Legislative Assembly for the ACT

STANDING COMMITTEE ON HEALTH AND DISABILITY

Report on Annual and Financial Reports 2004-2005

FEBRUARY 2006

Report 2

Committee Membership

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Resolution of Appointment

On 7 December 2004, the Legislative Assembly for the ACT resolved to establish the Standing Committee on Health and Disability to:

> examine matters related to hospitals, community, public and mental health, health promotion and disease prevention, disability matters, drug and substance misuse targeted health programs and community services, including services for older persons and women, housing, poverty, and multicultural and indigenous affairs.[1]

Terms of Reference

On 18 October 2005, the following motion was moved and passed by the Legislative Assembly:

(1) that the annual reports for the calendar years 2004 and 2005, and the financial year 2004-2005 presented in the Assembly pursuant to the *Annual Reports (Government Agencies) Act 2004* stand referred to the standing committees, on presentation, in accordance with the schedule below;

(2) notwithstanding standing order 229, only one standing committee may meet for the consideration of the inquiry into the calendar years 2004 and 2005 and 2004-2005 annual and financial reports at any given time; and

(3) the foregoing provisions of this resolution have effect notwithstanding anything contained in the standing orders.[2]

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[1] Legislative Assembly for the ACT, *Minutes of Proceedings No. 2*, 7 December 2004, pp 12-16

[2] Legislative Assembly for the ACT, *Minutes of Proceedings No. 38*, 18 October 2005, p 401

The following annual and financial reports were referred to the Standing Committee on Health and Disability:

- ACT Health
- Community and Health Services Complaints Commissioner
- Health**pact** (ACT Health Promotion Board)
- Department of Disability, Housing and Community Services[3]

[3] *ibid*, p 403

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SUMMARY OF RECOMMENDATIONS

RECOMMENDATION 1

4.7 The Standing Committee recommends that data to enable comparison between financial years be included in all tables provided in annual and financial Reports.

RECOMMENDATION 2

4.9 The Standing Committee recommends that Government agencies be cognisant of, and adhere to, the timelines for the production of Annual and Financial Reports in order to avoid any need to circulate different versions of the Report.

RECOMMENDATION 3

6.4 The Standing Committee recommends that all annual and financial reports be thoroughly and closely edited before submission.

1 INTRODUCTION

1.1 On 18 October 2005, annual and financial reports for all ACT Government agencies for 2004-2005 were presented to the Legislative Assembly and referred to the relevant Standing Committees.

1.2 In accordance with the schedule defined by the Speaker, the Standing Committee on Health and Disability is responsible for inquiring into the following reports:

- ACT Health;
- Community and Health Services Complaints Commissioner;
- Health**pact** (ACT Health Promotion Board); and
- Department of Disability, Housing and Community Services.

1.3 On 26 October 2005, the Standing Committee resolved[4] to take evidence from representatives from each of the above agencies/public authorities and the relevant Ministers.

1.4 In 2004-2005, the ACT Mental Health Visitors Annual Report appeared as an appendix to the ACT Health Annual Report 2004-05 and was not referred separately by the Legislative Assembly. The Standing Committee chose not to inquire into the ACT Mental Health Visitors Annual Report.

1.5 The role of the Standing Committee in assessing annual and financial reports is to analyse reporting against the Chief Minister's Annual Report Directions for the particular financial year in question and against its own expectations of an accountable and accurate report. It is not the Standing Committee's responsibility to assess the performance of agencies, although the nature of questioning during public hearings focuses on agency performance in order to assess if reporting outcomes are accurate.

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[4] Standing Committee on Health and Disability, Minutes of Meeting No. 19, 26 October 2005, p 2

Purpose and Intent of Annual Reporting

1.6 The primary function of annual reports by government agencies is to report to the Legislative Assembly and the public on the work of the agency for the financial or calendar year under review. From an accountability perspective, however, annual reports are an important means through which the Legislative Assembly can review the actions of the Executive.

1.7 The content and structure of annual reports must comply with two primary sets of requirements:

- statutory requirements which define the form and content of the financial statements and other information which must be included; and
- the Chief Minister's Annual Report Directions, updated regularly, which deal with both content and presentation of information.

