
Building 24	3
Adjacent buildings	3
Staging and decanting plan	4
Moves and timelines	4
Key Messages	5
Building Health Services Program	5
Staging and decanting	5
Communications plan	6
Issues and risk management	8
Monitoring and evaluation	10
Project management	10
Attachments	11
Attachment 1: Building 5 occupancy	12
Attachment 24: Building 24 occupancy	19

Purpose

The SPIRE internal staging and decanting communications strategy aims to:

- provide staff with timely, accurate information regarding: the demolition of buildings 5 and 24, and plans for relocation of services;
- assist in preparing staff for moves to new locations; and
- promote the value of the new SPIRE Centre to staff and the Canberra community.

Achieving these aims will create the foundation for winning broad support and positive staff sentiment for the project.

'Internal' refers to Canberra Health Services staff, ACT Health staff, ANU Medical School staff working in building 5, and the Health Minister's Office.

A separate, external communications plan has been developed for the SPIRE project. The plan covers external communications and stakeholder engagement through all phases of the SPIRE project, including demolition of buildings 5 and 24 and site preparation.

Background

Territory-wide Health Services Framework

ACT Health has undertaken Territory-wide health services planning to develop an evidence-based foundation for major health infrastructure decision making. Planning work is conducted in close consultation with clinical, nursing and allied health staff, with opportunities for further engagement from non-government organisations and community-based organisations.

As part of this planning work, ACT Health has developed a Territory-wide Health Services Framework. The Framework is a high-level strategic plan that establishes the overarching principles to guide the development and redesign of health care services across the Territory over the next decade.

The ACT Government's 10-year Health Plan also provides the foundation for key infrastructure investments, to continue to build an innovative and world-class health system for the ACT. The Plan recognises the importance of keeping Canberrans healthy and emphasises the need to plan ahead and invest, to ensure our health system is able to meet demand in an efficient, sustainable and innovative way.

SPIRE Centre

The new Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) is a \$500 million investment in Canberra's health infrastructure.

The new Centre will deliver:

- a boost to the number of operating theatres delivering more capacity for elective and emergency surgery
- more inpatient beds and a larger intensive care unit
- a coronary care unit for people requiring high level care for heart conditions
- state-of-the-art surgical, procedural and imaging facilities
- a significantly expanded ED, enabling capacity for emergency health care for women and children.

Site preparation: demolition of buildings 5 and 24

The location for the SPIRE development was announced by the ACT Health Minister, Meegan Fitzharris, 12 December 2018. The site encompasses land on which Canberra Hospital buildings 5 and 24 are currently located. Development will require the demolition of these buildings and the relocation of existing services and staff from the site. This internal communications and engagement plan details activities to be undertaken from January 2019 through to the conclusion of the demolition/site preparation phase.

Affected staff and services

SPIRE site preparation planning, decanting and demolition works will commence in January 2019. The construction site is to be cleared and ready for building works by December 2019.



Image 1: SPIRE location across buildings 5 and 24

Building 5

Service	Key contact	Role
ANU Medical School – training and administration	Dr Imogen Mitchell	Dean ANU Medical School
Accommodation & Volunteers	Colm Mooney	
Sexual Health Unit	Sarah Martin	
Child at Risk of Harm Unit	Catherine Sansum	
Staff Development	Elizabeth Renton	
Clinical Skills Unit		
Clinical Placement Unit		
Tissue Viability		
Meeting/training rooms		

Building 24

Service	Key contact	Role
CHS Executive	Bernadette Macdonald	
Executive Support	Nicole Stephenson	
Quality and Safety Unit		
Emergency Management		
Meeting rooms		

Adjacent buildings

Whilst services and staff in these buildings are not required to relocate, they may be impacted by building works. This cohort of people will require project updates and notifications of any works that may impact service delivery, such as noise or traffic changes.

Service	Key contact	Role
Building 14, National Capital Hospital		
Building 4, ANU and Library		
Building 23, administration		
Building 6, administration		

Staging and decanting plan

Silver, Thomas Hanley (STH) have been engaged to complete a Staging and Decanting Plan for buildings 5 and 24. This plan includes options for service and staff relocation, and will be endorsed by the PCG prior to implementation

Key activities and milestones anticipated in the plan include:

February – October 2019	All staff and services moved out of buildings 5 and 24
February – October 2019	Refurbishment of identified new service and office locations and build of modular accommodation
March – August 2019	Staff and services relocated to new locations
August – Dec 2019	Buildings 5 and 24 demolished, SPIRE site preparation commences

Moves and timelines

Building 24

The following staff and services will be moved, according the Plan once endorsed, during February – October 2019.

Service/function	New location	Date
CHS Executive		
Executive Support		
Quality and Safety Unit		
Emergency Management		
Meeting Rooms		

Building 5

The following staff and services will be moved during February – August 2019.

Service/function	New location	Date
ANU Medical School – training and administration		
Accommodation (administration only)		
Sexual Health Unit		
Child at Risk of Harm Unit		
Staff Development		
Clinical Skills Unit		
Clinical Placement Unit		
Tissue Viability		
Meeting/training rooms		
Surgical Training School (new)		
Volunteers		

Key Messages

Building Health Services Program

- Canberra is growing, and our health care services need to grow too.
- Based on an assessment of whole-of-territory health services and capacity, ACT Health is currently engaged in the Building Health Services Program. This infrastructure program includes three major, inter-related projects: the Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE), the North-side Hospital Scoping Study, and the Expansion of the CHWC. Investment in these projects will help us meet the future healthcare needs of Canberra and the surrounding region.
- The new SPIRE Centre will help meet the increasing demand for acute and emergency health care services across the territory and surrounding region.

Staging and decanting

- The SPIRE development requires the demolition of buildings 5 and 24. Staff and services currently in these building will be relocated to suitable accommodation.
- The project planning and governance structure will provide opportunities for staff to engage in the expansion design and implementation.

- Planning for relocation can be a daunting and stressful time. The SPIRE Staging and Decanting Working Group will be responsible for minimising impact on service delivery and staff productivity.
- Orientation will be provided to staff moving to new areas
- All enquiries may be directed to your manager, representative on the Staging and Decanting Working Group, or BuildingHealthServicesProgram@act.gov.au

Communications plan

The following tools have been identified as appropriate for internal project communication and engagement activities relevant to the Staging and Decanting program.

x	Printed materials (flyers, posters, postcards, etc.)	x	Working groups
x	Information sessions/staff forum		Interviews
x	Displays		Field trips
	Community event		Citizen jury
x	Website and intranet	x	Technical/subject matter expert
x	Industry/stakeholder briefings		Your Say website
	Survey/questionnaire		Social media

Tool	Other information	When	Responsible
ACT Health Intranet-BHSP page https://healthhub.act.gov.au/about-us/act-health-directorate/corporate/building-health-services-program	The BHSP page will host all published staff information on the SPIRE staging and decanting program. It is the reference point for all information and inquiries.	From January – project completion	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Monthly BHSP staff updates	BHSP news item is published to the ACT Health intranet news hub each month. Staging and decant news will be included, as appropriate, in these updates	March, May and August	Strategic Infrastructure Engagement Officer with ACTHD Comms team
CHS CEO all staff email	Link to relevant BHSP update included in CEO message	March, May and August	Strategic Infrastructure Engagement Officer with CHS Comms team

Tool	Other information	When	Responsible
ACTHD DG all staff email	Link to relevant BHSP update included in CEO message	March, May and August	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Staging and Decanting Working Group	Working Group members made up of representatives of all affected work areas/services. Nominated by CHS Executive or Senior Managers.	February, monthly meetings	SPIRE Project Control Group
Staff meetings at CHS for affected staff	On endorsement of the Staging and Decanting Strategy by the Project Steering Committee, the plan will be presented to staff of buildings 5 and 24, and include a Q&A session. Printed resources to take away may also be distributed.	February-March	Strategic Infrastructure team
SPIRE Communications and Engagement Working Group	Working Group members made up of representatives from CHS and ACTHD Communications teams. Nominated by CHS/ACTHD Executive or Senior Managers.	February, monthly meetings	SPIRE Project Control Group
Fact sheets	Include details of relocation dates and locations, plus overall statement regarding value of SPIRE to health care in the ACT.	March	Strategic Infrastructure team with ACTHD Comms team
Posters	For display in staff spaces in affected areas with key dates and reference to BHSP intranet page for detailed information and queries	March	Strategic Infrastructure team with ACTHD Comms team
Meeting with ANU staff	On endorsement of the Staging and Decanting Strategy by the Project Steering Committee, the plan will be presented to ANU staff of buildings 5 and 24, and include a Q&A session. Printed resources to take away may also be distributed.	March	Dean ANU Medical School and Strategic Infrastructure team

Floor plans of new areas	Assist staff in visualising new spaces	April-May	Strategic Infrastructure team with ACTHD Comms team
--------------------------	--	-----------	---

Ministerial briefings	Keep the Minister's Office up-to-date with Staging and Decanting program and SPIRE site preparation progress	February – project completion	Strategic infrastructure team
-----------------------	--	-------------------------------	-------------------------------

Issues and risk management

There is a range of internal and external risks associated with SPIRE site preparation and the staging and decanting program. Many of the identified risks will require a communications response.

Issues/risk	Description	Stakeholder	Mitigation measure
Construction risks	Incidents on site (including asbestos findings, fire, injury, damage to plant).	CHS, ACT Health, contractors	Prepare information relating to these issues, i.e. talking points. Ensure safety is a priority with dealings with the contractor to set the standard.
	Resident complaints regarding noise, traffic, dust etc	CHS, ACT Health, Minister's Office, EPSSD, Garran residents	Provide information on planned works schedule and complaints handling process. Develop and implement complaints handling and escalation plan.
	Behaviour of construction staff, including where they park and how they access site.	CHS, ACT Health, contractors	Include worker behaviour re: parking, language etc in tool box talks on a regular basis.
	Timeframes/cost increase from what has been said publicly.	General ACT Health staff	Keep accurate records of any scope changes, for example achieving value for money.

Issues/risk	Description	Stakeholder	Mitigation measure
Construction environmental impacts.	Noise, vibration, dust.	Staff in nearby areas/buildings. Garran residents Service users	Include key messages about the construction impact. The Contractor should advise to enact an action plan if an activity will cause excessive disruptions.
Delays in project	An event arises that results in a delay in the project, such as water leak, safety risk, strike.	CHS, ACTHD, staff relocating	Develop plans and prepared response on how the issue is being handled.
Design issues	Issues relating to functionality of new spaces.	CHS, ACTHD, staff relocating	Continue to have the CHS staff involved in Staging and Decanting Working Group to ensure relocation space is fit-for-purpose Reference MoC and HPU briefs in determining relocation spaces. Promote why the design decisions have been made, such as benefits.
New service locations	Misconceptions that some services are moving to areas with reduced functionality/amenity	CHS staff	ACT Health and CHS decisions based on campus utilisation principles. Thank staff for their patience as we upgrade and refurbish the Canberra Hospital campus.
	Confusion about new locations	CHS staff.	Ensure maps and other communication material is easily accessible. Large signage in the Canberra Hospital entry points outlining changes/new locations.

