



Legislative Assembly for the Australian Capital Territory

Standing Committee on Health and
Community Wellbeing

Inquiry into Annual and Financial Reports 2021-22

Legislative Assembly for the Australian Capital Territory
Standing Committee on Health and Community Wellbeing

Approved for publication

Report 9
10th Assembly
April 2023

About the committee

Establishing resolution

The Assembly resolved to establish a standing committee on Health and Community Wellbeing on 2 December 2020, amended on 11 February 2021, 30 March 2021, 22 April 2021, 16 September 2021, 9 November 2021, 10 February 2022, 5 April 2022, and 4 August 2022.

The committee is responsible for examining the following areas:

- Health and health system
- Justice health
- Mental health
- Homelessness and housing services
- Prevention of domestic and family violence
- Families
- Community Services

You can read the full establishing resolution [on our website](#).

Committee members

Mr Johnathan Davis MLA, Chair

Mr James Milligan MLA, Deputy Chair

Mr Michael Pettersson MLA

Secretariat

Dr Adele Chynoweth OAM, Committee Secretary

Ms Sophie Milne, Assistant Committee Secretary (until 18 November 2022)

Mr Dikshes Patel, Administrative Assistant

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About this inquiry

Pursuant to clause (3), the Resolution of Establishment for general-purpose standing committees of the 10th Assembly—the terms of reference for the Committee’s inquiry into referred Annual and Financial Reports 2021–2022 are as follows:

"(3) calendar and financial year annual and financial reports stand referred to the relevant standing committee for inquiry and report by 9 April of the year after the presentation of the report to the Assembly pursuant to the Annual Reports (Government Agencies) Act 2004; (amended 11 February 2021)".

Annual and Financial reports 2021–2022 of ACT Government agencies and entities can be accessed at: https://www.cmtedd.act.gov.au/open_government/report/annual_reports

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Acronyms

Acronym	Long form
ACT	Australian Capital Territory
CHS	Canberra Health Services
CPIL	Care and Protection Intensive List
CSD	Community Services Directorate
EPR	Enduring Parental Responsibility
FTE	full-time equivalent
HD	Health Directorate
ICU	intensive-care unit
MLA	Member of the Legislative Assembly
PACER	Police, Ambulance and Clinician Early Response
MPC	Major Projects Canberra
DVCS	Domestic Violence Crisis Service
SAPRP	Sexual Assault Prevention and Response Program
CYPS	Child and Youth Protection Services
AMC	Alexander Maconochie Centre

Recommendations

Recommendation 1

The ACT Government collect data of nursing/midwife to patient ratios in schools and community centres.

Recommendation 2

That the ACT Government assure ongoing funding for the Room4Change Program and seek ways to expand the Program so that it can help a greater segment of the community.

Recommendation 3

The ACT Government conduct an evaluation of the effectiveness of In-Reach Clinicians in providing the psychological support for patients following discharge from hospital for an eating disorder and whether further initiatives could be considered and introduced.

Recommendation 4

The ACT Government establish a second residential facility located on the northside of Canberra to improve geographical access to support for young people who are at risk of homelessness.

Recommendation 5

The ACT Government keep records of the number of vacant medical staff positions at Canberra Health Services and Calvary Hospital as well as the average time taken for vacant medical positions to be filled.

1. Introduction

Presentation of 2020-21 annual and financial reports

- 1.1. The *Annual Reports (Government Agencies) Act 2004* (Annual Reports Act) provides that annual reports must be prepared by Directors-General, public sector bodies, territory entities and others. Annual reports must cover the operations of the relevant entity over the reporting year.¹ The Chief Minister must make directions setting the form and content of annual reports. The direction applicable to annual reports for the 2022 calendar year and 2021–22 financial year is the *Annual Reports (Government Agencies) Directions 2022*.
- 1.2. The Annual Reports Act requires the responsible Minister for an annual report to present the report to the Assembly within 15 weeks after the end of the reporting year. Agencies tabled their annual reports for 2021-22 under the *Annual Reports (Government Agencies) Act 2004* between 12 October 2022² and 20 October 2022³ in the Legislative Assembly. A collated list of annual and financial reports is available online.⁴
- 1.3. During its inquiry the Standing Committee on Health and Community Wellbeing examined all or part of the annual and financial reports for 2021-22 for the following entities:
 - [ACT Health Directorate](#);
 - [Canberra Health Service](#); and
 - [Community Services Directorate](#).

Conduct of inquiry

- 1.4. The Committee held public hearings on 1, 3, 4, 9 and 10 November 2022. At the hearings the Committee heard from ACT Government Ministers and accompanying Directorate officials.
- 1.5. Witnesses who appeared before the Committee are listed at Appendix A. Transcripts from the hearings are available on the Legislative Assembly website. Footage of the hearings is also available via video on demand on the Legislative Assembly website.

Questions taken on notice at hearings and questions on notice

- 1.6. A total of 101 questions were lodged during the inquiry, as follows:

¹ A reporting year means a financial year or, if a period is stated in a diction under section 8 of the Annual Reports Act, the stated period.

