



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING

Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Pettersson MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION TAKEN ON NOTICE
21 October 2021

QToN No – 13, 14, 15 & 17

Asked by Mrs Jones on 21 October 2021: Minister Stephen-Smith took on notice the following question(s):

Ref: Hansard Transcript 25 October 2021, PAGE 94-98

In relation to:

- i. On subject of Culture Review, what is current position on each of its recommendations
 - a) How many of the Review recommendations have been implemented? When will this be completed? Which recommendations have been delayed and what has happened to them?
 - b) Is commensurate data being collected to allow comparison with the original report to show change in experience and behaviours by staff?
- ii. Will the dashboard be able to be compared with original data?

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

- i.
 - a) A total of **8** Recommendations have been endorsed as fully completed by all responsible parties:
 - 1) *Recommendation 5* (Integration of community health services within Clinical Divisional Structures)
 - 2) *Recommendation 8* (Memorandum of Understanding (MoU) for improved collaboration between the ACT and NSW public health systems)
 - 3) *Recommendation 10* (Clinical governance)
 - 4) *Recommendation 11* (Choosing Wisely program)
 - 5) *Recommendation 12* (Clinically qualified Divisional Directors across each Clinical Division with Business Manager support within CHS)
 - 6) *Recommendation 17* (Public Commitment)
 - 7) *Recommendation 18* (Culture Review Oversight Group)
 - 8) *Recommendation 20* (Change Management and Communications Strategy).

Progress in implementing the remaining recommendations is varied across the three organisations:

<p><i>Recommendation 1</i></p> <p>8 out of 9 actions implemented</p>	<ul style="list-style-type: none"> • Recommendation implemented by CHS. • Recommendation implemented by CPHB. • 1 action remaining for ACTHD. • Evaluation is ongoing. Recommendation to be completed December 2021.
<p><i>Recommendation 2</i></p> <p>11 out of 13 actions implemented</p>	<ul style="list-style-type: none"> • Recommendation implemented by CPHB. • 1 action remaining for CHS. • 1 action remaining for ACTHD. • Monitoring is ongoing. Recommendation to be completed June 2022.
<p><i>Recommendation 3</i></p> <p>6 out of 10 actions implemented</p>	<ul style="list-style-type: none"> • Recommendation implemented by CPHB. • 1 action remaining for CHS. • 3 actions are remaining for ACTHD. • Program delivery is ongoing. Recommendation to be completed June 2022.
<p><i>Recommendation 4</i></p> <p>0 of 1 actions implemented</p>	<ul style="list-style-type: none"> • 1 action remaining for ACTHD. • Monitoring is ongoing. Recommendation to be completed June 2022.
<p><i>Recommendation 6</i></p> <p>2 out of 3 actions implemented</p>	<ul style="list-style-type: none"> • 1 action remaining for ACTHD. • Evaluation is ongoing. Recommendation to be completed by December 2021.
<p><i>Recommendation 7</i></p> <p>0 out of 3 actions implemented</p>	<ul style="list-style-type: none"> • 3 actions remaining for ACTHD. • Review and implementation is ongoing. Recommendation to be completed by December 2021.
<p><i>Recommendation 9</i></p> <p>3 out of 4 actions implemented</p>	<ul style="list-style-type: none"> • Recommendation implemented by CHS. • 1 action remaining for CPHB • Monitoring and reporting is ongoing. Recommendation to be completed June 2022.
<p><i>Recommendation 13</i></p> <p>0 out of 4 actions implemented</p>	<ul style="list-style-type: none"> • 4 actions remaining for ACTHD, CHS, CPHB. • Implementation and program delivery to continue through June 2022. • Recommendation to be completed June 2022.
<p><i>Recommendation 14</i></p> <p>1 of 7 actions implemented</p>	<ul style="list-style-type: none"> • 6 actions remaining ACTHD, CHS, CPHB. • Implementation and evaluation ongoing. Recommendation to be completed by December 2021.
<p><i>Recommendation 15</i></p> <p>4 out of 6 actions implemented</p>	<ul style="list-style-type: none"> • Recommendation implemented by CHS. • 2 actions remaining ACTHD and CPHB.

	<ul style="list-style-type: none"> Monitoring and evaluation is ongoing. Recommendation to be completed June 2022.
<p><i>Recommendation 16</i></p> <p>4 out of 7 actions implemented</p>	<ul style="list-style-type: none"> 3 actions remaining ACTHD, CHS, CPHB. Implementation is ongoing. Recommendation to be completed by June 2022.

A total of **4** recommendations are delayed:

- 1) Recommendation 1
 - 2021 ACTHD Staff Survey results will be received in November 2021. Evaluation will be finalised by December 2021.
- 2) Recommendation 7
 - It is expected that the strategy will be released for consultation by December 2021.
- 3) Recommendation 13
 - All three organisations have reached a shared agreement on requirements. New training programs will be delivered from December 2021.
- 4) Recommendation 16
 - A review has been completed and recommendations are being implemented. Implementation and evaluation activities are ongoing and will continue through to June 2022.

b) Analysis of survey data is the primary method for monitoring changes in staff experience. Progress will be tracked via analysis of responses to comparable survey questions:

- Employee surveys (conducted in ACTHD and CHS in 2019 and 2021 and in CPHB in 2020).
- Pulse surveys (conducted in CHS in November 2020, March 2021, and June 2021).

- ii. Key workforce effectiveness indicators have been identified and a prototype dashboard has been developed for ongoing monitoring and reporting. Trends for some identified indicators will be able to be extrapolated from the data set.

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

Signature:



Date:

3 / 11 / 21

By the Minister for Health, Rachel Stephen-Smith MLA