1.8 Annual reports are assessed each year by the Institute of Public Administration (ACT Division) against formal criteria as follows:

> The assessment method for IPAA (ACT)'s awards consists of two main elements:
>
> (a) Compliance with formal guidelines and requirements; and
> (b) Internationally acknowledged attributes of good quality reporting.
>
> Reports must demonstrate compliance with government and parliamentary guidelines of mandatory requirements as a minimum standard to be considered for an award.[5]

1.9 Given the comprehensive nature of the IPAA's assessment, the Committee considers that its limited resources are better utilised by focusing on program effectiveness and the ability for the Assembly and its committees to be informed about the level of effectiveness on appropriate reporting about government programs. The Committee has therefore decided to focus on issues of program management and reporting of that program management, rather than assess the annual reports referred to it for compliance against formal guidelines.

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[5] Institute of Public Administration Australia (ACT Division), *Judges Report 2003-2004*, p 5

1.10 The inquiry process, and the public hearings in particular, also provide Assembly Members with an opportunity to seek clarification about issues raised in annual reports. The transcript of proceedings provides a record of the hearings and can be accessed on the Assembly Internet site www.parliament.act.gov.au/committees.

Conduct of Inquiry

1.11 On the morning of 29 November 2005, the Standing Committee held a public hearing with the Minister for Disability, Housing and Community Services and departmental officials in relation to the Annual Report 2004-05 of the Department of Disability, Housing and Community Services, Volumes 1, 2 and 3. A full list of participants is included at Appendix A.

1.12 On the afternoon of 29 November, the Committee also held a public hearing with the Minister for Health and officials representing Health**pact** (ACT Health Promotion Board), the Community and Health Services Complaints Commissioner, and ACT Health. A full list of participants is included at Appendix A.

1.13 In relation to the Annual Report for the Department of Disability, Housing and Community Services, 17 questions on notice were asked and answered. In relation to the Annual Reports for ACT Health, four questions on notice were asked and answered.

1.14 In relation to the Annual Report for the Department of Disability, Housing and Community Services, one question was taken on notice during the hearings. In relation to the Annual Reports for ACT Health, eight questions were taken on notice during the hearings.

1.15 Most questions on notice were responded to in a timely manner by the respective departments. A full list of questions on notice appears at Appendix B.

2 DEPARTMENT OF DISABILITY, HOUSING AND COMMUNITY SERVICES

2.1 The Annual Report (the Report) of the Department of Disability, Housing and Community Services (the Department) was prepared under Section 5(1)[6] of the *Annual Reports (Government Agencies) Act 2004* and in accordance, generally, with the requirements referred to in the Chief Minister's Annual Report Direction 2004-2005 (Directions 2004-2005).

2.2 The Department is a relatively new agency, having existed for only three years. Its functional sub-units include: Housing and Community Services ACT, Disability ACT, Therapy ACT, Multicultural Affairs and Community Engagement, Office of Children, Youth and Family Support, Child and Family Centres, and the Vardon Report Implementation Team.

2.3 Following the election of the Second Stanhope Government in October 2004, the Department's size was increased when it assumed responsibility for a number of sub-units that had previously been the responsibility of other Government agencies. From November 2004, the Department assumed responsibility for the Office of Children, Youth and Family Support, Multicultural Affairs and Community Engagement, Child and Family Centres, and the Vardon Report Implementation Team in addition to its existing responsibilities[7]. Matters relating to the operation of the Office of Children, Youth and Family Support, the Child and Family Centres, and the Vardon Report Implementation Team were dealt with by the Standing Committee on Education, Training and Young People.

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[6] The Transmittal Certificate, included in the Department's Report and signed by the Chief Executive, states that the "Report has been prepared under section 7(1)", not section 5(1) as it should have been, Department of Disability, Housing and Community Services Annual Report 2004-2005, Volume 1, p iii

[7] *Administrative Arrangements 2005 (No 4)*, Notifiable Instrument NI2005-438, 15 November 2005, ACT Legislation Register

2.4 The Department's increased responsibilities resulted in a concomitant increase in staff, with a rise in equivalent full time staff from 719.1[8] in 2003-2004 to 1081.5[9] in 2004-2005, a percentage increase of 50.4%.