² ACT Legislative Assembly, *Minutes of Proceedings*, No 27, 8 October 2021, p 334.

³ ACT Legislative Assembly, *Minutes of Proceedings*, No 36, 2 December 2021, pp 451–453.

⁴ Chief Minister, Treasury, and Economic Development Directorate, *Annual Reports*, 2 December 2021, https://www.cmtedd.act.gov.au/open_government/report/annual-reports (accessed 21 March 2022).

- 31 questions were taken on notice by Ministers and statutory office holders during the hearings. Some of these were later determined to have been answered during the relevant hearing.
 - 70 questions on notice were submitted by members of the Committee and visiting Members of the Assembly following the hearings.
- 1.7. A list of questions (including the date the question was asked, the intended recipient, and the subject of the question) is set out in Appendix B. Also included is the date on which a response was received. Where a response date is not listed, this indicates that a response was not received by the time this report was presented to the Assembly.
- 1.8. Responses to questions on notice and questions taken on notice are also available on the Committee's website.

Acknowledgements

- 1.9. The Committee thanks everyone who participated in, or otherwise assisted, this inquiry. This includes the ACT Government Ministers, Directorate officials, and statutory officers. The Committee extends a special thanks to the Hansard and Broadcasting staff of the Office of the Legislative Assembly.

2. Health Directorate

Matters considered

- 2.1. Ms Rachel Stephen-Smith MLA appeared before the Committee, on 1 November 2022, in her capacity as Minister for Health. The following matters were considered:
- a) the implementation of the digital health record.⁵
 - b) nurses/midwives to patients ratios.⁶
 - c) support programs for nurses/midwives who commence employment at Canberra Health Services.⁷
 - d) costs of IT systems for executives of Canberra Health Services.⁸
 - e) Culture Review Implementation project across the ACT public health system.⁹
 - f) Weston Creek and Tuggeranong Walk-in Centres.¹⁰
 - g) separation rate (resignations) of Canberra Health Services staff.¹¹

⁵ *Committee Hansard*, 1 November 2022, pp 2-3.

⁶ *Committee Hansard*, 1 November 2022, pp 3-7.

⁷ *Committee Hansard*, 1 November 2022, p 7.

⁸ *Committee Hansard*, 1 November 2022, pp 7-9.

⁹ *Committee Hansard*, 1 November 2022, pp 9-15.

¹⁰ *Committee Hansard*, 1 November 2022, pp 15-18; p 42.

¹¹ *Committee Hansard*, 1 November 2022, pp 18-19.

- h) review of paediatric services.¹²
- i) community-based alcohol and drug services.¹³
- j) Canberra Health Services-related work, health and safety incidents.¹⁴
- k) expansion of Canberra hospital.¹⁵
- l) Canberra hydrotherapy facilities.¹⁶
- m) employment of Aboriginal and Torres Strait Islander peoples by Canberra Health Services and ACT Health Directorate.¹⁷
- n) cultural safety for Aboriginal and Torres Strait Islander peoples at Canberra Hospital.¹⁸
- o) culturally and linguistically diverse health consumers in the ACT.¹⁹
- p) reviews of cardiology and ICU services.²⁰
- q) support for free/low-cost dental services.²¹
- r) wait times for radiation therapy.²²
- s) Canberra Health Services' ecologically sustainable practices.²³
- t) Canberra Health Services Sexual Health Centre.²⁴

2.2. Ms Minister Emma Davidson MLA appeared before the Committee on 9 November 2022, in her capacity as Minister for Mental Health and Minister for Justice Health. The following matters were considered:

- a) new ACT Residential Treatment Centre for eating disorders.²⁵
- b) MindMap – ACT Youth Portal.²⁶
- c) Eating Disorders Program.²⁷

¹² *Committee Hansard*, 1 November 2022, pp 19-22.

¹³ *Committee Hansard*, 1 November 2022, pp 22-24.

¹⁴ *Committee Hansard*, 1 November 2022, pp 24-27.

¹⁵ *Committee Hansard*, 1 November 2022, pp 27-31.

¹⁶ *Committee Hansard*, 1 November 2022, pp 31- 34.

¹⁷ *Committee Hansard*, 1 November 2022, pp 34-35.

¹⁸ *Committee Hansard*, 1 November 2022, pp 35-36.

¹⁹ *Committee Hansard*, 1 November 2022, p 36.

²⁰ *Committee Hansard*, 1 November 2022, pp 36-37.

²¹ *Committee Hansard*, 1 November 2022, pp 38-39.

²² *Committee Hansard*, 1 November 2022, pp 39-40; p 41.

²³ *Committee Hansard*, 1 November 2022, pp 40.

²⁴ *Committee Hansard*, 1 November 2022, pp 42-43.

²⁴ *Committee Hansard*, 1 November 2022, pp 77-79.

²⁵ *Committee Hansard*, 9 November 2022, pp 105-107.

²⁶ *Committee Hansard*, 9 November 2022, pp 107-108.