Monitoring and evaluation

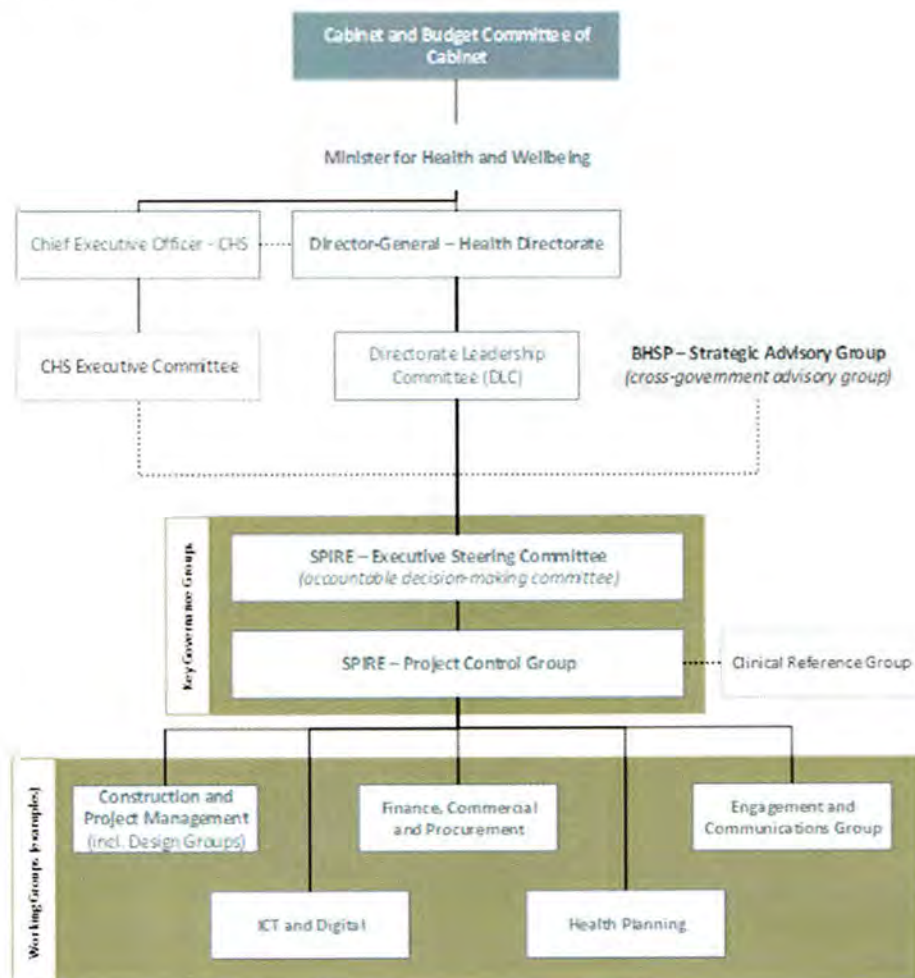
The SPIRE Communications and Engagement Working Group will have responsibility for monitoring the effective impletination of the Staging and Decanting internal communications plan.

To inform the Working Group, Strategic Infrastructure will provide a one page, monthly report covering:

- summary of staff inquiries and responses to the BHSP email account
- any feedback received by the BHSP team from CHS, ANU or ACTHD staff
- number of visits to the BHSP intranet page and numbers accessing the Staging and Decanting information posted to the page
- risk and issues management register

Project management

The SPIRE Communications and Engagement Working Group is responsible for the successful implementation of this Staging and Decanting Internal Communications and Engagement Plan.



SPIRE Communications and Engagement Working Group members are:

Name	Role	Number	Email
Monica Lindemann (Chair)	Special Advisor	5124 9191	Monica.lindemann@act.gov.au
Vanessa Dal Molin	Executive Branch Manager, Office of the Director General		Vanessa.DalMolin@act.gov.au
Merryn Jelbart	Communications Manager, ACT Health	5124 9469	Merryn.jelbart@act.gov.au
Cynthia Douglas	Senior Stakeholder Manager, Canberra Health Services		Cynthia.douglas@act.gov.au
Elaine Greenaway	Communications Account Manager, Canberra Health Services		Elaine.greenaway@act.gov.au
Rhona Jason-Smith	Senior Health Planning Officer		Rohna.JasonSmith@act.gov.au
Kate Evans	Clinical Liaison Officer		Kate.evans@act.gov.au
Brad Burch	Executive Branch Manager, Strategic Infrastructure		Brad.burch@act.gov.au
Casey Hayne (Secretariat)	Directorate Administrator		Casey.hayne@act.gov.au

Attachments

1. Building 5 Occupancy list
2. Building 24 Occupancy list

Attachment 1: Building 5 occupancy list

Current Location			Position	Staff Details		
Building	Level	Work point / Room No.		Surname	First Name	Phone
Staff Development						
5	1		Admin Front Reception, Capabiliti	Armitage	Kerri	
5	1		Orientation Admin	Hickey	Karen	51243968
5	1		Director Staff Development	O'Brien	Karen	51242437
5	1		Hot Desk			
5	1		Work Experience Coordinator	Chapman	Linden	51243418
5	1		Learning & Development & Essential Ed manager	Agius	Rochelle	51245313
5	1		Learning & Development & Registered Training Org Manager	Penman	Karen	51243643
5	1		BLS Educator, MUD Coordinator	Kennedy	Ben	51243351
5	1		Pt Experience Trainer	Crossan	Elisha	51247056
5	1		EN training Manager	Jordan	Maxine	51243382

5	1		PLS Trainer, training & Assessment Trainer	Conley	Terri	51247957
5	1		CDN Manager, transition to practice Manager	Moore	Debbie	51243066
5	1		CDN Educator Facilitator	Hogan	Monica	
5	1		Clinical Educator Aspectic Technique	Manners	Belinda	51242800
5	1		Basic/Advanced Life Support	Flynn	Brianna	51243429
5	1		E-learning Developer	Banchit	Lan	51242463
5	1		E-learning Coordinator	Lugg	Gill	51242558
5	1		Neonatal Educator	Divall	Julia	61426362
5	1		Hot Desk			
5	1		Admin Capabiliti Officer	Kaur	Rajvir	51243429
5	1	5.01.188	EN Transition to Practice CDN	Hughes, Manen, Davidson	Naomi, Lydia, Janine	51243360
5	1	5.01.187	RN Transition to Practice Program	Jensen, Mossard, Walsh, Kuleas, Lloyd	Robert, Jeni, Dimiti, Tara, Suzzanna	51244113

Clinical Skills Unit						
5	1	5.1.21	Clinical Skills Support	Riedel	Candice	51242145
5	1	5.1.21	Hot desk			
Clinical Placement Unit						
5	1	5.1.105	Clinical Placement Manager	Finch	Sian	51245127
5	1	5.1.105	Admin officer ASO3			
5	1	5.1.60	Admin officer ASO5	Johnston	Nicole	51245886
5	1	5.1.60	Admin officer ASO4	Keys	Chris	51245887
5	1	5.1.60	HP3	Grose	Linda	62078169
Tissue Viability Unit						
5	1	5.1.65	CNC Tissue Viability Unit	Dunk	Ann Marie	51242954
5	1	5.1.66	RN Tissue Viability Unit	Kattakkayam	Monika	
5	1	5.1.67	RN Tissue Viability Unit	Harding	Danielle	
5	1	5.1.68	Tissue Viability Unit			
Sexual Health Office						
5	1	5.1.69	Sexual Health Hot Office			
Accommodation & Volunteers						
5	1	5.1.151	Accommodation & Volunteers Manager	Mills	Michelle	51245272

5	1	5.1.152	Volunteer Services Manager	Massey	Isabel	51243774
5	1	5.1.153	Receptionist	Gordon	Kenn	51242358
5	1	5.1.153	Receptionist	Mitchell	Lynn	51242358
5	1	5.1.154	Facilities Officer	Denham	Elizabeth	51242359
5	1	5.1.155	Volunteer Services Officer	Laundess	Danielle	51240000
Sexual Health						
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.31	Administration			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.33	Nurses Station			
5	1	5.1.17	Office Manager			
5	1	5.1.17	RN Hot Desk			
5	1	5.1.17	RN Hot Desk			
5	1	5.1.18	CNC Office			
5	1	5.1.19	Clinical Director's Office			
5	1	5.1.20	Nurse Practitioner			
5	1	5.1.20	Registrar			
5	1	5.1.20	Registrar			

5	1	5.1.20	Registrar			
5	1	5.1.22	Staff specialist			
5	1	5.1.22	RN			
5	1	5.1.23	Breakout room /hot office			
5	1	5.1.24	Outreach Manager			
5	1	5.1.24	Outreach hotdesk			
5	1	5.1.69	Hot Office			
CARHU						
5	1	5.1.110	Reception Admin Officer	Broad	Aimee	62052086
5	1	5.1.110	EA Dir CARHU	Teivonen	Liisa	51242712
5	1	5.1.110	Office Manager	Shaw	Nicole	51242712
5	1	5.1.113	Community Intake	HP3		
5	1	5.1.113	Community Intake	Hot Desk (team of 6)		
5	1	5.1.114	Therapy Team leader	Tinning	Casandra	51242712
5	1	5.1.115	Clinical Director	Sansum	Catherine	51242712
5	1	5.1.116/117	Social Worker	Cobcroft	Julie	51242712
5	1	5.1.116/117	Social Worker	O'Conner	Nell	51242712
5	1	5.1.116/117	Social Worker	Merieca	Tish	51242712
5	1	5.1.116/117	Social Worker	TBC		51242712
5	1	5.1.118/200	RN	Clifton	Adele	51242712
5	1	5.1.118/200	RN	Clugston	Jannine	51242712
5	1	5.1.118/200	RN	TBC		51242712

5	1	5.1.118/200	RN	TBC		51242712
5	1	5.1.118/200	Senior Registrar	TBC		51242712
5	1	5.1.118/200	Senior Registrar	TBC		51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Nihill	Melissa	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Johns	Annie (Patricia	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	Kelly	Matthew	51242712
5	1	5.1.121/122	Office 4 person shared (HP3)	TBC		51242712
5	1	5.1.132/3	Child Health Medical Officer	Bragg	Judy	51242712
5	1	5.1.132/3	Staff Specialists	Morgan	Kate	51242712
5	1	5.1.132/3	Staff Specialists	Payman	Nahal	51242712
5	1	5.1.132/3	Staff Specialists	Harllal-Chawla	Bhavna	51242712
5	1	5.1.134	Manager CARHU			
ANU						
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 1		
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 2		
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 3		
5	2	5.2.163	Australian Child & Adolescent	Staff 4		

			Training Loss & Grief Network			
5	2	5.2.163	Australian Child & Adolescent Training Loss & Grief Network	Staff 5		
5	2	5.2.164	Research Unit	Staff 1		
5	2	5.2.164	Research Unit	Staff 2		
5	2	5.2.164	Research Unit	Staff 3		
5	2	5.2.164	Research Unit	Staff 4		
5	2	5.2.164	Research Unit	Staff 5		
5	2	5.2.164	Research Unit	Staff 6		
5	2	5.2.164	Research Unit	Staff 7		
5	2	5.2.164	Research Unit	Staff 8		
5	2	5.2.164	Research Unit	Staff 9		
5	2	5.2.164	Research Unit	Staff 10		
5	2	5.2.168/172	Patient Recruitment Office	x 1 workstation		
5	2	5.2.169/170/171	ANU IT Manager	Zelikovic	Vojislav	
5	2	5.2.169/170/171	ANU IT Officer	Garlardo	Ricardo	

Attachment 24: Building 24 occupancy list

Current Location			Staff Details			
Building	Level	Work point / Room No.	Position	Surname	First Name	Phone
24	1	24.1.10	Exec Branch Manager Office of Research	Shadbolt	Bruce	51244288
24	1	24.1.08	Exec Group Manager Office of Research	Hannan	Ross	51244288
24	1	24.1.09	Operations Manager Office of Research	Taylor	Reagan	
24	1	WS-11	EA to Office of Research	Craigie	Peggy	51244288
24	1		Emergency Management Coordinator	McKerlie	Donna	51245324
24	1		Business Continuity Manger	Bower	Linda	
24	1		Quality Officer Critical Care & Clinical Support	Temperley	Jane	62051076
24	1		Quality Officer Medicine			
24	1		Consumer Participation Officer	Thornton	Amanda	51241729
24	1		Quality Improvement	Kingsbury	Alison	62051263