2.5 The Department's key achievements during 2004-2005, as noted in the Chief Executive's Review[10], include:

- a substantial increase in the provision of services for homeless people;
- the enhancement of Community housing services;
- an extension to the housing and tenancy options available to people with disabilities;
- a significant expansion of services for people with disabilities;
- major progress on the development of the Multicultural Centre and increased financial assistance for the expansion of multicultural services;
- a review of the Department's delegations of authority and statutory requirements to ensure compliance and best practice;
- the development and implementation of an employee handbook;
- the development, in conjunction with the Chief Minister's Department, of an ACT Public Service Employment Framework for People with a Disability; and
- the successful integration of new sub units and staff into the Department.

2.6 The Department also encountered challenges during the period. Two of the main challenges appear to be "managing the implementation of the wide array of government commitments" which have been made in relation to matters with the Department's responsibility, and the integration and management of the Department's records[11]. Both are ongoing and significant tasks.

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[8] Department of Disability, Housing and Community Services Annual Report 2003-2004, Volume 1, p 155

[9] Department of Disability, Housing and Community Services Annual Report 2004-2005, Volume 1, p 135

[10] *ibid*, pp 3-9

[11] *ibid*, p 10

2.7 The Report comprises three volumes:

Volume 1 contains, among other matters:

- Chief Executive's Review;
- Agency Performance;
- Analysis of Financial Performance;
- External Labour and Services; and
- Legislative Reports and Advisory Structures.

Volume 2 comprises Progress Reports in relation to:

a) **Government Policies and Plans** – of particular interest to the Standing Committee on Health and Disability were:
   - Breaking the Cycle – The ACT Homelessness Strategy;
   - Implementation of the Framework for a Multicultural ACT 2001-2005;
   - Future Directions for Disability: A Framework for the ACT 2004-2008;
   - Caring for Carers in the ACT – A Plan for Action 2004-2007; and
   - The ACT Mental Health Strategy and Action Plan 2002-2005.

b) **Government Reviews** – of particular interest to the Standing Committee on Health and Disability were:
   - Implementation of the Government Response to the Recommendations of the Report of the Board of Inquiry into Disability Services;
   - Implementation of the Government Response to the Final Report of the ACT Affordable Housing Taskforce; and
   - Implementation of the Government Response to the Report into Met and Unmet Needs in Respite Care.

c) **Judicial and Statutory Oversight Inquiries** – of particular interest to the Standing Committee on Health and Disability were:
   - Implementation of the Government Response to the Report of the Coronial Inquest into the Death of Mr Ponting;

- Implementation of the Government Response to the Report of the Coronial Inquest into the Death of Mr Summerell; and
- Auditor-General's Performance Audit Report, Management of Government Grants to the ACT Multicultural Council Inc.

d) **Assembly Committee Inquiries** – of particular interest to the Standing Committee on Health and Disability were:

- Implementation of the Government Response to the Report on the Standing Committee on Health and Community Care Inquiry into Elder Abuse in the ACT;
- Implementation of the Government Response to the Inquiry into the Health of School Aged Children;
- Implementation of the Government Response to the Aboriginal and Torres Strait Islander Health in the ACT Report; and
- Implementation of the Government Response to the Accommodation and Support Services for Homeless Men and Their Children Report.

Volume 3 contains the Department's financial reports.

2.8 The Standing Committee noted the work of the Department during the 2004-2005 financial year in progressing the outcomes of the various reports referred to in Volume 2 of the Report. The Standing Committee commented favourably on the depth of information provided in this volume and on the work being done by the Department. The Standing Committee was particularly impressed by the thoroughness of the overview.