²⁷ *Committee Hansard*, 9 November 2022, pp 79-81; pp. 84-87.

- d) bilateral agreement between the Commonwealth and ACT governments to support mental health and suicide prevention.²⁸
- e) Mental Health Workforce Strategy.²⁹
- f) Justice Health Strategy.³⁰
- g) Step Up Step Down Program.³¹
- h) Police, Ambulance and Clinician Early Response (PACER).³²

3. Community Services Directorate

Matters considered

- 3.1. Ms Emma Davidson MLA, appeared before the Committee, on 3 November 2022, in her capacity as Assistant Minister for Families and Community Services. The following matters were considered:
- a) issues arising from the 2021 McArthur report (*Review of the service system and implementation requirements for raising the minimum age of criminal responsibility in the Australian Capital Territory*).³³
 - b) the number of inmates and breakdown of sentence and remand at Bimberi Youth Justice Centre.³⁴
 - c) percentage of Bimberi detainees needing adjustments following trial of disability assessment tool.³⁵
 - d) building upgrades at Bimberi.³⁶
 - e) support programs for families of Bimberi detainees.³⁷
 - f) number of court appearances of staff from Children, Youth and Families division (part of CSD) in relation to youth justice matters.³⁸
 - g) ACT Carers Strategy 2018-2028.³⁹
 - h) support for ACT volunteers.⁴⁰

²⁸ *Committee Hansard*, 3 November 2022, pp 83-84.

²⁹ *Committee Hansard*, 3 November 2022, pp 81 -83; pp 88-90; pp 91-93; pp 96-97.

³⁰ *Committee Hansard*, 3 November 2022, pp 90-91.

³¹ *Committee Hansard*, 3 November 2022, pp 93-95.

³² *Committee Hansard*, 3 November 2022, pp 97-99.

³³ *Committee Hansard*, 3 November 2022, pp 45-48; pp 52-53.

³⁴ *Committee Hansard*, 3 November 2022, pp 48-49.

³⁵ *Committee Hansard*, 3 November 2022, pp 49-51.

³⁶ *Committee Hansard*, 3 November 2022, pp 51-52.

³⁷ *Committee Hansard*, 3 November 2022, pp 53-54.

³⁸ *Committee Hansard*, 3 November 2022, p 54.

³⁹ *Committee Hansard*, 3 November 2022, p 54-56.

⁴⁰ *Committee Hansard*, 3 November 2022, pp 56-57; 58-59.

- i) ACT COVID-19 Social Recovery Plan.⁴¹
- j) end-of-year review of the youth justice system in the ACT on the therapeutic needs of young people.⁴²
- k) recommendations from the ACT Inspector of Correctional Services' Healthy Prison Reviews.⁴³
- l) emergency relief.⁴⁴
- m) the Functional Family Therapy Youth Justice pilot.⁴⁵
- n) right to a support person during police interview at Bimberi.⁴⁶
- o) lack of evening rehabilitation programs at Bimberi.⁴⁷
- p) audio-visual links for family contact for Bimberi detainees.⁴⁸
- q) the amount of contraband in Bimberi.⁴⁹
- r) therapeutic support for Bimberi detainees during lockdowns.⁵⁰

3.2. Ms Yvette Berry MLA, appeared before the Committee, on 4 November 2022, in her capacity as Minister for the Prevention of Domestic and Family Violence. The following matters were considered:

- a) Room4Change Program.⁵¹
- b) historic review of domestic violence deaths.⁵²
- c) Family Violence Safety Action Program.⁵³
- d) Recommendations from the ACT's Sexual Assault Prevention and Response report.⁵⁴
- e) The ACT Government's pilot program for mothers and children who have experienced domestic and family violence.⁵⁵

3.3. Ms Rachel Stephen-Smith MLA appeared before the Committee, on 9 November 2022, in her capacity as Minister for Families and Community Services. The following matters were considered:

⁴¹ *Committee Hansard*, 3 November 2022, pp 58.

⁴² *Committee Hansard*, 3 November 2022, pp 59.

⁴³ *Committee Hansard*, 3 November 2022, pp 60-61.

⁴⁴ *Committee Hansard*, 3 November 2022, pp 61-63.

⁴⁵ *Committee Hansard*, 3 November 2022, p 64.

⁴⁶ *Committee Hansard*, 3 November 2022, pp 64-65.

⁴⁷ *Committee Hansard*, 3 November 2022, pp 65-67.

⁴⁸ *Committee Hansard*, 3 November 2022, p 67.

⁴⁹ *Committee Hansard*, 3 November 2022, p 67.

⁵⁰ *Committee Hansard*, 3 November 2022, pp 67-68.

⁵¹ *Committee Hansard*, 4 November 2022, pp 69-70.

⁵² *Committee Hansard*, 4 November 2022, pp 70-72.

⁵³ *Committee Hansard*, 4 November 2022, pp 72-73.

⁵⁴ *Committee Hansard*, 4 November 2022, pp 73-75.

⁵⁵ *Committee Hansard*, 4 November 2022, pp 75-76.