			Program Director			
24	1		Quality Officer Surgical Services	Batten	Miranda	62073884
24	1		Clinical Insights & Outcomes	Hot Desk		
24	2	WS-6	Interprofessional Learning Coordinator	Chapman	Sarah	51243489
24	2	24.2.04	Prof Allied Health Research	Brown	Nick	62050893
24	2	WS-9	EA to Dir Allied Health	Ramis	Tenny	62050893
24	2	Office D4	Dir Allied Health	Boyd	Kerry	62050893
24	2	24.2.09	Dir Nursing and Midwifery CHS	Jeffrey	Hamish	51242147
24	2	WS-17	EO to ED Div Medicine	Cuff	Sally	51243596
24	2		EO Medical Services	Hunter	Kerryn	51245221
24	2		ED Clinical Support	Gilmore	Lisa	51248020
24	2		EA Clinical Support	Rucinski	Gul	62050606
24	2		EO Clinical Support	Robertson	James	
24	2		EO Clinical Support	Ashhurst	Pip	
24	2		Project Officer Collaboration Partnership	Wells	Patrick	51245812
24	2		Inter-professional	Chapman	Sarah	51243489

			Learning Coordinator (Allied Health)			
24	2		EA DON Nursing & Midwifery	Black	Elina	51242147
24	2	24.2.07	Consumer Feedback Coordinator	Petreski	Dragana	51243013
24	2	24.2.07	Consumer Feedback Coordinator	Elliot	Carly	
24	2		Consumer Feedback Coordinator	Power	Mel	
24	2		Consumer Feedback Coordinator	Muir	Nicki	51242447
24	2	24.2.16	Chief Executive Officer	McDonald	Bernadette	51244700
24	2	WS-51	EA to Deputy Director General	Attwood	Courtney	51242728
24	2		Deputy Director General	Bone	Chris	51242728
24	2		Exec Dir Div Medicine	Talaulikar	Girish	51243603
24	2	WS-49	EA to ED Medicine	Vaughan	Kristie	51243603
24	2	WS-47	Exec Officer to DDG	Simpson/Dwyer	Sue/Mel	51245804
24	2	24.2.15	Executive Director Surgery	Wood	Daniel	51243515
24	2	WS-44	EA to ED Surgical	Carroll	Tegan	51243515
24	2	WS-21	Business Manager to CEO	Stevenson	Nicole	51244702

24	2	WS-22	Exec Officer to CEO	Whittall	Christine	51245804
24	2	WS-23	EA to CEO	Tzavalas	Olivia	51244700
24	2	WS-24	Business Manager to DDG	Alexander	Tonia	51242169
24	2	WS-25	PA to ED Div Medicine	Reynolds	Deborah	51243596
24	2		Dir Medical Services	Dugdale	Paul	51243596
24	2		ADON Medical Inpts Div Medicine	Duggan	Tracey	
24	2	24.2.41	ADON Ambulatory Services Div Medicine	Mossman	Wendy	51242702
24	2	24.2.43	DON Surgical	Burns	Cathy	51248583
24	2	WS-29	Operational Manager Div Medicine	Robertson	Jean	51243659
24	2	WS-30	Admin Manager Div Medicine	Sullivan	Leticia	51248199
24	2	WS-31	PA to DON Medicine	Flaherty	Hannah	51242619
24	2		DON Div Medicine	Noffke	Kellie	51245161
24	2	24.2.46	ADON Clinical Support Services	Kemister	Kendra	51247130
24	2	24.2.47	ADON Surgical Wards	Lawrence	Tania	51242318
24	2	24.2.48	DON Div Surgery	Davis	Jillian	51243275
24	2	24.2.42	Admin Manager Div Surgery	Scaysbrook	Rebecca	51245467

24	2		EO to Div Surgery & Critical Care	Hutchins	Tracey	51245801
24	2		Op Manager Div Surgery	Dougan	Shannon	51247061
24	2		PA Clinical Support Services	Rooney	Betty	51248583
24	2		PA DON Surgical	Salvador	Sharon	51243843
24	2	WS-37	EA to ED Critical Care	Carriage	Debbie	51243125
24	2		ED Critical Care	Boyd	Narelle	51245801
1	8A		ADON Renal Services	McGuire	Anne	

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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

www.health.act.gov.au | Phone: 132281 | Publication No XXXXX

© Australian Capital Territory, Canberra Month Year



ACT
Government

ACT Health

Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE)



Stakeholder
communications
and engagement
strategy

March 2019

Contents

Purpose.....	2
Background.....	2
Territory-wide Health Services Framework.....	2
SPIRE Centre	2
The SPIRE site	3
Key messages and project narrative	4
Communication principles.....	5
Target audiences	5
Internal	5
External.....	6
Communication channels matrix	6
Communications resources.....	7
Communications and engagement plan	8
Issues and risk management	11
Monitoring and evaluation.....	15
Project management.....	15
Subordinate plans	16
Attachment 1: SPIRE stakeholder lists	20

Purpose

The SPIRE Stakeholder Engagement and Communications strategy aims to:

1. receive clinical¹ and other user/expert input into infrastructure planning to ensure project concepts and early designs meet health care needs and community expectations;
2. inform and engage local communities, health services staff and user groups in the infrastructure development program as it unfolds; and
3. build positive public sentiment for the project.

Achieving these aims will create the foundation for winning broad support for the SPIRE Centre amongst key influencers and stakeholder groups over the life of this major infrastructure project.

This strategy provides an over-arching communications and engagement map. Subordinate plans, relevant to specific stakeholders or stages of the project – staging and decanting, for example – will inform actions over the life of the project.

A list of internal and external stakeholders and analysis of appropriate communications and engagement methods are at Attachment 1.

Background

Territory-wide Health Services Framework

ACT Health has undertaken Territory-wide health services planning to develop an evidence-based foundation for major health infrastructure decision making. Planning work is conducted in close consultation with clinical staff, with opportunities for further engagement from non-government organisations and community-based organisations.

As part of this planning work, ACT Health has developed a Territory-wide Health Services Framework. The Framework is a high-level strategic plan that establishes the overarching principles to guide the development and redesign of health care services across the Territory over the next decade.

The ACT Government's 10-year Health Plan also provides the foundation for key infrastructure investments, to continue to build an innovative and world-class health system for the ACT. The Plan recognises the importance of keeping Canberrans healthy and emphasises the need to plan ahead and invest, to ensure our health system is able to meet demand in an efficient, sustainable and innovative way.

SPIRE Centre

The new Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) is a \$500 million investment in Canberra's health infrastructure.

¹ In this document the term “**clinician**” or “**clinical staff**” refers to a health care professional that works as a primary care giver of a patient in a hospital, skilled nursing facility, clinic, or patient's home. **Clinicians** can be medical assistants, doctors, counsellors, psychiatrists, nurses and so on.

The new Centre will deliver:

- a boost to the number of operating theatres delivering more capacity for elective and emergency surgery
- more inpatient beds and a larger intensive care unit
- a coronary care unit for people requiring high level care for heart conditions
- state-of-the-art surgical, procedural and imaging facilities
- a significantly expanded ED, enabling capacity for emergency health care for women and children.

The SPIRE site

The location for the SPIRE development was announced by the ACT Health Minister, Meegan Fitzharris, 12 December 2018. The site encompasses land on which Canberra Hospital buildings 5 and 24 are currently located. Development will require the demolition of these buildings and the relocation of existing services and staff from the site.

SPIRE site preparation planning, decanting and demolition works will commence in January 2019. The construction site is to be cleared and ready for building works by December 2019.



Image 1: SPIRE location across buildings 5 and 24

Key messages and project narrative

Planning and implementation of the Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre, North-side Hospital Scoping and Expansion of the Centenary Hospital for Women and Children (CHWC) projects are interlinked, forming the major components of the Building Health Services Program (BHSP).

A Territory-wide approach to health services planning is a foundation principle for planning and early design of each project. Communications will convey this core principle, in addition to providing stakeholders with the SPIRE project information relevant to their interests.

Key messages include:

Territory-wide health planning

- As our city continues to grow, so too does demand for health services. To ensure the healthcare needs of Canberrans are met today and into the future, significant planning is underway to ensure every part of our health system can support the growing community, including our infrastructure.
- An important part of this planning is providing infrastructure that will allow us to fulfil our goal of providing quality care when and where it is needed most.
- ACT Health is engaging with experts and user groups to ensure infrastructure meets the short, medium and long term health services needs of the Territory.
- Consultation and robust planning will ensure that SPIRE will provide the Canberra community with high quality, accessible and flexible health services that meet the evolving needs of our growing population.

SPIRE

- The SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region.
- The SPIRE Centre will increase our 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.
- Features of SPIRE include:
 - a boost to the number of operating theatres, delivering more capacity for elective and emergency surgery
 - more inpatient beds and a larger intensive care unit
 - a coronary care unit for people requiring high level care for heart conditions
 - state-of-the-art surgical, procedural and imaging facilities
 - a significantly expanded ED, enabling capacity for specialist emergency healthcare for women and children

Communications will reinforce these key messages with appropriate levels of detail. There will be opportunities for identified stakeholders to engage in the project during the planning and design phases.

Communication principles

All communication and engagement with the community and identified internal and external stakeholders will be based on the following principles:

- timely and regular;
- accessible and clear;
- coordinated, consistent and accurate;
- focused on the benefits of the change in management and governance, and reassuring the community of level of service delivery; and
- based on a 'no surprises' approach to issues management.

These principles are consistent with the Chief Minister's commitment to an Open Government that is transparent, participatory and collaborative.

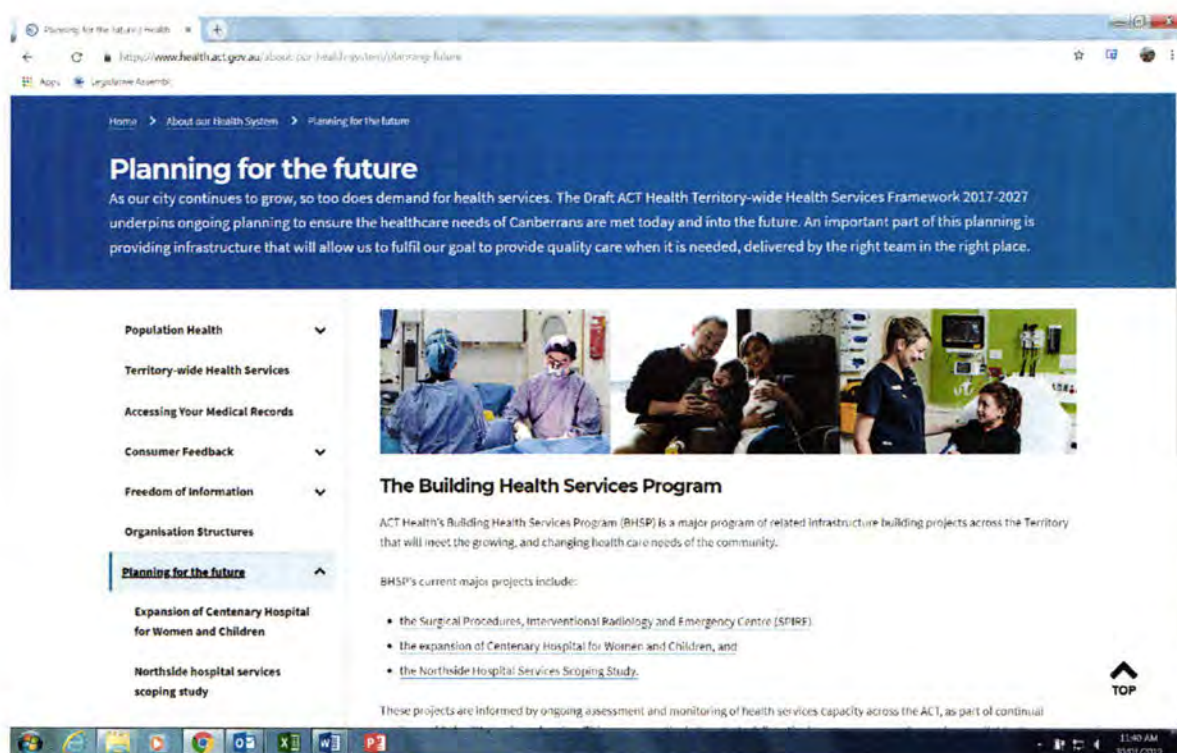


Image 2: BHSP web page on the ACT Health website: health.act.gov.au/infrastructure