2.9 Overall the Department's Annual Report was compliant with Directions 2004-2005. The Report is accessible, informative and very comprehensive. The Standing Committee was concerned, however, that the Report diverged from some of the recommended publication standards stated in Directions 2004-2005. For example:

"Annual reports should be modest documents", "…reports should use no more than three print colours. Black or shades of black will be considered a colour", "no full colour photography is to be used", and "…consideration

should be taken in the production of Annual Reports to minimise any environmental impacts".[12]

2.10 Notwithstanding the comments in 2.8 above, the Standing Committee noted that much of the information in Volume 2 of the Report was superfluous to the requirements laid down in Directions 2004-2005.

2.11 The Committee also noted the need for greater attention to detail during the editing process.

2.12 Questioning and discussion during the public hearing focused on issues such as:

- Tenant Participation project;
- tenant debt, debt recovery and the Debt Review Committee project;
- the realignment of housing stock;
- social housing stock;
- housing for Aboriginal and Torres Strait Islander tenants with complex needs;
- homelessness and emergency/crisis accommodation;
- Youth Homelessness Action Plan;
- Homelessness Strategy working groups;
- Local Area Coordination program and the tendering process;
- youth sector and future indexation;
- integration of people with a disability into the private sector workforce;
- Individual Support Packages (ISPs) – complaints policy; recommendations of the ISP Reference Group;
- financial assistance to ACT Community Councils and Volunteering ACT;
- assistance provided to refugees;
- ACT Multicultural Festival;
- the funding of, and the division within, the ACT Multicultural Council;
- long term employee leave liabilities; and
- the challenges of Departmental integration.

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[12] *op cit*, pp 8-9

3 HEALTHPACT
(ACT Health Promotion Board)

3.1 The 2004-2005 Annual Report (the Report) of Health**pact**, the ACT Health Promotion Board, was prepared under Section 6(1) of the *Annual Reports (Government Agencies) Act 2004.* The Report is also required to conform with other legislation, including Section 30 of the *Health Promotion Act 1995*.

3.2 As a public authority, Health**pact** is not required to report against all requirements of the Chief Minister's Annual Report Directions 2004-2005 (Directions 2004-2005). The Committee noted, however, that Health**pact** had complied very closely with the requirements under Directions 2004-2005, and commended the Board for the scope of the Report.

3.3 According to the Chairperson's review[13], the major achievements of Health**pact** in the 2004-2005 financial year were:

- significant administrative reform;
- the joint funding of a health promotion officer with ACT Mental Health;
- the establishment of the Health**pact** Research Centre for Health Promotion and Wellbeing with the University of Canberra; and
- the development of a SmokeFree sponsorship program.

3.4 No challenges or difficulties were identified.

3.5 The Standing Committee, while noting the merits of the Report, made the following comments:

a) in some instances, the Report would have been enhanced had more detail been given. Often statements are made which need further explanation. For example:

- "The 2003-05 Board's initiative project with ACTCOSS project (*sic*) on the development of an action model on the social determinants of health has grown strongly. It has produced challenging work in the

[13] Health**pact**, ACT Health Promotion Board, Annual Report 2004-2005, p 6

area of ACT food security and health."[14] Some explanation/ clarification of this statement, using examples, would make it more informative. On its own, the statement means little.

- In relation to the impact of the *Human Rights Act 2004* (no date given in the Report), the Report states that "some minor amendment to current legislation is anticipated".[15] It would have been useful had some details regarding the nature of the amendment and the timing of the amendment been given.
- "Feedback from this survey was predominantly positive".[16] This statement gives the Standing Committee and other readers no information. Some detail would make the statement more meaningful.
- "In 2004-2005, ongoing development took place to clearly define individual roles within Health**pact** to meet the ACT Health Promotion Board's strategic direction and priorities. Research and evaluation, communications and field development activities were refined. This has greatly assisted the performance of Health**pact** in achieving the Board's goals".[17] Details of the "development" would have been helpful, as well as an indication of how this development has assisted Health**pact** in achieving the Board's objectives.

b) cross-referencing would assist in reading the Report. For example:

- under information relating to the Community Funding Program, the Report states that "funding was distributed through grants and sponsorships to both community and government organisations".[18] It would have been useful had the following words been inserted, in parentheses, after this statement "see pages 63 to 66 for a full list of projects funded by Health**pact** during 2004-2005".