- a) Safe and Connected Youth Program.⁵⁶
- b) review of child protection decisions in the ACT.⁵⁷
- c) the over-representation of the Aboriginal and Torres Strait Islander children and young people in child protection.⁵⁸
- d) average length of time children and young people are in foster or kinship care.⁵⁹
- e) charter of rights for parents and families involved in the child protection and modes of community consultation.⁶⁰
- f) Aboriginal and Torres Strait Islander Children and Young People Commissioner.⁶¹
- g) complaints about Child and Youth Protection Services.⁶²
- h) Next Steps for Our Kids.⁶³
- i) Enduring Parental Responsibility (EPR) and adoption within statutory child protection.⁶⁴
- j) Care and Protection Intensive List (CPIL).⁶⁵
- k) modes of support for foster and kinship carers.⁶⁶

3.4. Ms Yvette Berry MLA, appeared before the Committee, on 10 November 2022, in her capacity as Deputy Chief Minister and Minister for Housing and Suburban Development. The following matters were considered:

- a) the number of properties owned and managed by Housing ACT.⁶⁷
- b) Public Housing Growth Renewal Program.⁶⁸
- c) ceiling insulation in public housing properties.⁶⁹
- d) level of youth homelessness in the ACT.⁷⁰
- e) mould in public housing.⁷¹

⁵⁶ *Committee Hansard*, 9 November 2022, pp 109-113.

⁵⁷ *Committee Hansard*, 9 November 2022, pp 113-116.

⁵⁸ *Committee Hansard*, 9 November 2022, pp 116-117.

⁵⁹ *Committee Hansard*, 9 November 2022, pp 117-118.

⁶⁰ *Committee Hansard*, 9 November 2022, pp 118 -119.

⁶¹ *Committee Hansard*, 9 November 2022, pp 118- 119.

⁶² *Committee Hansard*, 9 November 2022, p 120.

⁶³ *Committee Hansard*, 9 November 2022, pp.120-122.

⁶⁴ *Committee Hansard*, 9 November 2022, p 122; pp 124-129.

⁶⁵ *Committee Hansard*, 9 November 2022, pp 122-124.

⁶⁶ *Committee Hansard*, 9 November 2022, pp 124-127.

⁶⁷ *Committee Hansard*, 10 November 2022, pp 130-134; pp 139-141.

⁶⁸ *Committee Hansard*, 10 November 2022, p 134; pp. 140-142.

⁶⁹ *Committee Hansard*, 10 November 2022, pp 135-137.

⁷⁰ *Committee Hansard*, 10 November 2022, pp 137-138.

⁷¹ *Committee Hansard*, 10 November 2022, pp 138-139.

3.5. Ms Rebecca Vassarotti MLA, appeared before the Committee, on 10 November 2022, in her capacity as Minister for Homelessness and Housing Services. The following matters were considered:

- a) the increasing rate of homelessness in the ACT.⁷²
- b) income support for people living in poverty.⁷³
- c) subletting of public housing properties.⁷⁴
- d) the number of young people accessing homelessness services in the ACT.⁷⁵
- e) the Homelessness Strategic Investment Plan.⁷⁶
- f) support for public housing tenants who are targets of complaints or who are complainants.⁷⁷

⁷² *Committee Hansard*, 10 November 2022, pp 143-144.

⁷³ *Committee Hansard*, 10 November 2022, pp 144-145.

⁷⁴ *Committee Hansard*, 10 November 2022, pp 145-146.

⁷⁵ *Committee Hansard*, 10 November 2022, pp 146-148.

⁷⁶ *Committee Hansard*, 10 November 2022, pp 148-150.

⁷⁷ *Committee Hansard*, 10 November 2022, pp 150-154.

4. Recommendations

Nurse/midwife-to-patient ratios

- 4.1. The Committee enquired into data on nurse/midwife-to-patient ratios in ACT public hospitals, noting the ACT Government's 'mandated minimum nurse/midwife-to-patient ratios in 2021-22 as part of its commitment to providing better healthcare for Canberra and the region.'⁷⁸
- 4.2. Under the ACT Public Sector Nursing and Midwifery Enterprise Agreement 2020-2022 health services are required to comply with minimum ratios throughout the shift and provide monthly reports on compliance.⁷⁹
- 4.3. The Committee learnt that data on nurse/midwife-to-patient ratios is not collected for sites where nurses are engaged outside a hospital setting such as schools or community centres.⁸⁰
- 4.4. It is the Committee's view that adequate nurse-to-patient, and where applicable midwife-to-patient, ratios are important in all environments, not just in a hospital setting, specifically. Adequate staff ratios comprise a crucial factor in ensuring the quality of required treatment as well as safeguarding the wellbeing of nurses and midwives. Accordingly, the Committee recommends that data collection on nurse/midwife patient ratios be extended outside a hospital setting to include nurses/midwives working at schools, community centres and other environments as applicable. This data would enable the Government to assess whether these services are being adequately catered for and adjust accordingly.

