

**2023**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**TENTH ASSEMBLY**

**Auditor-General Report No. 2 2023 – Management of Operation Reboot (Outpatients)  
Government Response**

**Presented by  
Rachel Stephen-Smith MLA  
Minister for Health  
21 September 2023**

Recommendation	Agreed/Not Agreed/Agreed in Principle	Status
<p><b>Implementation Planning</b>            Canberra Health Services should ensure the lessons from Reboot (Outpatients) inform planning for future emergency response scenarios. This should include the development and circulation of short checklists and templates to support project owners needing to develop effective implementation and risk management plans within short timeframes.</p>	Agreed	<p>Canberra Health Services (CHS) has developed a number of resources to assist project teams to plan, manage and control their projects. These resources are to ensure that projects are managed in accordance with a consistent and appropriate methodology so that deliverables are met on time, within scope and on budget. These resources, including templates, are available on the CHS intranet and can be adapted to support any future emergency response scenarios. Templates include guidance documents, initiation, planning, execution and closure documents.</p>
<p><b>Procurement</b>            Canberra Health Services should review its procurement practices to ensure that future procurement activity is supported by evaluation of responses that is supported by:</p> <ol style="list-style-type: none"> <li>a. consistent treatment of all prospective suppliers with respect to written submission requirements;</li> <li>b. rigorous evaluation of each supplier's response against specified criteria, with the results of the evaluation informing decision-making;</li> <li>c. detailed record-keeping, so that accurate information exists regarding how decisions are made and value for money is achieved; and</li> <li>d. consistent treatment of all suppliers regarding the development and implementation of contracts for the delivery and payment for services.</li> </ol>	Agreed	<p>CHS has reviewed its procurement practices and relevant financial management controls to enable greater compliance with its procurement requirements.</p> <p>CHS Procurement has established standardised procurement approaches that have been endorsed by the CHS Procurement Committee, which includes advice from the Executive Group Manager of Procurement ACT. Key requirements that CHS Procurement insist upon that accord with the Recommendations are:</p> <ul style="list-style-type: none"> <li>• Each procurement is registered with the Whole of Government unique procurement identifier number and assigned a CHS Procurement Project Officer.</li> <li>• Oversight and advice by a CHS Procurement Project Officer throughout the procurement project, including probity considerations.</li> <li>• Development of evaluation and risk plans in accordance with Whole of Government templates and policy requirements such as Secure Local Job Code and Local</li> </ul>

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		<p>Industry Participation.</p> <ul style="list-style-type: none"> <li>• Reinforcement of the requirement for a tender evaluation report and value for money assessment to inform the Delegate’s decision making independently of the tender evaluation team.</li> <li>• Development of an improved Procurement Register and record keeping structure. All key procurement decisions are stored in the approved electronic record keeping system.</li> <li>• Management of supplier/tenderer interactions throughout the procurement process including contract negotiations and execution. This includes utilising ACT Government Solicitor Contract templates and the requirement for a Purchase Order/s to be raised for each procurement project.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>• All public/open tenders conducted by CHS Procurement are undertaken via Tenders ACT’s electronic system and record keeping regime.</li> <li>• All three quote and select tender processes are conducted by an independent team, CHS Tenders. CHS Tenders facilitate procurements with processes which have been modelled on Tenders ACT’s system, with controls in place for record keeping and probity protocols.</li> </ul> <p>CHS has introduced a revised financial delegations regime which engenders greater responsibility to procurement legislation, systems and process compliance and training.</p>

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		<p>An independent audit is currently in progress to review CHS procurement and contracting. One focus of the review will be to identify any opportunities to further improve procurement compliance.</p> <p>CHS Procurement encourages all staff conducting procurement activities to complete the suite of online procurement training developed by Procurement ACT. This includes modules regarding probity, value for money assessments, free trade and regulatory requirements.</p> <p>Development of future procurement programs to identify procurement activities to enable appropriate procurement planning and resourcing.</p>