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[14] *ibid*, p 11
[15] *ibid*, p 11
[16] *ibid*, p 12
[17] *ibid*, p 15
[18] *ibid*, p 9

- The Report refers to the production of a "new strategic plan for 2005-2008"[19], but does not refer the reader to the appendix in which it appears.

3.6 The Committee also noted the need for greater attention to detail during the editing process.

3.7 Questioning and discussion during the public hearing focused on issues such as:

- administrative review of Health**pact** during 2004-2005;
- establishment of the Health**pact** research centre at the University of Canberra;
- Health**pact**'s partnership with Winnunga Nimmityjah;
- one-off funding for projects;
- commitment to individual projects;
- the quality of Health**pact**'s projects;
- equity and diversity in the workplace;
- Aboriginal and Torres Strait Island health outcomes; and
- Health**pact** and the International Network of Health Promotion Foundations.

[19] *ibid*, p 22

4 COMMUNITY AND HEALTH SERVICES COMPLAINTS COMMISSIONER

4.1 The 2004-2005 Annual Report (the Report) of the Community and Health Services Complaints Commissioner (the Commissioner) was prepared under Section 6(1) of the *Annual Reports (Government Agencies) Act 2004.* The Report is also required to conform with other legislation, including paragraph 77 of the *Community and Health Services Complaints Act 1993.*[20]

4.2 As a public authority, the Commissioner was not required to report against all requirements of the Chief Minister's Annual Report Directions 2004-2005 (Directions 2004-2005). The Standing Committee noted, however, that the Commissioner had complied very closely with the requirements under Directions 2004-2005, and for this it was commended.

4.3 Achievements during the 2004-2005 year included:

- the tenth anniversary of the establishment of the Office of the Community and Health Complaints Commissioner;
- the successful handling of an increased number of complaints;
- the preparation for the commencement, in July 2005, of the *Health Professionals Act 2004*;
- the preparation for the commencement, in 2006, of the Human Rights Commission;
- the introduction of case management standards for complaints;
- the reduction in the number of outstanding, unresolved cases – the list of 80 unresolved cases was reduced to just 22 unresolved cases by the end of June 2005.[21]

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[20] As foreshadowed in the Standing Committee on Health and Disability's Report on 2003-2004 Annual and Financial Reports, June 2005, the Government introduced its *Human Rights Commission Act* in 2005. Sections 1 and 2 of the Act commenced on 1 September 2005, but the remaining sections will not commence until 1 March 2006. When all sections of the Act are fully commenced, the *Community and Health Services Complaints Act 1993* will be repealed.

[21] Community and Health Services Complaints Commissioner Annual Report 2004-2005, p 4

4.4 The outgoing Commissioner, Philip Moss noted the introduction in the 2004-2005 financial year of case management standards for the Commission's handling of complaints. This system was foreshadowed in last year's annual report and the Standing Committee commends the organisation for its implementation.

4.5 The benchmarks[22] for handling complaints under these standards are outlined in the Report, but the Standing Committee noted that these benchmarks should be explained in greater detail to enable the lay reader to more easily understand them. For example, little knowledge is gleaned from the statement "point of service within 42 days from receipt".

4.6 The Standing Committee noted that while most tables in the Report made comparison between financial years possible, some did not.

RECOMMENDATION 1

4.7 **The Standing Committee recommends that data to enable comparison between financial years be included in all tables provided in annual and financial reports.**

4.8 During the public hearing, the issue of two different versions of the Report being in circulation was raised. The Acting Commissioner explained that this had occurred because the final version of the Report was being printed at the time it was required for "out of session" distribution. The copies distributed "out of session" (including to Members) were photocopies of the final printed version. The printed version of the Report was tabled in the Legislative Assembly.

RECOMMENDATION 2

4.9 **The Standing Committee recommends that Government agencies be cognisant of, and adhere to, the timelines for the production of annual and financial Reports in order to avoid any need to circulate different versions of the Report.**

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[22] *ibid*, p 16

4.10 The Committee also noted the need for greater attention to detail during the editing process.

4.11 Questioning and discussion during the public hearing focused on issues such as:

- the benefits of the Community and Health Services Complaints Commissioner amalgamation into the Human Rights Commission;
- complaints' handling process and the new benchmarks;
- inquiries and complaints – comparisons between private and public sector providers;
- the increase in the number of complaints;
- conciliated complaints;
- links with Winnunga Nimmityjah Aboriginal Health Service; and
- findings of the investigation into retribution in nursing homes.