Recommendation 1

The ACT Government collect data of nursing/midwife to patient ratios in schools and community centres.

Room4Change program

- 4.5. The Committee heard about the Room4Change program which is aimed at helping men stop directing violence at intimate partners and developing non-destructive behaviours.
- 4.6. From January to June 2022, the Room4Change program had 30 participants.⁸¹
- 4.7. The Committee considers the Room4Change program an important initiative; it has the capacity to play a pivotal role in reducing domestic violence in the Territory.

⁷⁸ ACT Government, Health, *what are nurse/midwife to patient ratios?*, <https://www.health.act.gov.au/health-professionals/nursing-and-midwifery-office/nurse/midwife-patient-ratios> (accessed 28 March 2023).

⁷⁹ ACT Public Sector Nursing and Midwifery Enterprise Agreement 2020-2022.

⁸⁰ *Committee Hansard*, 1 November 2022, p 6.

⁸¹ *Committee Hansard*, 4 November 2022, p 70.

- 4.8. It is the Committee's view that, in addition to a rigorous and relevant methodology, that the number of participants the Room4Change program, should reflect the scale of domestic violence in the community. The Committee understands that access to the program is restricted by 'particular boundaries and reasons why people may be invited to participate in that program, and they need to be assessed for suitability for that program.'⁸²
- 4.9. The Committee notes that the program is funded on a year-by-year basis.⁸³ The Committee recommends that this program have funding certainty. The Committee also recommends an assessment be made as to ways the program can be more readily accessible to perpetrators of domestic violence.

Recommendation 2

That the ACT Government assure ongoing funding for the Room4Change Program and seek ways to expand the Program so that it can help a greater segment of the community.

- 4.10. The Committee supports the first residential eating disorders clinic in the ACT and its support for patients with an eating disorder.
- 4.11. The Committee learnt that currently when a patient is discharged from hospital for an eating disorder, the transition to the home environment is particularly challenging and very difficult for families. This is because the patient is still fragile and nutritionally deprived and therefore not in a psychological or physical position to commence therapy such as the Eating Disorders Program.⁸⁴
- 4.12. The Committee heard about the challenges associated with caring for a person with an eating disorder. In the weeks after hospital discharge in the ACT a patient is individually assigned a visiting clinician to provide support. The visiting clinician is qualified in administering the Eating Disorders Program and works with the patient during their hospital stay and helps them transition into the Eating Disorders Program on their release from hospital.⁸⁵
- 4.13. The Committee is pleased to hear that patients have access to professional support after they leave hospital. Given the critical challenges noted in the treatment of these disorders, the Committee suggests a formal evaluation of the visiting-clinician phase of the Eating Disorders Program. The Committee also considers that this recommended evaluation is informed by an understanding of the patients' comfort in developing a functional rapport with the visiting clinician.

⁸² Ms Kirsty Windeyer, Co-ordinator for Family Safety and Coordinator General for the Prevention of Sexual Violence, *Committee Hansard*, 4 November 2022, p 70.

⁸³ *Committee Hansard*, 4 November 2022, p 69.

⁸⁴ *Committee Hansard*, 9 November 2022, p 80.

⁸⁵ Ms Katie McKenzie, Executive Director, Mental Health, Justice Health and Drug Services, *Committee Hansard*, 9 November 2022, p 80.

Recommendation 3

The ACT Government conduct an evaluation of the effectiveness of In-Reach Clinicians in providing the psychological support for patients following discharge from hospital for an eating disorder and whether further initiatives could be considered and introduced.

Youth homelessness

- 4.14. The Committee learnt of the opening of a new residential facility in Waramanga to provide support for young people under the age of 16 who are at risk of becoming homeless. The facility was the result of a pilot program led by the Youth Coalition and a number of community partners. From this pilot it was determined that the best way to support young people at risk of becoming homeless was through a residential facility.⁸⁶
- 4.15. The Committee heard that the facility seeks to reduce the risk of homelessness by helping youth work through domestic conflict. It provides a:
- therapeutic, family-centred response to help young-people re-engage (and) reconnect with their families work through the conflict they are experiencing and to provide a safe pathway for children and young people to either stay at home safely and to provide a safe pathway for children and young people to either stay at home safely or, again, if that is not going to be appropriate, to provide a planned pathway into alternative supports through Child and Youth Protection Services.⁸⁷
- 4.16. The Committee considers the Waramanga facility an excellent and important development in supporting young people at risk of homelessness. For this reason, the Committee would like to see such a facility replicated so that more young people can access these services.

Recommendation 4

The ACT Government establish a second residential facility located on the northside of Canberra to improve geographical access to support for young people who are at risk of homelessness.

Medical staff

- 4.17. Recruitment of medical staff at Canberra hospitals remains a challenge. The Committee learnt that in order to meet staff-to-patient ratios, an additional 55 FTE staff and 35 FTE staff are required at Canberra Health Services and Calvary Hospital respectively.⁸⁸

⁸⁶ *Committee Hansard*, 9 November 2022, p 135.

