



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2021-2022 **ANSWER TO QUESTION ON NOTICE**

Asked by **MS ELIZABETH KICKERT MLA** on 10 November 2022:

Reference: CHS Annual Report 2021-2022, page 35

In relation to: Oral Health

1. The CHS annual report states that “significant efforts have been made to ensure service delivery is consistent with that in the community”. What are those efforts, and does it seem at this point, that these efforts are yielding positive results?
2. What metric does CHS use to determine the quality-of-service delivery in the community?
 - a. If there is no metric, or way of measuring that service delivery, how does CHS know if service delivery in the AMC is matching that of the community?
3. What areas of service delivery does Justice health need to improve on to match service delivery in the community?

MINISTER EMMA DAVIDSON MLA: The answer to the Member’s question is as follows:

1. Efforts include more consistent and equitable rostering, wait list management practices and triaging processes for the Hume Health Centre in line with those for community-based services.

The current wait times for non-urgent treatment at the Hume Health Centre is aligned with the community-based services wait time of 11 months at November 2022, indicating the efforts outlined above are yielding positive results.

2. CHS uses a range of metrics to monitor the quality of services provided both for community-based services and at the Hume Health Centre, including consumer feedback, types of services provided and oral health outcomes of clients.
3. The Oral Health Services (OHS) Reform project is currently underway and will deliver an improved model of care for all dental services, including services provided at the

Hume Health Centre. Following the implementation of the Digital Health Record (DHR), research into the number of detainees needing to go offsite for dental treatment will be undertaken to inform what equipment or services need to be available at the Hume Health Centre.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature: 

Date: 14/12/22

By the Minister for Justice Health, Ms Emma Davidson MLA