5 ACT HEALTH

5.1 The 2004-2005 Annual Report of ACT Health (the Report) was prepared under Section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance, generally, with the requirements referred to in the Chief Minister's Annual Report Direction 2004-2005 (Directions 2004-2005).

5.2 This Report represents the second such report for ACT Health as a consolidated agency.

5.3 ACT Health has six major service delivery areas:

- The Canberra Hospital;
- The Calvary Public Hospital;
- Community Health;
- Mental Health ACT;
- The Capital Region Cancer Service; and
- The Aged Care and Rehabilitation Service.[23]

5.4 In his review, the Chief Executive drew attention to the following achievements during 2004-2005:

- the establishment of the Capital Region Cancer Service;
- the establishment of the Aged Care Rehabilitation Service;
- the establishment of the acute stroke unit at the Canberra Hospital;
- an increase in access to elective surgery;
- the significant improvement in safety performance with the introduction of an extensive manual handling program; and
- improved efficiencies as a result of redesigning clinical governance structures.[24]

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[23] ACT Health Annual Report 2004-05, p 2

[24] *ibid*, pp 4-5

5.5 The most significant challenge for ACT Health during 2004-2005 was the issue of patient waiting times at hospital emergency departments.[25]

5.6 The major deviation from Directions 2004-05 was the failure to include a staff profile in the Report. This oversight was corrected by forwarding a corrigendum to the Report to all Members on the day prior to the public hearing – that is, the corrigendum was circulated on Monday 28 November 2005. The Minister, however, neglected to circulate a copy to the Committee Office. Other corrigenda were also forwarded to Members in relation to incorrectly reported figures in Appendix 2: Legislative/regulatory data reports.

5.7 Questioning and discussion during the public hearing focused on issues such as:

- attendance of category 5 patients in hospital emergency departments;
- advice on FBT exemption for ACT Health staff;
- health care nurse refresher programs;
- the new sub- and non-acute facility at Calvary Hospital;
- recruitment of suitably qualified mental health professionals;
- recruitment of oncologists;
- nurse practitioner training program;
- refurbishment of the community rehabilitation unit at Dickson Health Centre;
- sentinel events;
- reviews of the alcohol and drug program;
- Orygen Youth Service;
- food-borne and non-food-borne disease outbreaks;
- reports on Karralika;
- the single central bed management process;
- mental health services;
- Crisis Assessment and Treatment (CAT) team;
- triage categories;
- public interest disclosures;

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[25] *ibid* p 4

- renal dialysis satellite project;
- 2004 Press Ganey inpatient survey; and
- the return on investments.

6 CONCLUSIONS

Annual Report Content and Presentation

6.1 Generally, the Standing Committee was pleased with the overall content presentation of 2004-2005 annual and financial reports.

6.2 In all reports, however, there is a general lack of attention to fine detail. All reports considered by the Standing Committee contained errors, some of which were significant, while others were minor.

6.3 Specific comments in relation to individual reports have been made above.

RECOMMENDATION 3

6.4 **The Standing Committee recommends that all annual and financial reports be thoroughly and closely edited before submission.**

Human Rights Act 2004

6.5 The *Human Rights Act 2004* took effect on 1 July 2004. As a result, each government agency was responsible for developing an implementation strategy to ensure the principles of human rights were incorporated into all programs and administration.[26] Agencies were also required to begin the process of reviewing existing legislation to ensure its compliance with the *Human Rights Act 2004*.