⁸⁷ *Committee Hansard*, 9 November 2022, p 135.

⁸⁸ *Committee Hansard*, 1 November 2022, p 6.

- 4.18. While the challenges in recruiting staff are multifaceted, the Committee learnt that the number of positions vacant is not a number that is easily tracked by current government data collection systems.⁸⁹
- 4.19. It is the Committee's view that in order gain a clearer understanding of gaps in staffing levels, it is important that Canberra Health Services collect and maintain data on the number of vacant positions.
- 4.20. In addition, the Committee suggests that Canberra Health Services also collect and maintain data of the time it takes for an advertised position to be filled. This information can give an indication as to how effective existing strategies are in attracting staff to Canberra hospitals.

Recommendation 5

The ACT Government keep records of the number of vacant medical staff positions at Canberra Health Services and Calvary Hospital as well as the average time taken for vacant medical positions to be filled.

Johnathan Davis MLA
Chair
4 April 2023

⁸⁹ *Committee Hansard*, 1 November 2022, p 5.

Appendix A: Witnesses

Tuesday, 1 November 2022

ACT Health Directorate, ACT Government

- **Ms Stephen-Smith**, Minister for Health, Minister for Aboriginal and Torres Strait Islander Affairs, and Minister for Families and Community Services
- **Ms Rebecca Cross**, Director-General
- **Mr Peter O'Halloran**, Chief Information Officer, Digital Solutions Division
- **Ms Liz Lopa**, Executive Group Manager, Strategic Infrastructure Division
- **Mr Jean-Paul Donda**, A/g Chief Finance Officer, Corporate & Governance Division
- **Mr Victor Martin**, Executive Branch Manager, Health Protection Service
- **Dr Dinesh Arya**, Chief Medical Officer, Office of Professional Leadership & Education
- **Mr Anthony Dombkins**, Chief Nursing and Midwifery Officer, Office of Professional Leadership and Education

Canberra Health Services, ACT Government

- **Ms Stephen-Smith**, Minister for Health
- **Mr Dave Pepper**, Chief Executive Officer
- **Mr Colm Mooney**, Executive Group Manager, Infrastructure and Health Support Services
- **Mr Michael Culhane**, Acting Deputy Director-General
- **Ms Janet Zagari**, Deputy Chief Executive Officer
- **Ms Kalena Smitham**, Executive Group Manager, People and Culture
- **Ms Cathie O'Neil**, Chief Operations Manager
- **Mr Grant Howard**, Executive Director, Medical Services
- **Ms Susan Freiberg**, Executive Director, Women, Youth and Children
- **Mr Nasa Walton**, Chief Information Officer

Major Projects Canberra, ACT Government

- **Ms Stephen-Smith**, Minister for Health
- **Mr Duncan Edghill**, Chief Projects Officer
- **Mr Martin Little**, SPIRE Project Director, Canberra Hospital Expansion Project

Thursday, 3 November 2022

Community Services Directorate, ACT Government

- **Ms Emma Davidson**, Assistant Minister for Families and Community Services, Minister for Disability, Minister for Justice Health, Minister for Mental Health, Minister for Veterans and Seniors
- **Ms Catherine Rule**, Director-General

- **Jo Wood**, Deputy Director-General
- **Anita Perkins**, Executive Group Manager, Communities
- **Ms Jacinta Evans**, Executive Group Manager, Strategic Policy
- **Dr Louise Bassett**, Executive Branch Manager, Strategic Policy
- **Ms Silvia Lopic**, Acting Executive Group Manager, Children, Youth and Families
- **Ms Christine Murray**, Executive Branch Manager, Communities
- **Ms Tina Brendas**, Executive Group Manager, Youth Justice
- **Alison Grace**, Deputy Centre Manager, Bimberi
- **Ellen Dunne**, Executive Branch Manager, Communities

Friday, 4 November 2022

Community Services Directorate, ACT Government

- **Ms Yvette Berry**, Deputy Chief Minister, Minister for Early Childhood Development, Minister for Education and Youth Affairs, Minister for Housing and Suburban Development, Minister for the Prevention of Domestic and Family Violence, Minister for Sport and Recreation and Minister for Women
- **Ms Catherine Rule**, Director-General
- **Ms Jo Wood**, Deputy Director-General
- **Ms Kirsty Windeyer**, Coordinator-General for Family Safety and Coordinator-General for the Prevention of Sexual Violence
- **Ms Vasiliki Bogiatzis**, Executive Branch Manager, Office of the Coordinator-General for Family Safety

Wednesday, 9 November 2022

ACT Health Directorate, ACT Government

- **Ms Emma Davidson**, Assistant Minister for Families and Community Services, Minister for Disability, Minister for Justice Health, Minister for Mental Health, Minister for Veterans and Seniors
- **Dr Elizabeth Moore**, Coordinator-General, Office for Mental Health and Wellbeing, Mental Health and Suicide Prevention Division
- **Ms Cheryl Garrett**, Executive Branch Manager, Mental Health and Suicide Prevention Division
- **Dr Dinesh Arya**, Chief Medical Officer and Chief Psychiatrist, Office of Professional Leadership and Education
- **Ms Rebecca Cross**, Director-General
- **Mr Michael Culhane**, A/g Deputy Director-General
- **Jean-Paul Donda**, A/g Chief Finance Officer, Corporate & Governance Division
- **Ms Liz Lopa**, Executive Group Manager, Infrastructure, Communications and Engagement Division