Target audiences

Primary target audiences will vary over the life of the project, with an emphasis on internal and stakeholder engagement in the early phases, shifting to strong external, public communications as the building takes shape. Target audiences include:

Internal

- Clinical staff of Canberra Health Services, including:
 - Canberra Health Services executives; and

- key clinicians and clinical directors, nursing directors and senior allied health stakeholders.
- Chief Medical Officer, Chief Nursing and Midwifery Officer, Chief Psychiatrist and Chief Allied Health Officer;
- ACT Health and Canberra Health Services staff;
- SPIRE Clinical Reference Group
- Clinical Leadership Forum;

External

- ACT residents;
- local residents (Garran);
- relevant unions;
- research and tertiary education partners
- statutory authorities and partner directorates
- community organisations, non-government organisations (NGOs) and professional bodies (including the Australian Medical Association and Royal Colleges)
- local media
- unions

A full list of internal and external stakeholders and recommended modes of communication is at Attachment 1.

Communication channels matrix

The communications process will make use of multiple modes and existing ACT Health channels to inform and engage target audiences.

Feedback received from the Clinical Information Session, 22 November 2018, has been considered in identifying best-fit modes of communication for this important primary audience. A key message from this group was to receive communications at least **six weeks** in advance of any required action or milestone event.

Existing ACT Health channels include:

Channel	Internal	External
ACT Health website		
ACT Health and ACT Government social media accounts		
ACT Health Intranet		
CHS internal staff newsletter – Pulse		
CHS CEO all staff emails		
ACT Health Director-General all staff emails		

Division-wide newsletters		
Canberra Health Services all staff email		
Managers information kit		
Director-General and Chief Executive Forums		
Direct email		
Media relations (releases, alerts, press conferences, op-eds, backgrounders with journalists)		
Collateral (Posters/flyers in workplaces, hospital tea rooms, digital screens across TCH etc.)		
Face-to-face meetings		
Presentations at existing scheduled staff meetings		
Your Say website		
Our Canberra newsletter		
Public meetings		
Letterbox drops (Garran residences)		
External signage and worksite hoardings		

Communications resources

The ACTHD Communication Unit is developing a suite of communications and marketing resources including a BHSP communications 'visual guide' (Attachment 2). The purpose of the guide is to ensure all print and online communications have a consistent, distinctive look and feel, aligned with ACT Health branding.

The Style Guide will be used to create templates for the following resources:

- BHSP video (30 and 80 sec)
- PowerPoint
- Factsheets
- Posters
- News items for incorporation in Our Canberra and staff updates
- Monthly project updates (internal)
- Content for Your Say website
- External signage and hoardings
- Screen savers and CHS digital screens
- Social media images
- Webpage banners (update existing)

Communications and engagement plan

The following tools have been identified as appropriate for internal project communication and engagement activities relevant to the Staging and Decanting program.

X	Media release	X	Media alert
X	Media event	X	Community/other event
X	Social media	X	Traditional advertising
X	Direct mail	X	Social media advertising
X	Video/animation	X	Your Say website
X	Access Canberra script/outreach email		Merchandise
X	Our Canberra newsletter (online/print)	X	ACT Health website
X	Printed products (flyers, postcards, posters etc)	X	Research
	Text message	X	Community meetings

Tool	Other information	When	Responsible
ACT Health - BHSP page health.act.gov.au/infrastucture	The BHSP page will host all public information on the SPIRE project, including FAQs. It is the reference point for all information and inquiries. Updated monthly	From January 2019 – project completion	Strategic Infrastructure Engagement Officer with ACTHD Comms team
SPIRE factsheet	Available online and for distribution at public meetings, staff meetings, waiting rooms etc. Updated at key project milestones – eg design confirmed	From January 2019 – project completion	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Our Canberra newsletter	Project updates including SPIRE images, design concepts as they become available.	From March 2019, May and August editions to project completion	Strategic Infrastructure Engagement Officer with ACTHD & CMTEDD Comms team

Tool	Other information	When	Responsible
BHSP video (30 sec and 90 sec)	Video promoting Territory-wide health services planning and infrastructure developments, including SPIRE. For use on website, social media (30 sec) and presentations as required.	February 2019	Strategic Infrastructure Engagement Officer with ACTHD Comms team
Public meetings	Presentation at Woden Valley Community Council Public Meeting outlining SPIRE plans. Including Q&A session	6 March. Follow-up presentations at key milestones 2020 -2023	Executive Group Manager Strategic Infrastructure Branch
Meeting with Garran Primary School principal	Meeting to inform and seek advice regarding communication with school community. Further school community communications may be required based on outcome of meeting	March 2019	Strategic Infrastructure team
External building/street signage	Public notice of site development and new SPIRE Centre on Palmer Street	April 2019	Strategic Infrastructure Engagement Officer with CMTEDD and ACTHD Comms teams
Letter box drop Palmer and Gilmore streets Garran	SPIRE factsheet, demolition and site preparation plan. Including contact information for enquiries	April 2019	Strategic Infrastructure team with ACTHD Comms team
Posters	For display in CHS and patient spaces. Distributed to relevant stakeholders.	May 2019 – to project conclusion	SPIRE Communication and Engagement Working Group
Letters to key external stakeholders identified in Attachment 1	Provide overview of SPIRE, construction timeline, any impact on services and features of new Centre once complete. Letters may accompany posters above.	April 2019 – at key milestones	SPIRE Communication and Engagement Working Group

Tool	Other information	When	Responsible
<i>Your Say</i> website – “Your Healthy Future” section	<i>Your Say</i> is ACT Government’s key public engagement tool. Invite comment/feedback on proposed BHSP projects, or SPIRE.	June –August 2019	SPIRE Communication and Engagement Working Group with CMTEDD
Forum – GPs, Health Care Consumers Association, other interest groups (external)	Information sessions for stakeholders with a professional interest in the services delivered in the new SPIRE Centre	May 2019, and at regular intervals throughout life of project	SPIRE Communication and Engagement Working Group
Ministerial briefings	Keep the Minister’s Office up-to-date and identifying opportunities for good news stories.	February 2019 – project completion	SPIRE Communication and Engagement Working Group
Advertising	When SPIRE Centre design is confirmed, promote through advertising and advertorial in local media	Late 2019 - 2020	SPIRE Communication and Engagement Working Group
Social media	Celebrate key project milestones, highlighting positive changes to healthcare services in the ACT	February 2019 – project completion	SPIRE Communication and Engagement Working Group
Press releases and events	Notify press of key project milestones, highlighting positive changes to healthcare services in the ACT. Offer site/Centre walk throughs at appropriate developments in the project	February 2019 – project completion	SPIRE Communication and Engagement Working Group
Artist impressions	Once a building concept illustration is available, commission artist/architectural drawings to assist the public/staff visualise the new building, its exterior and interior	April 2019	Strategic Infrastructure team

Tool	Other information	When	Responsible
4D time-lapse video	Animated SPIRE site demolition and build process for placement on website, intranet, social media and in presentations.	June 2019	SPIRE Communication and Engagement Working Group
Talking points	Key messages, fast facts made available to Minister, senior staff and other staff so that ready answers are available for public meetings, media or staff meetings. Updated at key milestones, or as required.	February 2019 – project completion	SPIRE Communication and Engagement Working Group
Naming competition	Consider naming competition for SPIRE Centre as a means of public engagement. Should only be done towards end of project and not be held as a public vote due to risk of 'joke' name.	2023	SPIRE Communication and Engagement Working Group

Issues and risk management

There is a range of internal and external risks associated with the SPIRE project. Many of the identified risks will require a communications response.

Issues/risk	Description	Stakeholder	Mitigation measure
Construction risks	Incidents on site (including asbestos findings, fire, injury, damage to plant).	Wider ACT community,	Prepare information relating to these issues, i.e. talking points.
		depending on issue.	
		Industry	Ensure safety is a priority with dealings with the contractor to set the standard
		WorkSafe ACT Head contractor	

Issues/risk	Description	Stakeholder	Mitigation measure
	Use of local companies.	Wider ACT community Industry	Contractor to supply job numbers/ goods and services/ sub-contractors used in ACT. As part of the contract they are required to meet LIPP compliance and where possible use local suppliers.
	Behaviour of staff, including where they park and how they access site.	Wider ACT community Head contractor	Include worker behaviour re: parking, language etc in tool box talks on a regular basis.
	Timeframes/cost increase from what has been said publicly.	Wider ACT community Media Health Minister	Keep accurate records of any scope changes, for example achieving value for money.
Procurement/contract.	Contract dispute.	Industry Wider ACT community Media	Develop prepared response on how the issue is being handled
	How the contract was awarded	Industry. Wider ACT community Media	Transparency of tender process. Highlight benefits of chosen contractor, where possible.
	Insolvency from either a consortium member or a major sub-contractor.	Industry Wider ACT community Media Health Minister	Payments on time to head contractor

Issues/risk	Description	Stakeholder	Mitigation measure
Construction environmental impacts.	Strike/industrial action or unions/staff representatives involved with construction methodology/hazards.	Industry Wider ACT community Media Health Minister	Have a prepared response on how the issue is being handled.
	Noise, vibration, dust.	Staff and patients in nearby areas/buildings. Head contractor	Include key messages about the construction impact. The Contractor should advise to enact an action plan if an activity will cause excessive disruptions.
	Heavy vehicle movements.	Local residents. Staff and patients accessing the hospital campus. Head contractor.	The Contractor should advise HIP PT of larger than usual numbers of heavy vehicles on local streets. These movements would also be supported by an approved TMP.
	Traffic changes/delays.	Local residents. Staff and patients accessing the hospital campus. Head contractor.	The Contractor should advise of any impacts on the hospital campus or local streets. The early use of VMS boards should be considered.

Issues/risk	Description	Stakeholder	Mitigation measure
Design issues	Issues relating to functionality.	CHS staff Patients ACTHD Health Minister	Clinical staff engaged in project governance. Information relating to the significant clinical and consumer involvement in design. Promote why the design decisions have been made, such as benefits.
New service locations	Misconception that some services will not be as good as they were, or as good as was promised.	Patients. Staff. Media. Wider ACT community.	Highlight benefits of project and building design Thank staff and patients for their patience as we upgrade and refurbish the Canberra Hospital campus.
	Confusion about access to services during or post construction	Patients. Staff. Wider ACT community.	Ensure maps and other communication material is easily accessible to patients. Large signage in the Canberra Hospital main foyer outlining changes/new locations.

Monitoring and evaluation

The SPIRE Communications and Engagement Working Group will have responsibility for monitoring the effective implementation of this strategy.

To inform the Working Group, the Strategic Infrastructure Branch will provide a one page, monthly report covering:

- summary of inquiries and responses to the BHSP email account
- any feedback received by the BHSP team related to SPIRE
- number of visits to the BHSP web page/s
- risk and issues management register

Project management

The SPIRE Communications and Engagement Working Group is responsible for the successful implementation of the Stakeholder Communications and Engagement Strategy for the life of the project.