6.6 The Chief Minister's Annual Report Directions 2004-2005 further stated that the focus of the 2004-2005 annual reports should:

"be on the initial steps taken by agencies to implement the HRA and human rights principles generally. For most agencies, this will involve reporting on matters such as:

- education and training of agency staff on human rights principles;

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[26] Chief Minister's Department, *Chief Minister's Annual Report Directions 2004-2005*, p 28

- internal dissemination of information to agency staff on the legislative scrutiny process;
- liaison with Bill of Rights Unit on human rights principles and/or the legislative scrutiny process; and
- audits or preparations of existing legislation for compatibility with the HRA.27

6.7 The *Annual Reports (Government Agencies) Act 2004* also took effect in 2004 and section 7(2) states that all relevant annual reports must:

"(a) include a statement describing the measures taken by the administrative unit during the financial year to respect, protect and promote human rights; and

(b) comply with any applicable annual report direction."[28]

6.8 The Standing Committee reviewed each of the annual reports forwarded to it for consideration in the light of these legislative requirements. As each of the agencies/public authorities had complied with the legislation, questioning on this matter did not occur during the public hearings.

The Standing Committee would like to thank Ministers and departmental officials for their time in appearing before the Committee and for their assistance and responsiveness in answering the Committee's questions, both at the public hearings and after.

Karin MacDonald, MLA
Chair
February 2006

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[27] *ibid*, pp 28-29

[28] *Annual Reports (Government Agencies) Act 2004*, p 4

APPENDIX A: List of Witnesses

Public Hearing – Tuesday 29 November 2005, 10.00am to 1.00pm

Mr John Hargreaves MLA, Minister for Disability, Housing and Community Services

Department of Disability, Housing and Community Services –

- Ms Sandra Lambert, Chief Executive
- Dr Colin Adrian, Deputy Chief Executive
- Mr Martin Hehir, Executive Director, Housing ACT
- Ms Bronwen Overton-Clarke, Executive Director, Policy and Organisational Services
- Ms Lois Ford, Executive Director, Disability ACT
- Ms Rosalie Hardy, Senior Manager, Therapy ACT
- Mr Nic Manikis, Director, Multicultural Affairs and Community Development
- Mr Adam Stankevicius, Senior Manager, Governance and Strategy
- Mr Ian Hubbard, Director, Finance and Budget
- Ms Roslyn Hayes, Director, Disability ACT
- Ms Maureen Sheehan, Director, Housing ACT
- Ms Meredith Whitten, Director, Advocacy, Review and Quality
- Ms Leanne Power, Senior Manager, Property Services and Business Improvement
- Mr David Collett, Director, Strategic Asset Management

Public Hearing – Tuesday 29 November 2005, 2.00pm to 5.00pm

Mr Simon Corbell MLA, Minister for Health

Health**pact**, ACT Health Promotion Board -

- Ms Kerry Arabena, Chair, Health**pact**
- Ms Sam Moskwa, Director, Health**pact**

Community and Health Services Complaints Commissioner -

- Ms Roxane Shaw, Acting Community and Health Services Complaints Commissioner
- Ms Karen Tatz, Acting Principal Investigations Officer

ACT Health -

- Dr Tony Sherbon, Chief Executive
- Mr Mark Cormack, Deputy Chief Executive
- Mr Ron Foster, Director, Financial and Risk Management
- Ms Jenelle Reading, Acting General Manager, Community Heath
- Dr Paul Dugdale, Chief Health Officer
- Dr Peggy Brown, Acting General Manager and Director of Clinical Services, Mental Health ACT
- Mr Ian Thompson, Executive Director, Policy
- Ms Megan Cahill, Executive Director, Government Relations and Planning
- Mr John Mollett, General Manager, The Canberra Hospital
- Ms Deborah Cole, Acting Chief Executive, Calvary Hospital – Public
- Mr Owen Smalley, Chief Information Officer
- Mr Robert Glynn, Director, Human Resource Management
- Mr Greg Wicks, Associate Director, Human Resource Management
- Adjunct Professor Jennifer Beutel, Chief Nurse
- Ms Karen Murphy, Allied Health Adviser

APPENDIX B: Questions on Notice and Questions Taken on Notice

The full text of these questions on notice and their answers can be viewed at "Annual and Financial Reports 2004-2005: Supplementary Information-Questions and Answers to Questions on Notice":

http://www.parliament.act.gov.au/committees/committees.asp?action=reports&committee=54&session={16%2F01%2F2006+12%3A02%3A36+PM}