Canberra Health Services, ACT Government

- **Mr Dave Pepper**, Chief Executive Officer
- **Ms Katie McKenzie**, Executive Director, Mental Health, Justice Health and Alcohol and Drug Services
- **Ms Cathy O'Neill**, Chief Operations Officer
- **Ms Janet Zagari**, Deputy Chief Executive Officer

Community Services Directorate, ACT Government

- **Ms Stephen-Smith**, Minister for Health, Families and Community Services
- **Ms Catherine Rule**, Director-General
- **Ms Jo Wood**, Deputy Director-General
- **Anita Perkins**, Executive Group Manager, Communities Division
- **Ms Sally Gibson**, Executive Branch Manager, Quality, Complaints and Regulation
- **Ms Jacinta Evans**, Executive Branch Manager, Strategic Policy
- **Louise Bassett**, Executive Branch Manager, Strategic Policy
- **Ms Silvia Lopic**, Executive Group Manager Deputy, Children, Youth and Families
- **Melanie Saballa**, Executive Branch Manager, Next Steps
- **Ms Catherine Furner**, Executive Branch Manager, CYPS Operations, Children, Youth and Families
- **Sarah Kirk**, Senior Director, CYRIS Business System
- **Ms Jessica Summerrell**, Executive Branch Manager, Support Services for Children
- **Shane Nielsen**, Executive Group Manager, Corporate Services

Thursday, 10 November 2022

Community Services Directorate, ACT Government

- **Ms Yvette Berry**, Deputy Chief Minister, Minister for Early Childhood Development, Minister for Education and Youth Affairs, Minister for Housing and Suburban Development, Minister for the Prevention of Domestic and Family Violence, Minister for Sport and Recreation and Minister for Women
- **Ms Catherine Rule**, Director-General
- **Ms Jo Wood**, Deputy Director-General
- **Ms Sally Gibson**, Executive Branch Manager, Regulation, Assurance and Quality
- **Ms Louise Gilding**, Executive Group Manager, Housing ACT
- **Mr Geoff Aigner**, Executive Branch Manager – Client Services, Housing ACT
- **Ms Sanzida Akhter**, acting Executive Branch Manager - Housing and Homelessness Programs, Housing ACT
- **Ms Lauren Callaghan**, acting Executive Branch Manager – Infrastructure and Contracts, Housing ACT

- Mr Shane Nielsen, Executive Branch Manager - Business Transformation & Systems, Corporate Services
- Ms Skye Roland, Program Director, Growing and Renewing, Housing ACT

Community Services Directorate, ACT Government

- **Ms Rebecca Vassarotti**, Minister for Homelessness and Housing Services
- **Ms Catherine Rule**, Director-General
- **Ms Jo Wood**, Deputy Director-General
- **Ms Louise Gilding**, Executive Group Manager, Housing ACT
- **Mr Geoff Aigner**, Executive Branch Manager – Client Services, Housing ACT
- **Ms Sanzida Akhter**, A/g Executive Branch Manager - Housing and Homelessness Programs, Housing ACT
- **Ms Lauren Callaghan**, A/g Executive Branch Manager – Infrastructure and Contracts, Housing ACT
- **Mr Shane Nielsen**, Executive Branch Manager – Business Transformation & Systems, Corporate Services
- **Ms Skye Roland**, Program Director, Growing and Renewing, Housing ACT, Program Director, Growing and Renewing, Housing ACT

Appendix B: Questions on notice and taken on notice

Questions on notice

No	Date	Asked by	Asked of	Subject	Response received
20	07/11/2022	Castley	CHS	Johns and Deegan reviews	29/11/2022
21	07/11/2022	Castley	CHS	legal expenses and settlements	15/11/2022
22	07/11/2022	Castley	CHS	internal reviews	22/03/2023
23	07/11/2022	Castley	CHS	CHS Infrastructure 2 – reducing medical imaging equipment	16/11/2022
24	07/11/2022	Castley	ACTHD	Hydrotherapy	16/11/2022
25	07/11/2022	Castley	ACTHD	activities and associated costs of the Office of Professional Leadership and Education	16/11/2022
26	07/11/2022	Castley	CHS	CHS Infrastructure - Centenary Hospital for Women and Children Expansion Project	22/11/2022
27	07/11/2022	Castley	ACTHD	cross-border payments	15/11/2022
28	07/11/2022	Castley	CHS	CHS executive training and development	16/11/2022
29	07/11/2022	Castley	CHS	walk-in-centres targets	16/11/2022
30	07/11/2022	Castley	CHS	paediatric reviews	response not received
31	07/11/2022	Castley	CHS	nurse practitioners	16/11/2022
32	07/11/2022	Castley	CHS	nurse-to-patient ratios	16/11/2022
33	30/11/2022	Kikkert	CSD	Bimberi Youth Justice Centre	13/12/2022
34	30/11/2022	Kikkert	CSD	Resumption of the Functional Family Therapy - Youth Justice program	13/12/2022
35	30/11/2022	Kikkert	CSD	gas reduction at Bimberi Youth Justice Centre	13/12/2022
36	30/11/2022	Kikkert	CSD	Review of the youth justice system	13/12/2022
37	30/11/2022	Kikkert	CSD	therapeutic protection places for people involved in the youth justice system	13/12/2022
38	30/11/2022	Kikkert	CSD	ACT Domestic and Family Violence Death Review	14/12/2022