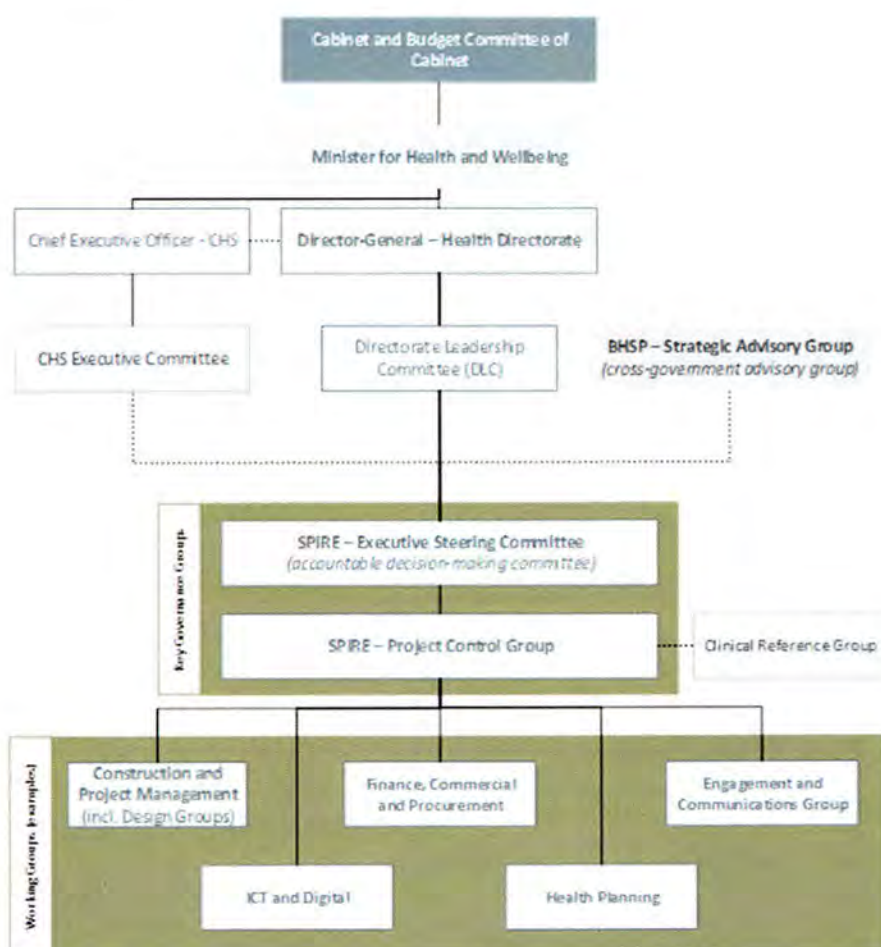


Image 3: SPIRE governance structure

SPIRE Communications and Engagement Working Group members are:

Name	Role	Number	Email
Monica Lindemann (Chair)	Special Advisor	5124 9191	Monica.lindemann@act.gov.au
Vanessa Dal Molin	Executive Branch Manager, Office of the Director General	5124 9401	Vanessa.DalMolin@act.gov.au
Merryn Jelbart	Communications Manager, ACT Health	5124 9469	Merryn.jelbart@act.gov.au
Cynthia Douglas	Senior Stakeholder Manager, Canberra Health Services	5124 9529	Cynthia.douglas@act.gov.au
Elaine Greenaway	Communications Account Manager, Canberra Health Services	5124 9527	Elaine.greenaway@act.gov.au
Rhona Jason-Smith	Senior Health Planning Officer	5124 9667	Rohna.JasonSmith@act.gov.au
Kate Evans	Clinical Liaison Officer	5124 9668	Kate.evans@act.gov.au
Brad Burch	Executive Branch Manager, Strategic Infrastructure	5124 9719	Brad.burch@act.gov.au
Casey Hayne (Secretariat)	Directorate Administrator		Casey.hayne@act.gov.au

Subordinate plans

1. SPIRE: staging and decanting program. Internal communications and engagement plan
2. Clinical Engagement Plan (March 2019)

Attachments

1. Clinical Engagement Plan (March 2019)
2. SPIRE stakeholder lists
3. BHSP communications style guide

Attachment 2: SPIRE stakeholder lists

Stakeholders

Stakeholders are categorised in the following tables:

Canberra Health Services staff	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> Clinical staff working in building 5 and 24: doctors, nurses, allied health professionals. Non-clinical staff working in buildings 5 and 24: administrative staff, building management staff, security. CHS Executive Clinical Directors of acute services to be delivered in SPIRE Staff delivering services in SPIRE 	<ul style="list-style-type: none"> CHS staff CHS switchboard staff Policy and administration staff
Other internal stakeholders	
<ul style="list-style-type: none"> ACT Minister for Health and Wellbeing ACT Minister for Mental Health Members of the ACT Legislative Assembly The Chief Minister Treasury and Economic Development Directorate (CMTEDD) Environment, Planning and Sustainable Development Directorate (EPSDD) 	<ul style="list-style-type: none"> ACT Government staff answering public enquiries (e.g. Access Canberra) Statutory government offices/officers Potential CHS employees.

ANU Medical School staff and students	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> Teaching staff Research staff Administrative staff Students 	<ul style="list-style-type: none"> Executive staff ANU medical faculty ANU Medical School communications unit Policy and administration staff

ACT Health staff	
Directly affected	Indirectly affected
<ul style="list-style-type: none"> • Planning • Corporate Unit 	<ul style="list-style-type: none"> • Executive staff • ACT Health staff • Policy and administration staff

External stakeholders		
Health professionals	Facility	Higher education
<ul style="list-style-type: none"> • National Capital Private Hospital • Australian Medical Association (ACT Branch) • Australian College of Midwives (ACT Branch) • General practitioners (GPs) and referring doctors • Potential ACT Health employees • Capital Health Network 	<ul style="list-style-type: none"> • Other facility management services, eg. IT • Health Services Union NSW/ACT/QLD branch • CHS staff delivering support services – eg linen, meals, cleaning. 	<ul style="list-style-type: none"> • Providers who have students on placement with Canberra Health Services – CIT, ANU, UC.
	Government	ACT Community
	<ul style="list-style-type: none"> • ACT Legislative Assembly representatives and decision-makers • Ministerial advisory committees and councils • Transport Canberra 	<ul style="list-style-type: none"> • Patients and carers (existing and future) • Garran community • Woden Valley Community Council • Health Care Consumers' Association • Media

The SPIRE Stakeholder Communications Engagement Working Group will work with the Project Control Group and line areas to further develop this list.

The Project Control Group and line managers will be responsible for identifying stakeholders and providing contact details. The Stakeholder Engagement Working Group will be responsible for collating and maintaining this list.

Stakeholder engagement analysis

The purpose of stakeholder engagement analysis is to:

- identify key stakeholders
- examine their interest, influence and relevant issues; and
- define the required level of engagement or communication.

Internal stakeholders

Canberra Health Services staff are key stakeholders in the success of the project. Engaging staff and keeping them informed about the SPIRE project is essential for a successful outcome. Informed and engaged staff can also be strong advocates for the project—they interact with patients, carers, friends and family on a daily basis. Ensuring staff are on board and enthusiastic is therefore a high priority.

It is also important to engage and communicate effectively with other internal stakeholders, such as the ACT Minister for Health and Wellbeing and ACT Minister for Mental Health's offices, to promote the project.

External stakeholders

External stakeholders include residents of Canberra, and the surrounding region, who will use, or potentially use SPIRE; residents of Garran; medical and nursing staff (current and future); and other interested and influential groups.

Levels of engagement

The different possible levels of engagement, as defined in 'Engaging Canberrans: A Guide to Community Engagement', are summarised below.

	Inform	Consult	Involve	Collaborate
Goal	Provide balanced and objective information and assist understanding.	Obtain stakeholder feedback on analysis, alternatives and/or decisions.	Work directly throughout the process to ensure concerns and aspirations are understood and considered.	Partner each aspect of the decision including alternatives and solutions.

Note: engagement levels may change over time.

Internal stakeholder analysis

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Canberra Health Services - Executive	Chief Executive Officer Canberra Health Services, <i>Bernadette MacDonald</i> Executive Director Medical Services, <i>Paul Dugdale</i> Extensive Director Critical Care, <i>Narrelle Boyd</i> Executive Director of Surgery, <i>Daniel Wood</i> Executive Director Medicine, <i>Girish Talaulikar</i> Deputy Director General, Canberra Health Services, <i>Chris Bone</i>	Consult	Interest in ensuring infrastructure meets service requirements and that building process is communicated effectively to staff and patients, minimizing disruption. Influential in effectively communicating project progress to CHS staff	<ul style="list-style-type: none"> • Membership in governance committees • Direct communication between ACTHD project lead and executives • Project updates included in agenda of weekly ACTHD and CHS CEO catch up meetings 	Executive Group Manager Strategic Infrastructure and Procurement
Canberra Health Services - staff directly affected	SPIRE Clinical Director (CHS) <i>TBC</i> Executive Director Infrastructure Management	Involve	CHS staff will be directly affected by the SPIRE build in terms of their work environment and responsibilities. Clinical leaders are important to building positive sentiment towards the changes and informing staff of	<ul style="list-style-type: none"> • Membership in Governance committees and Working Groups • Information sessions • ACT Health website • Intranet 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
	and Maintenance, <i>Colm Mooney</i> Executive Director Nursing and Midwifery, <i>Hamish Jeffery</i> Clinical Director Surgery and Oral Health, <i>Frank Piscioneri</i> Emergency Department, <i>Greg Hollis</i> Intensive Care Unit, <i>Bronwyn Avar</i> Retrieval Services (Air Ambulance) <i>Kelvin Grove</i> Anesthesia, <i>Thomas Brussel</i> Maxillofacial Surgery, <i>Dylan Hyam</i> Orthopedic Surgery, <i>Professor Paul Smith</i> Medical Imaging, <i>Charles Ngu</i> Pathology, <i>James Dahlstron</i> Clinical Support Services, <i>Lisa Gilmore</i>		<p>upcoming events that will impact their work.</p> <p>Staff may provide word-of-mouth commentary on the project with patients, clients, friends or family members</p> <p>Need to provide key messages for staff to convey to the public.</p> <p>Staff will also play a role in informing existing patients and carers of the transition arrangements.</p>	<ul style="list-style-type: none"> • Staff bulletin • CEO Bulletin • Fact sheets • Posters • Digital screen 'ads' (Internal) • Information packs • Change champions 	