STANDING COMMITTEE ON HEALTH AND DISABILITY
ANNUAL and FINANCIAL REPORTS HEARINGS
2004-2005
QUESTIONS ON NOTICE

QoN No	From	To	Subject	QoN Received	Answer Due	Answer Back
HD 01	Burke	Disability, Housing & Community Services	Final report on funding options for community housing	30/11	8/12	8/12
HD 02	Burke	Disability, Housing & Community Services	Rental policies for Community Housing in the ACT	30/11	8/12	8/12
HD 03	Burke	Disability, Housing & Community Services	Issues paper on disability & sexual health	30/11	8/12	8/12
HD 04	Burke	Disability, Housing & Community Services	Housing ACT & rental debt	30/11	8/12	12/12
HD 05	Burke	Disability, Housing & Community Services	Oakes Estate Project & Red Hill Project receiving funds	30/11	8/12	8/12

QoN No	From	To	Subject	QoN Received	Answer Due	Answer Back
HD 06	Burke	Disability, Housing & Community Services	ACT Shelter	30/11	8/12	8/12
HD 07	Burke	Disability, Housing & Community Services	Women's art & drama group set up by YWCA	30/11	8/12	8/12
HD 08	Burke	Disability, Housing & Community Services	ACT Aboriginal & Torres Strait Islander Cultural Centre	30/11	8/12	8/12
HD 09	Burke	Disability, Housing & Community Services	Success of 'Caring for Aboriginal Carers' initiative	30/11	8/12	8/12
HD 10	Burke	Disability, Housing & Community Services	Collection House Ltd & recovery of debt for Housing ACT	30/11	8/12	8/12
HD 11	Burke	Disability, Housing & Community Services	Redevelopment of Hartigan Gardens, Garran by Housing ACT	30/11	8/12	8/12
HD 12	Burke	Disability, Housing & Community Services	Housing ACT & Red Hill master plan	30/11	8/12	8/12
HD 13	Burke	Disability, Housing & Community Services	Improvements to regulatory framework for community housing	30/11	8/12	8/12
HD 14	Burke	Disability, Housing & Community Services	Ainslie Village	30/11	8/12	8/12
HD 15	Burke	Disability, Housing & Community Services	Housing ACT joint ventures for redevelopment of sites	30/11	8/12	8/12

QoN No	From	To	Subject	QoN Received	Answer Due	Answer Back
HD 16	Burke	Disability, Housing & Community Services	Housing ACT – sale of properties	30/11	8/12	8/12
HD 17	Burke	Disability, Housing & Community Services	Current number of applicants on waiting lists for Housing ACT	30/11	8/12	8/12
HD 18	Burke	Health	Depreciation & amortisation	30/11	8/12	9/12
HD 19	Burke	Health	Health AR – various questions	30/11	8/12	9/12
HD 20	Burke	Health	Health AR – Mental health	30/11	8/12	9/12
HD 21	Burke	Health	Mental health – CATT staff training in relation to Bipolar I disorder	30/11	8/12	9/12
HD 22	MacDonald	Disability, Housing & Community Services	Composition of the Homelessness Working Groups	Taken on Notice	15/12	8/12
HD 23	Smyth	Health	Sentinel events	Taken on Notice	15/12	16/12
HD 24	Smyth	Health	Mental health	Taken on Notice	15/12	16/12
HD 25	MacDonald	Health	Training to AFP on mental health issues	Taken on Notice	15/12	16/12
HD 26	Burke	Health	Value of maintaining close links with Winnunga	Taken on Notice	15/12	16/12
HD 27	Smyth	Health	Comparison data for public service provider	Taken on Notice	15/12	16/12
HD 28	Burke	Health	Food-borne and non-food-borne disease outbreaks & clusters	Taken on Notice	15/12	16/12

QoN No	From	To	Subject	QoN Received	Answer Due	Answer Back
HD 29	Burke	Health	Cancelled or reduced scope projects	Taken on Notice	15/12	22/12
HD 30	MacDonald	Health	Manual handling – number of hoists and claims to date	Taken on Notice	15/12	22/12