



Legislative Assembly for the ACT

STANDING COMMITTEE ON HEALTH AND DISABILITY

Report on Annual and Financial Reports 2006–2007

FEBRUARY 2008

Committee Membership

Ms Karin MacDonald MLA (Chair)

Ms Mary Porter AM MLA (Deputy Chair)

Mrs Jacqui Burke MLA

Secretariat

Ms Grace Concannon Committee Secretary

Ms Lydia Chung Administrative Assistant

Contact Information

Telephone 02 6205 0129

Facsimile 02 6205 0432

Email committees@parliament.act.gov.au

Website www.parliament.act.gov.au

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 25 September 2007 the Legislative Assembly passed the motion that:

(1) the annual and financial reports for the calendar year 2007 and the financial year 2006–2007 presented to 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 year 2007 and financial year 2006–2007 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

¹ Legislative Assembly for the ACT, *Minutes of Proceedings* No. 2, 7 December 2004, p 12

² Legislative Assembly for the ACT, *Minutes of Proceedings* No. 112, 25 September 2007, p 1210

TABLE OF CONTENTS

Committee Membership	i
Secretariat	i
Contact Information	i
Resolution of Appointment.....	ii
Terms of Reference.....	ii
RECOMMENDATIONS.....	V
1 INTRODUCTION.....	1
2 DEPARTMENT OF HOUSING DISABILITY AND COMMUNITY SERVICES	3
Housing ACT	3
Office of Multicultural Affairs.....	6
Disability ACT.....	7
Therapy ACT	9
Community Services	10
3 ACT HEALTH.....	13
Mental Health	15
4 CONCLUSION.....	19
APPENDIX A: PUBLIC HEARING.....	21

RECOMMENDATIONS

RECOMMENDATION 1

2.9 The Committee recommends that comprehensive information about the nature of complaints and the complainants, without compromising confidentiality, be included in future Housing ACT annual reports.

RECOMMENDATION 2

2.30 The Committee recommends that information relating to the diagnosed condition of clients accessing services through Therapy ACT be collected and published in future annual reports.

RECOMMENDATION 3

3.4 The Committee recommends that future ACT Health annual reports include an explanation of the figures cited, particularly when the figures are referred to on more than one occasion in the annual report and are inconsistent.

RECOMMENDATION 4

3.6 The Committee recommends that future ACT Health annual reports include information about energy saving initiatives including future targets and strategies.

RECOMMENDATION 5

3.13 The Committee recommends that future ACT Health annual reports provide further information about the progress of the collaboration between Mental Health ACT and Housing ACT.

1 INTRODUCTION

- 1.1 On 25 September 2007 all Government agency annual and financial reports were presented to the Legislative Assembly and referred to the relevant standing committees.³
- 1.2 Annual reports referred to the Standing Committee on Health and Disability were:
 - ACT Health; and
 - Department of Disability, Housing and Community Services.
- 1.3 A public hearing was held on 28 November 2007 where the Committee met with the:
 - Minister for Housing;
 - Minister for Multicultural Affairs;
 - Minister for Health; and
 - Minister for Disability and Community Services.

The Ministers were accompanied by departmental officials. A full list of participants is at Appendix A.

- 1.4 The Committee considered the Community Services portfolio and found no need to inquire further into the:
 - Office of Aboriginal and Torres Strait Islander Affairs;
 - Office for Ageing; and
 - Office for Women.

Purpose and Intent of Annual Reporting

- 1.5 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. They provide information about the achievements, issues, performance, outlook and

³ Legislative Assembly for the ACT, Hansard, 25 September 2007, p 2582

financial position of the agency at the end of each reporting year. Annual reports are also means through which the Legislative Assembly can review the actions of the Executive.

1.6 Agency reporting requirements are set out in the Chief Minister's Annual Reports Directions which are issued under the *Annual Reports (Government Agencies) Act 2004*. As key accountability documents, annual reports are:

- the principal way in which agencies account for their performance through Ministers to the Legislative Assembly and the wider community;
- tabled in the Assembly and form a key part of the historical record of government and public administration decisions, actions and outcomes;
- a source of information and reference about the performance of agencies and service providers for stakeholders, educational and research institutions, the media and the public; and
- key reference documents and documents for internal management.⁴

1.7 Annual reports are assessed each year by the Institute of Public Administration (ACT Division) against formal criteria which includes:

- compliance with formal guidelines and requirements; and
- internationally acknowledged attributes of good quality reporting.