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
	Pharmacy, <i>Sheridan Briggs</i> Cancer Services, <i>Paul Craft</i> Outpatients, <i>Cathie O'Neill</i> Patient Flow, <i>Lyn O'Connell</i> Chief Allied Health Officer, <i>Kerry Boyd</i>				
Canberra Health Services staff working in buildings 5 and 24	Building 24 CHS Executive Executive Support Quality & Safety Unit Building 5 Child at Risk Health Unit Canberra Sexual Health Unit Staff Development Unit Staff and family accommodation Volunteer Services Tissue Viability Service ANU Medical School - (external)	Involve	CHS staff will be directly affected by the SPIRE build in terms of their work environment and responsibilities. Staff and services will be required to permanently move from these buildings and will require regular, accurate information about the decant schedule and new office/service locations Staff may provide word-of-mouth commentary on the project with patients, clients, friends or family members Need to provide key messages regarding the positive impact of SPIRE on Canberra's health services for staff to feel their short-term inconvenience is will contribute to long-term	<ul style="list-style-type: none"> • Membership in Governance committees and Working Groups • Information sessions • ACT Health website • Intranet • Staff bulletin • CEO Bulletin • Fact sheets • Posters • Digital screen 'ads' (Internal) • Information packs • Change champions • Regular, targeted decant updates to a custom staff email list 	SPIRE Stakeholder Communications and Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
			benefits for themselves and the community.		
Canberra Health Services – staff indirectly affected	<p>Executive Directors, Directors and staff of across the CHS including:</p> <p>Allied Health</p> <p>Medical Services</p> <p>Cancer and Ambulatory Support</p> <p>Aboriginal and Torres Strait Islander Liaison Services</p> <p>Critical Care</p> <p>Mental Health, Justice Health and Alcohol and Drug Services</p> <p>Women, Youth and Children Surgery</p> <p>Medicine</p> <p>Finance and Business Intelligence</p> <p>Infrastructure Management and Maintenance</p> <p>Quality Safety Innovation and Improvement</p> <p>People and Culture</p> <p>Communications and Government Relations</p>	Inform	<p>Directly and indirectly affected staff may provide word-of-mouth commentary on the project, for example, with patients, clients, friends or family members.</p> <p>Staff are interested in improving facilities for both patients and staff, expanding capacity and meeting demand for acute and emergency services.</p> <p>Communications to align with Change Management Plan and Relocation Plan.</p>	<ul style="list-style-type: none"> • Meetings (staff, Executive) • ACT Health website • Intranet • Staff bulletin – the Pulse • CEO emails • CEO Forums • Fact sheets • Posters • digital screen ‘ads’ (Internal) • Team meetings 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
ACT Government staff	Department staff indirectly affected, including: Chief Minister, Treasury and Economic Development Directorate Community Services Directorate Environment and Planning Directorate Justice and Community Safety Directorate Education and Training Directorate ACT Ambulance Service Transport Canberra and City Services Project and Capital Works (PCW) Transport ACT (ACTION) Access Canberra Shared Services ICT Emergency Services Agency WorkSafe ACT	Inform	May be indirectly affected by the opening of SPIRE in terms of their responsibilities and community engagement. May be able to be a positive spokesperson on the project, if they are asked about it in an informal setting. Expertise required to ensure operational success.	<ul style="list-style-type: none"> • ACT Health website • Whole-of-government messages • Intranet • Staff bulletin • Fact sheets • Whole of Service message • Whole of Service informational 	Stakeholder Engagement Working Group
ACT Government staff (continued)	ACT Government staff answering patient and public enquiries (e.g. Access Canberra)	Inform	Need timely accurate information to respond to enquiries	<ul style="list-style-type: none"> • Scripts/Q&As/holding statements • Website • Intranet • Staff bulletin 	Stakeholder Engagement Working Group

Internal stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/relevant issues	Methods/tools	Responsibility
Members of the ACT Legislative Assembly	The Health Ministers and their Offices	Collaborate	Minister for Health and Wellbeing and Minister for Mental Health to be informed of the progress of the project, as well as maintaining an overarching view of how the project fits in the Health portfolio and Ministerial commitments. Opportunities for positive project communications.	<ul style="list-style-type: none"> Ministerial briefs Weekly communications and stakeholder engagement meetings with the Office 	Exec Director Strategic Infrastructure and Procurement
	MLAs	Inform	Need to be kept informed of milestone progress and benefits. Educate on purpose/services.	<ul style="list-style-type: none"> Letter Fact sheet Website and social media Information kits 	Exec Director Strategic Infrastructure and Procurement
Statutory government offices/officers	ACT Human Rights Commissioner Health Services Commissioner Public Advocate Official Visitors ACT Civil and Administrative Tribunal	Inform	Need to be kept informed of milestone progress and benefits. Educate on purpose/services.	<ul style="list-style-type: none"> E-newsletter Letter Fact sheet Website Meetings 	Stakeholder Engagement Working Group

External stakeholder analysis

External stakeholder type	Specific stakeholders	Level of engagement	Interest/influence/ relevant issues	Methods/tools	Responsibility
Garran residents and school community	Residents in close proximity to the building works on Palmer Street and Gilmore Street. Garran Primary School Principal, Jenny Priest.	Consult	Will have concerns regarding disruption during site demolition and building works. Will have an interest in traffic flow, building height, noise and any other impacts on amenity, safety and property value.	<ul style="list-style-type: none"> • Meetings • Letterbox drop • Fact sheets • Facebook • E-newsletter • Website • Public forum 	Stakeholder Engagement Working Group
ANU Medical School	Directly impacted by move from building 5. Dean of ANU Medical School, Dr Imogen Mitchell, is key contact.	Involve	Will have concerns regarding decant and relocation of training facilities. Agreements in place regarding access to	<ul style="list-style-type: none"> • Engage in Staging and Decanting Working Group • Staff forum • Meetings • Fact sheets • Email updates 	Stakeholder Engagement Working Group
Emergency Services	ACT Ambulance Services Helicopter ambulance service	Consult	Directly impacted by change to location of Emergency Department Interest in contributing to design of emergency access and patient flow.	<ul style="list-style-type: none"> • Engage in working groups • Meetings • Fact sheets • Email up dates 	Strategic Infrastructure Branch
Directly affected patients, support people	Patients and carers at: <ul style="list-style-type: none"> • Canberra Hospital • Calvary Public Hospital Bruce • ACT GPs 	Inform	To be directly affected by change in service. Update on key milestones. Need clear service and access details.	<ul style="list-style-type: none"> • Staff updates (word of mouth) • Posters • Letters • Website (faqs) • Information pack • Video 	Stakeholder Engagement Working Group

				<ul style="list-style-type: none"> • Site visit • E-newsletter • Advertising • Our Canberra newsletter 	
Community groups and peak bodies	Health Care Consumers Association (HCCA) Woden Valley Community Council	Consult	<p>A mutual understanding of the impacts on current and future services is required.</p> <p>Educate groups on purpose/services.</p> <p>Engage in regular dialogue</p>	<ul style="list-style-type: none"> • Meetings • Letter • Fact sheets • Facebook • E-newsletter • Website • Stakeholder working group membership 	
	Local councils: Gungahlin Community Council Inner South Community Council North Canberra Community Council Tuggeranong Community Council Weston Creek Community Council Woden Valley Community Council	Inform	<p>Interest is general. Interest may increase once works are underway</p> <p>Educate community on purpose/services.</p> <p>May generate media interest.</p>	<ul style="list-style-type: none"> • Twitter/Facebook • Newsletter • Fact sheet • Website • Advertising • Media • E-newsletter • Our Canberra newsletter 	
	Aboriginal and Torres Strait Islander Elected Bodies United Ngunnawal Elders Council Winnunga Nimmityjah Aboriginal Health Service and the Aboriginal and Torres Strait Islander Staff Support Network CHS Aboriginal Liaison Officer National Aboriginal Community Controlled Health Organisation	Inform	<p>Interest is general. Educate on purpose/services.</p>	<ul style="list-style-type: none"> • Facebook • Newsletter articles • Fact sheet • Website • Existing act health or act government relationships • Our Canberra newsletter • Update on community radio 	

Health sector special interest groups	<p>Others:</p> <p>Primary HealthCare Network, National LGBTI Health Alliance, Capital Health Network, National Disability Insurance Agency</p>	<p>Inform</p>	<p>Educate members on purpose/services/benefits. Key milestone updates.</p>	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Media • Facebook/twitter • Newsletter articles • Targeted letters • Ensure referral processes are clearly articulated 	
--	--	---------------	---	---	--

Unions and other industry representative groups or lobby groups	Health Services Union	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook/Twitter • Newsletter articles 	
	Australian College of Surgeons (ACT Branch)	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook/Twitter • Newsletter articles 	
	Australian College of General Practitioners (ACT Branch)	Consult	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Industry briefing/morning tea • Letter • Fact sheet • Website • Existing meetings/relationships 	

Unions and other industry representative groups or lobby groups (continued)	Australian Salaried Medical Officers Federation	Inform	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • Existing meetings/relationships • Facebook 	
	Environmental groups	Inform	Educate members on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Website • Letter • Meetings (via existing ACT Government relationships) 	
	General Practitioners ACT Pharmacy Guild Australian Government Department of Health (myhospital.gov.au)	Inform	Educate on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Letter • Fact sheet • Website • E-newsletter • Existing meetings/relationships 	
Higher education providers who may have students on placement with ACT Health	Australian National University, Charles Sturt University, Sydney, Newcastle, Australian Catholic University, Western Sydney, University of Canberra, Canberra Institute of Technology	Inform	Educate on purpose/services/benefits. Key milestone updates. Update on student placements.	<ul style="list-style-type: none"> • Facebook/Twitter • E-newsletter • Letter • Fact sheet • Website 	

Ministerial Advisory Committees and Councils	Disability Advisory Council Ministerial Advisory Council on Women Ministerial Advisory Council on Ageing	Inform	Minister for Health and Wellbeing to be informed of any issues relating to the project within their jurisdiction. Educate on purpose/services/benefits. Key milestone updates.	<ul style="list-style-type: none"> • Meetings • Briefs • Letter • Fact sheet 	
Transport stakeholders	ACTION Buses (Transport ACT) and its customers; road users in the vicinity of the site, Pedal Power, ACT Regional Community Bus Services (run by ACT Community Services groups), Valmar Disability Services bus service (Queanbeyan), other community transport services	Inform	Affected by any changes to traffic conditions, as well as requiring access to the completed facility. Educate on purpose/services/benefits. Key milestone updates. Agreement on management of complaints.	<ul style="list-style-type: none"> • Facebook/Twitter • E-newsletter • Letter • Fact sheet • Website • Signage • Existing meetings/relationships 	

Canberra and Canberra region community	Local residents	Inform	Require clear information about what services are <i>and are not</i> provided	<ul style="list-style-type: none"> • Website • Facebook/twitter • Fact sheet • Advertising (optional) • Announcements/events • Our Canberra newsletter • Media coverage (see below) 	
Media	Local mainstream media: The Canberra Times, The Chronicle newspapers, City News, Canberra Weekly, ABC 666, FM 104.7, Mix 106.3, Prime TV, WIN TV, Other media: HerCanberra, Crikey, FUSE, OurCommunity, The Conversation, wider Canberra regional media	Inform	Provide information to the public. Key milestones. Address community issues.	<ul style="list-style-type: none"> • Media releases • Information kits • Social media posts • Events 	
Prospective ACT Health employees	Potential employees within and outside Canberra	Inform	May be interested in working at Canberra Hospital. Information about services, facilities and work opportunities.	<ul style="list-style-type: none"> • Website – links to the TCH and RACC recruitment sections • Recruitment (beyond scope of this strategy) 	

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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

www.health.act.gov.au | Phone: 132281 | Publication No XXXXX

© Australian Capital Territory, Canberra Month Year

Find out more about SPIRE

ACT Health is developing plans for the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus.

Site preparation on the north eastern end of the campus will commence late 2019, with the project scheduled for completion in 2023/24.

Find out more at the SPIRE project information session, presented by ACT Health, at the upcoming Woden Valley Community Council public meeting, **Wednesday 6 March, 7pm Canberra Southern Cross Club**. Meeting details at wvcc.org.au.

For more information about SPIRE, visit health.act.gov.au/infrastructure
Enquiries to BuildingHealthServicesProgram@act.gov.au



Find out more about SPIRE

ACT Health is developing plans for the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus.

Site preparation on the north eastern end of the campus will commence late 2019, with the project scheduled for completion in 2023/24.

Find out more at the SPIRE project information session, presented by ACT Health, at the upcoming Woden Valley Community Council public meeting, **Wednesday 6 March, 7pm Canberra Southern Cross Club**. Meeting details at wvcc.org.au.

For more information about SPIRE, visit health.act.gov.au/infrastructure
Enquiries to BuildingHealthServicesProgram@act.gov.au



Attwood, Courtney (Health)

From: Burch, Brad (Health)
Sent: Wednesday, 17 April 2019 12:44 PM
To: Lindemann, Monica (Health)
Subject: Fwd: Media query: building no 5 residence [SEC=UNOFFICIAL]
Attachments: 190417 - Media response - Monaro Post - Canberra Hospital building 5 residence.docx

Hi Monica - does this look okay to you?

Thanks
 Brad
 Get [Outlook for iOS](#)

From: Elfving, Regan (Health) <regan.elfving@act.gov.au> on behalf of DDGCorporate <ddgcorporate@act.gov.au>

Sent: Wednesday, April 17, 2019 12:17 pm

To: Burch, Brad (Health); Building Health Services Program; Health Media

Cc: DDGCorporate

Subject: FW: Media query: building no 5 residence [SEC=UNOFFICIAL]

Hi Brad – we have previously responded to an enquiry in relation to the B5 residences can you please confirm the attached is still accurate.

Karen – please note my comments in relation to occupancy and use of the residences which I feel CHS would be best placed to respond to. Although they may request input from Commissioning and Performance for data.

Kind regards

Regan Elfving

A/g Business Manager

Office of the Deputy Director-General, Corporate Services | ACT Health

P: (02) 5124 9854 |  E: Regan.Elfving@act.gov.au



ACT
Government

ACT Health

From: Health Media

Sent: Wednesday, 17 April 2019 12:09 PM

To: DDGCorporate <DDGCorporate@act.gov.au>; Elfving, Regan (Health) <Regan.Elfving@act.gov.au>

Cc: Health Media <HealthMedia@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: Media query: building no 5 residence

UNOFFICIAL

Hi Corporate,

Please find attached a query from the Monaro Post regarding the closure of building no. 5.

I have provided a draft response based on previous information for this matter and tweaked it according to the specific request. Please note, the reporter is also seeking numbers on usage – I'll need advice on that as to whether it's actually possible to get those numbers and pinpointed for the region concerned.

I'll need this request turnaround by COB today if possible. Any problems with timing, please let me know so I can manage the reporter's expectations.

Cheers, K

Karen Warner

Assistant Director | Media

ACT Health

Ph: 02 5124 9443 | Mob:  | Email: KarenL.Warner@act.gov.au

URL: www.health.act.gov.au

MEDIA RESPONSE



ACT Health

Building 5 residence

Monaro Post

Journalist: Elle Macintosh

Deadline: COB Wednesday 17 April 2019

Line area: DDG Corporate

On Monday April 15, the Bega District News released an article regarding the closure of TCH accommodation Building 5.

This closure will impact many of our readers in the Snowy Monaro region, who also access this facility.

Enquiry: We would like some information regarding the closure, hoping you can help us.

- Can you please confirm the accommodation will close at the end of 2019?
- How many people use the accommodation?
- Why will it be closing?
- What sorts of alternative options are being considered?

Commented [WK(1)]: Do we have numbers on families from the snowy/Monaro region that use the service? Can we get this information down to the postcodes or not? Would prefer this answer to be specific to the region. In addition, would it not be the case that in some cases, families may repeatedly use the facility for the same condition, which could skew the numbers. Any advice on this?

Commented [ER(2R1)]: This will need to go to CHS to respond to – they manage the operation of the residences – Infrastructure can only comment on the impact of SPIRE.

Response

Attributable to ACT Health Directorate spokesperson, Liz Lopa:

Thank you for your query regarding Isolated Patients and Carers Accommodation at TCH. Interstate visitors who live more than 100km from the hospital, will be able to continue using the accommodation until the end of this year.

Deleted: Please find below a statement attributable to an ACT Health Directorate spokesperson:¶

As you may be aware from previous reports recently on this matter the ACT Health Directorate is planning for the construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus.

The new SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It is a \$500 million investment by the ACT Government that will transform the Canberra Hospital campus and increase the hospital's capacity to deliver acute and emergency health care to residents of Canberra and the surrounding region.

The site for this major infrastructure encompasses building 5 the residential accommodation services to which you refer plus another building nearby.

Deleted: the new SPIRE Centre

Deleted: land currently occupied by

Deleted: s

Deleted: and 24 – Building 5 includes

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

MEDIA RESPONSE



ACT
Government

ACT Health

Work is currently underway by the ACT Health Directorate and Canberra Health Services (CHS) to develop alternative arrangements to meet the accommodation needs of the families of interstate patients from 2020.

Any new arrangements for CHS' accommodation policies for patients and carers travelling long distances to receive treatment, will be in line with those of other large public hospitals around the country.

We wish to assure the people of the snowy mountains and Monaro region that the ACT Government understands the pressures on families who travel to Canberra for care, and the Government will ensure that people requiring accommodation will be supported. There will be engagement with people who require the service on any new arrangements and this will take place closer to the end of the year.

Deleted: Bega Valley

ENDS

Approvals

Action officer/s: Karen Warner (media team) and INSERT (line area)

Clearance:

ED level – INSERT name and date once cleared

DDG level – INSERT Names and date once cleared

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

Attwood, Courtney (Health)

From: Lindemann, Monica (Health)
Sent: Thursday, 18 April 2019 2:33 PM
To: Health Media; DDGCorporate; Elfving, Regan (Health)
Cc: Burch, Brad (Health); Building Health Services Program; Dal Molin, Vanessa (Health)
Subject: RE: FOR CLEARANCE: Media query: building no 5 residence [SEC=UNOFFICIAL]
Attachments: 190418 - Media response - Canberra Times SPIRE QON.docx

Hi Regan

Draft response for clearance by Karen D by 3pm.

Have we received formal notification regarding the \$13.5 mill from the Community health and hospital grants round? The Federal Gov did a media announcement 29 March, but I'm not aware of any direct comms to our office

Thanks
 Monica

From: Health Media
Sent: Thursday, 18 April 2019 2:07 PM
To: DDGCorporate <DDGCorporate@act.gov.au>; Elfving, Regan (Health) <Regan.Elfving@act.gov.au>
Cc: Lindemann, Monica (Health) <Monica.Lindemann@act.gov.au>; Burch, Brad (Health) <Brad.Burch@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Building Health Services Program <BuildingHealthServicesProgram@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: FOR CLEARANCE: Media query: building no 5 residence [SEC=UNOFFICIAL]
Importance: High

UNOFFICIAL

Hi Regan,

Please find attached a full response to the Monaro Post's queries regarding SPIRE. This includes a figure provided for usage during the 17/8 financial year only. If the reporter wants the figure to be more granular than that ie: specifically about her region, then I'll push back on deadlines (CHS indicated they could get that information but it would take more time).

In the interests of meeting the reporter's deadline I'd prefer to offer up what we have and then negotiate from there as she was not specific about usage based on her area.

If this could be cleared by DDG asap, most appreciated.

Cheers Karen

From: Burch, Brad (Health)
Sent: Wednesday, 17 April 2019 2:12 PM
To: Health Media <HealthMedia@act.gov.au>; DDGCorporate <DDGCorporate@act.gov.au>; Building Health Services Program <BuildingHealthServicesProgram@act.gov.au>
Cc: Lindemann, Monica (Health) <Monica.Lindemann@act.gov.au>
Subject: Re: Media query: building no 5 residence [SEC=UNOFFICIAL]

Hi Karen and Regan - looks good to me.

Thanks
Brad.

Get [Outlook for iOS](#)

From: Health Media <healthmedia@act.gov.au>
Sent: Wednesday, April 17, 2019 2:02 pm
To: DDGCorporate; Burch, Brad (Health); Building Health Services Program; Health Media
Subject: RE: Media query: building no 5 residence [SEC=UNOFFICIAL]

UNOFFICIAL

Hi all,

CHS is chasing up the numbers element. Is the rest of this response approved? K

From: Elfving, Regan (Health) **On Behalf Of** DDGCorporate
Sent: Wednesday, 17 April 2019 12:18 PM
To: Burch, Brad (Health) <Brad.Burch@act.gov.au>; Building Health Services Program
 <BuildingHealthServicesProgram@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: DDGCorporate <DDGCorporate@act.gov.au>
Subject: FW: Media query: building no 5 residence [SEC=UNOFFICIAL]

Hi Brad – we have previously responded to an enquiry in relation to the B5 residences can you please confirm the attached is still accurate.

Karen – please note my comments in relation to occupancy and use of the residences which I feel CHS would be best placed to respond to. Although they may request input from Commissioning and Performance for data.

Kind regards

Regan Elfving
 A/g Business Manager
 Office of the Deputy Director-General, Corporate Services | ACT Health
 P: (02) 5124 9854 [REDACTED] E: Regan.Elfving@act.gov.au



ACT
Government

ACT Health

From: Health Media
Sent: Wednesday, 17 April 2019 12:09 PM
To: DDGCorporate <DDGCorporate@act.gov.au>; Elfving, Regan (Health) <Regan.Elfving@act.gov.au>
Cc: Health Media <HealthMedia@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>;
 Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Media query: building no 5 residence

UNOFFICIAL

Hi Corporate,

Please find attached a query from the Monaro Post regarding the closure of building no. 5.

I have provided a draft response based on previous information for this matter and tweaked it according to the specific request. Please note, the reporter is also seeking numbers on usage – I'll need advice on that as to whether it's actually possible to get those numbers and pinpointed for the region concerned.

I'll need this request turnaround by COB today if possible. Any problems with timing, please let me know so I can manage the reporter's expectations.

Cheers, K

Karen Warner

Assistant Director | Media

ACT Health

Ph: 02 5124 9443 [REDACTED] Email: KarenL.Warner@act.gov.au

URL: www.health.act.gov.au

MEDIA RESPONSE



ACT Health

SPIRE – QON

Canberra Times

Journalist: Daniella White

Deadline: 3pm 18 April

Line area: Corporate

Writing a story based on answers to question on notice number 2315 about the ICU. Unless there was anything else you wanted to add, I specifically have the following questions:

-Is there currently pressure on the ICU and is it often near capacity? CHS is handling this question

-what is the progress of the operational and infrastructure based options to address ICU pressures as outlined in answer to QON No 2315?

Enquiry:

The ACT Health Directorate plans to expand the Canberra Hospital ICU, once the Federal Community Health and Hospitals Grants Program funds are released.

This grant was announced earlier this year for a \$13.5 million project to provide for an additional 6-8 ICU beds, supporting medical equipment and infrastructure.

The ACT Health Directorate has commissioned an architectural report outlining ICU expansion options to address short-medium term pressures on ICU infrastructure. The report offers the ACT Health Directorate two solutions, both of which can be completed within 18-24 months including detailed investigations, design, procurement, construction and commissioning.

Deleted: will be proceeding with an expansion of

Deleted: after a successful application to

Deleted: ,

Deleted: 29 March 2019. The

Deleted: , commencing once funds are released, will

Response

Attributable to (insert name of spokesperson):

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

MEDIA RESPONSE

**ACT Health**

ENDS

Approvals

Action officer/s: **Karen Warner** (media team) and **Monica Lindmann** (line area)

Clearance:

ED level – **INSERT name and date once cleared**

DDG level – **INSERT Names and date once cleared**

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

Pond, Aleks (Health)

From: DDGCorporate
Sent: Thursday, 18 April 2019 3:16 PM
To: Health Media
Cc: Lindemann, Monica (Health); Burch, Brad (Health); Building Health Services Program; Dal Molin, Vanessa (Health); Elfving, Regan (Health); DDGCorporate
Subject: Urgent: FOR CLEARANCE: Media query: building no 5 residence [SEC=UNOFFICIAL]
Attachments: 190417 - Media response - Monaro Post - Canberra Hospital building 5 res....docx
Importance: High

Dear Karen

Cleared by DDG Corporate.