Reports must also demonstrate:

- compliance with government and parliamentary guidelines of mandatory requirements as a minimum standard to be considered for an award.⁵

1.8 The inquiry process also provides an opportunity for non-executive Members of the Legislative Assembly to follow up on issues of concern which may have been raised by constituents, or through other avenues. The transcript of the proceedings can be accessed on the Assembly website at www.parliament.act.gov.au.

⁴ Chief Minister's 2006–2007 Annual Report Directions, p 3

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

2 DEPARTMENT OF DISABILITY, HOUSING AND COMMUNITY SERVICES

- 2.1 The Department of Disability, Housing and Community Services has responsibility for a wide range of programs that cater for people with a disability and their families; children and young people; carers; women; indigenous people and older people. The Department is also responsible for multicultural affairs and social housing.
- 2.2 The Committee focused its inquiry into Housing ACT, Office of Multicultural Affairs, Disability Services, Therapy Services and Community Services. These are discussed in further detail below.
- 2.3 The Committee commended the overall structure of the Department's Annual Report considering it to be one of the better designed annual reports with an easy to read and digestible format.⁶

Housing ACT

- 2.4 The principal objective of Housing ACT is to provide socially and financially disadvantaged ACT residents, experiencing housing stress, with safe, affordable and appropriate housing that responds to individual needs and circumstances. Its sole output class, 'social housing services' requires the:
 - Provision and management of public housing tenancies and properties, and provision of support and resources to community housing providers.⁷
- 2.5 The Committee was interested in the complaints management unit (CMU) that commenced operation on 1 July 2005.

⁶ Transcript of Evidence, 28 November 2007, p 10

⁷ Department of Disability, Housing and Community Services ACT Annual Report 2006–2007, p 48

The CMU is responsible for the registration and tracking of all complaints and ensuring that complaints are dealt with fairly, impartially and within prescribed timeframes.⁸

- 2.6 The number of complaints handled through CMU for the 2006–07 financial year was reported as approximately 1 680. The Committee considered this figure to be rather high and was advised that while it may seem high, the nature of complaints vary enormously from minor things such as dripping taps to more serious complaints of disruptive or anti-social behaviour. The Committee was further advised that the CMU takes complaints from tenants as well as external parties. As the Minister stated:

...we have got to be a bit careful in looking at those [the number of complaints] in terms of the seriousness of the complaint.⁹

- 2.7 The Committee agreed that the figures on their own could be misleading and considers that information in the annual report about the types of complaints and the complainants, whether they are ACT Housing Tenants or not, would be a valuable addition for the reader.
- 2.8 The Committee notes that the annual report of ACT Health includes a section on consumer participation and feedback that provides comprehensive information about complaints as well as compliments.¹⁰

RECOMMENDATION 1

- 2.9 **The Committee recommends that comprehensive information about the nature of complaints and the complainants, without compromising confidentiality, be included in future Housing ACT annual reports.**
- 2.10 The Committee heard that complaints can also be handled through the joint champions group or through the Advocacy, Review and Quality Unit that reports directly to the Chief Executive of DHCS.¹¹

⁸ Department of Disability, Housing and Community Services ACT Annual Report 2006–2007, Volume 1, p 52

⁹ Transcript of Evidence, 28 November 2007, p 4

¹⁰ ACT Health, Annual Report 2006–07, pp 192–196

- 2.11 The Committee was also concerned that the level of tenant debt over the last 12 months had increased. Housing ACT did not meet its target of having 90 per cent of tenants who are in arrears (of greater than or equal to \$500) on individual repayment agreements.¹² Acknowledging that rental debt is often symptomatic of issues and crisis in the life of a tenant or their families, the Committee was advised that the priority of Housing ACT is to keep tenants in their tenancy and work closely with tenants to repay their debts. The Committee was further advised that housing managers are notified as soon as a debt is recorded, that can be as low as one cent. The early notification of a debt assists Housing ACT to manage the debt before it gets out of hand.¹³
- 2.12 The Committee congratulated the Government on the energy efficiency initiatives being implemented by Housing ACT and was interested in further information. The Committee was advised that the water and energy savings trial that began about three years ago, designed to educate tenants about ways to reduce water consumption and save energy, had been adopted as a permanent program. The Committee was further advised that Housing ACT was continuing to install water saving douse valves, dual flushing systems and other property upgrades to bring properties up to standard.¹⁴
- 2.13 The Committee was concerned that the target for properties undergoing refurbishment had not been reached, with a variance of minus 23.3 per cent.¹⁵ The Committee was advised that getting the right balance between responsive and planned maintenance had been a challenge for Spotless, the company that runs the total facilities management (TFM) program, and that it had taken some time for the company to come to terms with the expectations of the contract. Housing ACT is confident however, that bringing figures closer to target can be achieved in the longer term. The Committee was also advised that the contract period for Spotless is up for review and that the evaluation