Regards
 Verida

From: Health Media
Sent: Thursday, 18 April 2019 2:07 PM
To: DDGCorporate <DDGCorporate@act.gov.au>; Elfving, Regan (Health) <Regan.Elfving@act.gov.au>
Cc: Lindemann, Monica (Health) <Monica.Lindemann@act.gov.au>; Burch, Brad (Health) <Brad.Burch@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Building Health Services Program <BuildingHealthServicesProgram@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: FOR CLEARANCE: Media query: building no 5 residence [SEC=UNOFFICIAL]
Importance: High

UNOFFICIAL

Hi Regan,

Please find attached a full response to the Monaro Post's queries regarding SPIRE. This includes a figure provided for usage during the 17/8 financial year only. If the reporter wants the figure to be more granular than that ie: specifically about her region, then I'll push back on deadlines (CHS indicated they could get that information but it would take more time).

In the interests of meeting the reporter's deadline I'd prefer to offer up what we have and then negotiate from there as she was not specific about usage based on her area.

If this could be cleared by DDG asap, most appreciated.

Cheers Karen

From: Burch, Brad (Health)
Sent: Wednesday, 17 April 2019 2:12 PM
To: Health Media <HealthMedia@act.gov.au>; DDGCorporate <DDGCorporate@act.gov.au>; Building Health Services Program <BuildingHealthServicesProgram@act.gov.au>
Cc: Lindemann, Monica (Health) <Monica.Lindemann@act.gov.au>
Subject: Re: Media query: building no 5 residence [SEC=UNOFFICIAL]

Hi Karen and Regan - looks good to me.

Thanks
Brad.

Get [Outlook for iOS](#)

From: Health Media <healthmedia@act.gov.au>
Sent: Wednesday, April 17, 2019 2:02 pm
To: DDGCorporate; Burch, Brad (Health); Building Health Services Program; Health Media
Subject: RE: Media query: building no 5 residence [SEC=UNOFFICIAL]

UNOFFICIAL

Hi all,

CHS is chasing up the numbers element. Is the rest of this response approved? K

From: Elfving, Regan (Health) **On Behalf Of** DDGCorporate
Sent: Wednesday, 17 April 2019 12:18 PM
To: Burch, Brad (Health) <Brad.Burch@act.gov.au>; Building Health Services Program
 <BuildingHealthServicesProgram@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: DDGCorporate <DDGCorporate@act.gov.au>
Subject: FW: Media query: building no 5 residence [SEC=UNOFFICIAL]

Hi Brad – we have previously responded to an enquiry in relation to the B5 residences can you please confirm the attached is still accurate.

Karen – please note my comments in relation to occupancy and use of the residences which I feel CHS would be best placed to respond to. Although they may request input from Commissioning and Performance for data.

Kind regards

Regan Elfving
 A/g Business Manager
 Office of the Deputy Director-General, Corporate Services | ACT Health
 P: (02) 5124 9854 [REDACTED] E: Regan.Elfving@act.gov.au



ACT
Government

ACT Health

From: Health Media
Sent: Wednesday, 17 April 2019 12:09 PM
To: DDGCorporate <DDGCorporate@act.gov.au>; Elfving, Regan (Health) <Regan.Elfving@act.gov.au>
Cc: Health Media <HealthMedia@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>;
 Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: Media query: building no 5 residence

UNOFFICIAL

Hi Corporate,

Please find attached a query from the Monaro Post regarding the closure of building no. 5.

I have provided a draft response based on previous information for this matter and tweaked it according to the specific request. Please note, the reporter is also seeking numbers on usage – I'll need advice on that as to whether it's actually possible to get those numbers and pinpointed for the region concerned.

I'll need this request turnaround by COB today if possible. Any problems with timing, please let me know so I can manage the reporter's expectations.

Cheers, K

Karen Warner

Assistant Director | Media

ACT Health

Ph: 02 5124 9443 [REDACTED] Email: KarenL.Warner@act.gov.au

URL: www.health.act.gov.au

MEDIA RESPONSE



ACT
Government

ACT Health

Building 5 residence

Monaro Post

Journalist: Elle Macintosh

Deadline: COB Wednesday 17 April 2019

Line area: DDG Corporate

On Monday April 15, the Bega District News released an article regarding the closure of TCH accommodation Building 5.

This closure will impact many of our readers in the Snowy Monaro region, who also access this facility.

Enquiry: We would like some information regarding the closure, hoping you can help us.

- Can you please confirm the accommodation will close at the end of 2019?
- How many people use the accommodation?
- Why will it be closing?
- What sorts of alternative options are being considered?

Response

Attributable to ACT Health Directorate spokesperson, Liz Lopa:

Thank you for your query regarding Isolated Patients and Carers Accommodation at TCH. Interstate visitors who live more than 100km from the hospital, will be able to continue using the accommodation until the end of this year.

Based on the 2017-18 financial year, 794 outpatients and/or carers used the accommodation.

Commented [WK(1)]: Provided by CHS

As you may be aware from previous reports recently on this matter the ACT Health Directorate is planning for the construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre on the Canberra Hospital campus.

The new SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It is a \$500 million investment by the ACT Government that will transform the Canberra Hospital campus and increase the hospital's capacity to deliver acute and emergency health care to residents of Canberra and the surrounding region.

The site for this major infrastructure encompasses building 5 the residential accommodation services to which you refer plus another building nearby.

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

MEDIA RESPONSE



ACT
Government

ACT Health

Work is currently underway by the ACT Health Directorate and Canberra Health Services (CHS) to develop alternative arrangements to meet the accommodation needs of the families of interstate patients from 2020.

Any new arrangements for CHS' accommodation policies for patients and carers travelling long distances to receive treatment, will be in line with those of other large public hospitals around the country.

We wish to assure the people of the snowy mountains and Monaro region that the ACT Government understands the pressures on families who travel to Canberra for care, and the Government will ensure that people requiring accommodation will be supported. There will be engagement with people who require the service on any new arrangements and this will take place closer to the end of the year.

ENDS

Approvals

Action officer/s: **Karen Warner** (media team) and **INSERT** (line area)

Clearance:

ED level – **INSERT name and date once cleared**

DDG level – **INSERT Names and date once cleared**

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

Building Health Services Program staff updates

Background

The Building Health Services Program (BHSP) stakeholder management plan has identified ACT Health and Canberra Health Services staff as major stakeholders in the suite of infrastructure projects underway as part of the BHSP.

During 2019 there will be significant building works taking place on the Canberra Hospital campus. Most notably:

- SPIRE: Site preparation including staging and decanting of buildings 5 and 24.
- CHWC Expansion: staging and decanting across a number of areas within the CHWC and, depending on final design, other areas of the campus.

Every effort will be made to limit the impact these works have for staff and on the services they deliver.

Communication

As part of a comprehensive communications plan, monthly project staff updates are proposed. These updates will provide a broad overview of project progress and more detailed information on works underway or upcoming that may impact staff.

Monthly staff updates will be delivered through the following mechanisms, as required:

- ACT Health intranet – general news item and BHSP page update
- News item included in CHS staff bulletin (Pulse)
- News item included in ACT Health staff bulletin (TBC)
- Updates on CHS digital screens
- Printed alerts for in-tray drops and staff rooms
- Updates provided to the Disturbance or Interference to Service, Safety or Traffic (DISST) committee chair, Shannon Keevers

Where possible, news items will be accompanied by an image illustrating the location of planned works.

Content plan

Date	Content
January	Update BHSP Intranet page – include project governance structures and key contacts
February	SPIRE project update and governance structure
March	CHCW Expansion project update and governance structure
April	BHSP program overview
May	SPIRE staging and decanting working group
June	Northside WIC project update
July	CHH expansion update
August	SPIRE project update
September	CHCW project update
October	SPIRE project update
November	CHWC project update
December	BHSP – wrap up across projects

Staff news item – May 2019

Preparing for the SPIRE build

For further information on the project governance structure and key contacts visit the [BHSP page on the staff intranet](#).

Enquiries may be directed to BuildingHealthServicesProgram@act.gov.au

Features of SPIRE at Canberra Hospital



ACT
Government

ACT Health

Building Health Services Program



Artist impression of the SPIRE Centre at Canberra Hospital



The new Surgical Procedures, Interventional Radiology and Emergency Centre (SPIRE) at the Canberra Hospital has been expanded following extensive consultation with the clinical workforce over the past 12 months. The new Centre will deliver more services for the community in a purpose-built facility.

SPIRE will include:

- 148 beds and 22 theatres,
- a new and expanded Intensive Care Unit including paediatric intensive care,
- a new and expanded Coronary Care Unit including interventional cardiology services,
- a new and expanded Emergency Department, and
- integrated radiology and medical imaging facilities.

Many of the key aspects of SPIRE have been boosted, with this state-of-the-art critical care and surgical facility able to meet the acute healthcare needs of our growing and ageing community well into the future.

SPIRE will be built at the eastern end of the hospital campus. The construction of SPIRE is anticipated to be completed in 2023-24.

Intensive Care Unit

The new Intensive Care Unit (ICU) will have 60 beds – double what is currently available.

The ICU will include:

- 4 specialist paediatric beds, originally part of the expansion of the Centenary Hospital for Women Children,
- A new family zone that will provide families who have children in the ICU access to a support area including a lounge and play area,
- a rehabilitation gymnasium to provide early, integrated rehabilitation – to get ICU patients moving to assist in their recovery,
- a dedicated pod of beds which can be converted into a complete isolation pod in the event of an infectious threat, and
- dedicated critical care bays, which will enable high-end, complex interventions, reducing the need to transfer these patients to interstate facilities.

Emergency Department

The new Emergency Department (ED) will have 114 treatment spaces – 39 more than currently available at Canberra Hospital. In addition, the new ED will include:

- 4 behavioural assessment rooms,
- bariatric and superbariatric treatment spaces,
- a separate paediatrics stream treatment area, and
- other consultation and procedural areas, including specific waiting areas for treatment streams.

Furthermore, 10 Mental Health Short Stay Unit treatment spaces will be provided in SPIRE.

Coronary Care Unit

The Coronary Care Unit will include:

- 24 acute cardiac care beds, including bariatric and isolation beds,
- 4 interventional cardiac laboratories, including one hybrid cardiac laboratory and one electrophysiology laboratory, and
- 27 interventional unit day beds.

Surgical and medical imaging facilities

SPIRE will increase the number of theatres at Canberra Hospital from 13 to 22. This will include state-of-the-art hybrid and interventional radiology theatres to allow the latest advances in medical technology to be used.

SPIRE will add to the medical imaging facilities available at Canberra Hospital, with:

- 2 new X-ray machines,
- 3 CT Scanners, and
- an MRI machine.

SPIRE will also include more inpatient wards with 64 beds for overnight care and storage spaces for important medical equipment.

Teaching and learning

The Australian National University (ANU) have announced a new ANU building that will boost the teaching, training and research presence on the Hospital campus.

This is a significant investment in the SPIRE Centre that will co-locate medical research, the use of the latest technologies and clinical training and teaching.

It will ensure Canberra is best placed to attract the best and brightest students and clinicians nationally and internationally.

The Building Health Services Program

SPIRE is part of the Building Health Services Program (BHSP), which is ensuring the changing health care needs of our rapidly growing community will continue to be met into the future.

Other major infrastructure projects as part of BHSP include the expansion of the Centenary Hospital for Women and Children, the scoping study for northside hospital services and completion of the network of five Walk-in Centres across Canberra.

Contacts

Further information on SPIRE and the BHSP is available on the ACT Health website.
health.act.gov.au/infrastructure | BuildingHealthServicesProgram@act.gov.au