¹¹ Transcript of Evidence, 28 November 2007, p 11

¹² Transcript of Evidence, 28 November 2007, p 18

¹³ Transcript of Evidence, 28 November 2007, pp 18–19

¹⁴ Transcript of Evidence, 28 November 2007, pp 21–22

¹⁵ Department of Disability, Housing and Community Services ACT Annual Report 2006–2007, Volume 2, p 208

will be assisted by the Auditor General, who will be looking at the TFM contract in 2008.¹⁶

2.14 Other issues discussed at the hearing included:

- the commonwealth-state housing agreement;
- the redevelopment of Burnie Court, Fraser Court and Currong apartments;
- changes to the eligibility criteria for Housing ACT and the impact of this on market renters;
- the impact of the reduction of staffing numbers on service delivery;
- developments in the community housing sector; and
- the difference in figures for total current assets between 2006–07 and 2005–06.

Office of Multicultural Affairs

2.15 The Office of Multicultural Affairs supports ACT multicultural groups, promotes multiculturalism in the ACT and provides strategic advice to the Minister for Multicultural Affairs on issues affecting people from culturally and linguistically diverse backgrounds.¹⁷

2.16 The Minister was questioned about the relocation of the Office of Multicultural Affairs to the Theo Notaras Multicultural Centre. The Minister advised that the decision had been well received and allowed officers in the Office of Multicultural Affairs to work closer with members of the multicultural communities located within the centre and in the ACT.¹⁸ The Committee was advised that the Office of Multicultural, Aboriginal & Torres Strait Islander Affairs occupied 9.1 per cent of the total office space at the Multicultural Centre.¹⁹

¹⁶ Transcript of Evidence, 28 November 2007, pp 25–26

¹⁷ Department of Disability, Housing and Community Services ACT Annual Report 2006–2007, Volume 1, p 36

¹⁸ Transcript of Evidence, 28 November 2007, p 34

¹⁹ Response to Question Taken on Notice, No 77

2.17 The Committee was interested in the ACT Government funded program that aimed to:

...increase the sustainability of multicultural non-government agencies through strategies to increase membership and financial resources.²⁰

The Committee was advised that this project was one of seven that had flowed out of the multicultural strategy and was delivered by the Canberra Multicultural Community Forum.²¹

2.18 Other issues that were discussed in relation to multicultural affairs included:

- the lack of opportunities for core funding for smaller community groups for operating costs;
- the provision of public information about the activities in the multicultural centre;
- the three-phase funding program about capacity building that is currently being offered to the multicultural community; and
- the need for a ministerial advisory council of multicultural affairs.

Disability ACT

2.19 Disability ACT is required to provide consumer focused disability services through government and non-government service providers such as accommodation support, community access, community support and respite care.²²

2.20 The Committee was advised that International Day for People with a Disability (I-Day) is held annually on 3 December. The Committee was pleased to note that *People With Disabilities ACT* used I-day to launch a three year

²⁰ Department of Disability, Housing and Community Services ACT Annual Report 2006–2007, Volume 1, p 39

²¹ Transcript of Evidence, 28 November 2007, p 33

²² Department of Disability, Housing and Community Services, Annual Report 2006–07, Volume 1, p 14

program aimed at raising awareness about issues for people with a disability across the ACT community.²³

- 2.21 The Committee was interested in the progress that had been made in reducing the number of younger people with disabilities living in residential aged care services. The Committee was advised that this was a priority area and was being addressed by a program, jointly funded by the Australian and ACT Governments:

The program initially targets people under 50 years in residential aged care offering a care needs assessment, followed by the negotiation and provision of alternative long-term living arrangements for four ACT residents. The program will also divert four people from entering residential aged care and provide enhanced services for other younger people who remain in ACT residential aged care.²⁴

- 2.22 The Committee was advised that, in the ACT, there are four people under 50 years of age and a further 11 people under 55 years of age with disabilities living in residential aged care services. The Committee was further advised that by 2009–10 these people would be moved out of residential aged care and into appropriate accommodation and that this was on target with the negotiations and agreement with the Australian Government.²⁵
- 2.23 The Committee inquired about the evaluation of the Future Directions Framework for ACT 2004–2008 and was advised that the Department was on target to receive the final report by late 2007.²⁶
- 2.24 The Committee was pleased to hear that ageing parents of adult children with a disability had been determined a key priority area for future funding particularly in the areas of enhancing respite services, accommodation options, and support for older carers.²⁷

²³ Transcript of Evidence, 28 November 2007, p 73

²⁴ Department of Disability, Housing and Community Services, Annual Report 2006–07, Volume 1, p 18

²⁵ Transcript of Evidence, 28 November 2007, p 62

²⁶ Transcript of Evidence, 28 November 2007, pp 63–64

²⁷ Transcript of Evidence, 28 November 2007, pp 64–65

2.25 Other issues considered by the Committee, relating to Disability ACT included:

- the process the Department undertakes to consider future costs of disability services;
- the development of the Performing Arts Alliance;
- employment opportunities for people with a disability;
- post-school options for people with a disability;
- options for accommodation and the future of group home accommodation;
- programs for siblings of children with a disability; and
- the revised policy for Individual Support Packages.

Therapy ACT

2.26 Therapy ACT provides services for children with delays in development from birth to eight, and for children, young people and adults with disabilities. A range of single and multidisciplinary therapy and support services are offered including physiotherapy, occupational therapy, speech pathology, social work and psychology.²⁸

2.27 The Committee was interested in the assessment and treatment of children with autism. The Committee was advised that Therapy ACT, the Department of Education and Training and the autism and aspergers association were working together to examine ways of implementing recommendations from the, recently published, autism national best practice guidelines.²⁹

2.28 The Committee heard that the diagnosis rate of children with autism in the ACT has continued to increase and was interested to know if diagnostic information was gathered about children accessing services through Therapy ACT. The Committee was advised that this information was not routinely gathered and the Minister agreed that this information could be useful.³⁰

²⁸ Department of Disability, Housing and Community Services, Annual Report 2006–07, Volume 1, p 28

²⁹ Transcript of Evidence, 28 November 2007, p 82

³⁰ Transcript of Evidence, 28 November 2007, p 83

- 2.29 The Committee notes that not all clients accessing services through Therapy ACT would have a diagnosed condition or specific disability, particularly since the establishment, in 2003, of Therapy ACT as a Single Therapy Service to treat people with disabilities as well as children with developmental delays.³¹ The Committee considers that the needs of children with disabilities must be acknowledged within the broader service delivery system and that information regarding the nature and type of disability of clients accessing services through Therapy ACT, particularly with the rising incidence of autism, must be recorded. The Committee further considers that this information would assist the Department in policy development and service delivery strategies and would be of interest to the Legislative Assembly and the ACT community.

RECOMMENDATION 2

- 2.30 **The Committee recommends that information relating to the diagnosed condition of clients accessing services through Therapy ACT be collected and published in future annual reports.**

Community Services

- 2.31 The Output description (3.1) for Community and Homelessness Services is the:
Provision of a variety of community development activities, including crisis and transitional accommodation and related services, administration of a range of concessions and benefits to low income earners, community engagement activities, the community inclusion fund and management of community facilities.³²
- 2.32 The ACT Concessions Program is administered by Community Development Services. The Minister was asked to provide an update on the progress of the concessions review. The Committee was advised that there had been significant community consultation and was not surprised to find, that with

³¹ ACT Government 2003–2004 Budget, *Budget Targets Therapy Services*, Media Release, 6 May 2003

³² Department of Disability, Housing and Community Services, Annual Report 2006–07, Volume 1, p 28

five agencies offering concession programs, some level of confusion about the programs. The Committee was informed that the report of the review would be tabled in the Assembly in February in 2008.³³

- 2.33 The Committee inquired into the reported savings of over \$1 million made in the Supported Accommodation Assistance Program (SAAP) sector. The Committee was advised that the savings resulted from changes in the provision of services, through the SAAP system, from the congregate model to the less resource intensive stand alone properties. The Committee was further advised that the congregate model, while still available for people in crisis requiring 24 hour support for short periods of time, the size of the congregate living arrangements had been reduced.³⁴
- 2.34 With the transition to stand alone properties the Committee was concerned about potential job losses, but was advised this was not the case and that experienced workers were well utilised.
- 2.35 The Committee was pleased to hear about the transitional housing program, developed in partnership with public housing, that utilised vacant public properties for people moving out of the SAAP system into more permanent accommodation.³⁵

³³ Transcript of Evidence, 28 November 2007, p 77

³⁴ Transcript of Evidence, 28 November 2007, pp 77–79

³⁵ Transcript of Evidence, 28 November 2008, p 78

3 ACT HEALTH

- 3.1 The ACT Health Annual Report 2006–07 was prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements referred to in the Chief Minister’s Annual Report Directions.
- 3.2 ACT Health aims to increase the community's capacity for healthy living by planning, providing and purchasing community based health services, major trauma and tertiary health care, managing public health risks, and promoting health and early care interventions.³⁶ ACT Health employs approximately 4 884 staff and operates six key health service delivery divisions. They are:
- The Canberra Hospital (TCH);
 - Calvary Public Hospital (via a contractual agreement with the Little Company of Mary Health Care ACT);
 - Community Health;
 - Mental Health ACT;
 - The Capital Region Cancer Service; and
 - The Aged Care and Rehabilitation Service.³⁷
- 3.3 The Committee inquired about the inconsistency in the figures relating to emergency department timeliness and the reason for the two separate references in the annual report.³⁸ The Committee was advised that one set of figures referred to targets set by ACT Health while the other set of figures referred to official targets set by the Australian College of Emergency Medicine.³⁹ The Committee considers that a simple explanation provided in the annual report would clarify any confusion and be of benefit to the reader.

³⁶ 2007–08 Budget Paper No. 4, p 151

³⁷ ACT Health, Annual Report 2006–07, p 3

³⁸ ACT Health Annual Report 2006–07, p 95 and p 110

³⁹ Transcript of Evidence, 28 November 2007, p 45

RECOMMENDATION 3

- 3.4 **The Committee recommends that future ACT Health annual reports include an explanation of the figures cited, particularly when the figures are referred to on more than one occasion in the annual report and are inconsistent.**
- 3.5 The Committee noted the inclusion in the annual report of a section on ecologically sustained development, documenting the current usage of water and energy, but not addressing future targets or strategies. As this is ongoing work, the Committee considers that more information about future targets and activities should be included in the annual report.

RECOMMENDATION 4

- 3.6 **The Committee recommends that future ACT Health annual reports include information about energy saving initiatives including future targets and strategies.**
- 3.7 The Committee noted the high number of consumer complaints relating to corporate services and inquired into how improvements could be made. The Committee heard that a large number of these complaints related to paid parking at TCH and that there was an expectation that they would reduce, now that paid parking has been abolished.⁴⁰
- 3.8 The Committee raised concerns regarding the number of clients being discharged without a discharge plan. The Committee was advised that new reporting requirements had been identified as an issue and were currently being addressed.⁴¹
- 3.9 Other issues considered by the Committee during the hearing included:
- the overtime demands on junior doctors;
 - information regarding the funding for non-government drug and alcohol services;

⁴⁰ Transcript of Evidence, 28 November 2007, p 53

⁴¹ Transcript of Evidence, 28 November 2007, p 57

- concerns over the increase in medical malpractice and risk management strategies to address this;
- infection control and management of infectious diseases; and
- tobacco control and measures to address smoking in outdoor public places.

Mental Health

- 3.10 Mental Health ACT provides services in hospitals, community health centres and people's homes. Working with its community partners Mental Health ACT also provides hospital-based specialist services, supported accommodation services and community based responses.⁴²
- 3.11 The Committee noted the priority in the ACT Health annual report that stated:
- ...improved collaboration with Housing ACT to better support the needs of mental health consumers in public housing accommodation and the services that support that.⁴³
- 3.12 Inquiring into the housing needs of people with a mental illness the Committee was advised that appropriate housing for people living with a mental illness had been a priority over recent years. The Committee was further advised that an MOU between Mental Health ACT and Housing ACT now provided an effective way for the two agencies to work together. The Committee heard that there is also shared training between the agencies and the development of the step-up, step-down supported accommodation facility.⁴⁴

RECOMMENDATION 5

- 3.13 **The Committee recommends that future ACT Health annual reports provide further information about the progress of the collaboration between Mental Health ACT and Housing ACT.**

⁴² 2007–08 Budget Paper No. 4, p 153

⁴³ ACT Health, Annual Report 2006–07, p 119

⁴⁴ Transcript of Evidence, 28 November 2007, p 57

- 3.14 Another area of concern was the discharge of mental health patients from acute facilities after 3.00 pm on a Friday afternoon, particularly when accommodation was hard to arrange. The Committee was advised that a discharge planning service had been in operation over the last 12 months and that teleconferences with team leaders of the Psychiatric Services Unit (PSU) and Ward 2N at the Calvary Hospital are held regularly at 3.00 pm each day to review, among other things, patient numbers and discharge planning.⁴⁵
- 3.15 The Committee was also concerned that targets for the proportion of clients seen at an ACT Health community facility during the 7 days post discharge had decreased by 4 per cent in the 2006–07 financial year.⁴⁶ This was explained, in part, by a reduction in case managers and the difficulty in recruiting trained staff.⁴⁷ The Committee was further advised that while the figure represented all patients discharged from the PSU not all of the patients would attend a community health facility as some would choose to see a private practitioner or move away from the ACT.
- 3.16 The Committee noted the increase in electroconvulsive therapy (ECT) and inquired whether this coincided with changes made to the *Mental Health (Treatment and Care) Act 1994* enabling the Mental Health Tribunal to make an involuntary emergency electroconvulsive therapy order.⁴⁸ The Committee was advised that this was not the case and that the rise in general applications for ECT, as opposed to court ordered applications, reflected an increased confidence in the use of ECT in the psychiatric profession. While this treatment is still considered to be controversial by many people, including some in the psychiatric profession, the Committee was advised that there was a strong evidence-base that acute and major depression responded well to this treatment. Another factor, considered by Dr Norrie to have contributed to the increase, was the opening of the Older Person's Mental Health Inpatient Unit and 'an increased vigilance' in looking after depression in the elderly. The

⁴⁵ Transcript of Evidence, 28 November 2007, p 59

⁴⁶ ACT Health, Annual Report 2006–07, p 98

⁴⁷ Transcript of Evidence, 28 November 2007, p 59

⁴⁸ Legislative Assembly for the Australian Capital Territory, *Mental Health (Treatment and Care) Amendment Bill 2005, Explanatory Statement*, p 2, available at:
http://www.legislation.act.gov.au/es/db_17545/current/pdf/db_17545.pdf

Committee was further advised that the increase in ECT was not unique to the ACT and that there had been a similar trend nationally and in New Zealand.⁴⁹

⁴⁹ Transcript of Evidence, 28 November 2007, p 61

4 CONCLUSION

- 4.1 The Committee is generally pleased with the overall standard of the Annual and Financial Reports it considered.
- 4.2 The Committee did however, make five recommendations pertaining to the inclusion of further information in future annual reports, that the Committee considers would be of interest to the Assembly and the ACT community.
- 4.3 The Committee would like to thank the Ministers and departmental officials and agency representatives for their time and cooperation during the course of the inquiry.

Karin MacDonald MLA

Chair

27 February 2008

APPENDIX A: Public Hearing

28 November 2007

The following people appeared before the Committee:

Housing ACT

Minister for Housing, Mr John Hargreaves MLA

Ms Sandra Lambert, Chief Executive

Mr Martin Hehir, Deputy Chief Executive

Ms Maureen Sheehan, Executive Director, Housing

Mr David Collett, Director, Strategic Asset Management

Mr Ian Hubbard, Director, Finance

Office for Multicultural Affairs

Minster for Multicultural Affairs, Mr John Hargreaves MLA

Mr Nic Manikis, Director

ACT Health

Minister for Health, Ms Katy Gallagher MLA

Mr Mark Cormack, Chief Executive

Mr Ron Foster, Chief Finance Officer, Financial and Risk Management Branch

Ms Linda Trompf, Acting Executive Director, Policy

Ms Irene McKinnon, Executive Director, Business and Infrastructure

Dr Peter Norrie, Director of Clinical Services, Mental Health

Disability ACT, Therapy ACT and Community Services

Minister for Disability and Community Services, Ms Katy Gallagher MLA

Ms Sandra Lambert, Chief Executive

Mr Martin Hehir, Deputy Chief Executive

Ms Lois Ford, Executive Director, Disability ACT

Mr Andrew Whale, Director, Disability ACT

Ms Meredith Whitten, Director, Advocacy Review and Quality

Ms Rosalie Hardy, Senior Manager, Therapy ACT

Ms Maureen Sheehan, Executive Director, Housing ACT