No	Date	Asked by	Asked of	Subject	Response received
39	30/11/2022	Kikkert	CSD	Family Violence Risk Assessment and Management Framework	14/12/2022
40	30/11/2022	Kikkert	CSD	Family Violence Safety Action Pilot	14/12/2022
41	30/11/2022	Kikkert	CSD	funding for community domestic violence frontline services	07/02/2022
42	30/11/2022	Kikkert	CSD	Health Justice Partnerships	14/12/2022
43	30/11/2022	Kikkert	CSD	historic review of domestic violence deaths in the ACT	07/02/2022
44	30/11/2022	Kikkert	CSD	establishment of a domestic and family violence information sharing scheme	07/02/2022
45	30/11/2022	Kikkert	CSD	Room4Change program	07/02/2022
46	30/11/2022	Kikkert	CSD	Multicultural Hub's Women's Service	07/02/2022
47	30/11/2022	Kikkert	CSD	Partnership with Care Inc to support people experiencing financial abuse	20/02/2023
48	30/11/2022	Kikkert	CSD	Respect@Work report recommendations	07/02/2022
49	30/11/2022	Kikkert	CSD	Room4Change program by DVCS #2	07/02/2022
50	30/11/2022	Kikkert	CSD	SAPRP Steering Committee recommendations	14/12/2022
51	30/11/2022	Kikkert	CSD	service for children under 12 who are victims of domestic violence	07/02/2022
52	30/11/2022	Kikkert	CSD	<i>We Don't Shoot Our Wounded</i> report recommendations	07/02/2022
53	01/12/2022	Kikkert	CSD	Best Start Strategy	21/12/2022
54	01/12/2022	Kikkert	CSD redirected to AG (JACS)	Care and Protection Intensive List	11/12/2022
55	01/12/2022	Kikkert	CSD	Carer Wellbeing Joint Committee	13/01/2023
56	01/12/2022	Kikkert	CSD	child protection court appearances	21/12/2022
57	01/12/2022	Kikkert	CSD	Aboriginal and Torres Strait Islander Co-Design Network	13/01/2023
58	01/12/2022	Kikkert	CSD	internal review of decisions	02/02/2023
59	01/12/2022	Kikkert	CSD	investing to improve family visits	16/01/2023

No	Date	Asked by	Asked of	Subject	Response received
60	01/12/2022	Kikkert	CSD	modernising the <i>Children and Young People Act 2008</i>	13/01/2023
61	01/12/2022	Kikkert	CSD	Next Steps for Kids actions plans	21/12/2022
62	01/12/2022	Kikkert	CSD	Our Booris, Our Way Implementation Oversight Committee	21/12/2022
63	01/12/2022	Kikkert	CSD	role of Children and Young People Commissioners in external/internal review	13/01/2023
64	01/12/2022	Kikkert	CSD	Safe and Connected Youth Program residential home	13/01/2023
65	01/12/2022	Kikkert	CSD	stage 2 review of Step Up for Our Kids	16/01/2023
66	01/12/2022	Kikkert	CSD	update on residential care provider recruitment	16/01/2023
67	01/12/2022	Kikkert	CSD	weekly CYPS reporting	21/12/2022
68	01/12/2022	Kikkert	CHS	COVID-19 processes	05/01/2023
69	01/12/2022	Kikkert	CHS	Hume Health Centre expansion	16/12/2022
70	01/12/2022	Kikkert	CHS	official visitor complaints	05/01/2023
71	01/12/2022	Kikkert	CHS	Government response to the 'Management of detainee mental health services in the Alexander Maconochie Centre' Auditor-General report	05/01/2023
72	01/12/2022	Kikkert	CHS	overdoses in the AMC	16/12/2022
73	01/12/2022	Kikkert	CHS <i>redirected to ACTHD</i>	social and health research	05/12/2022
74	01/12/2022	Kikkert	CHS	oral health at AMC	16/12/2022
75	01/12/2022	Kikkert	CHS	non-emergency dental, psychiatrist and optometrist waiting lists at AMC	05/01/2023
76	01/12/2022	Castley	CHS	average length of services	13/01/2023
77	01/12/2022	Castley	CHS	appropriate use of leave	13/01/2023
78	01/12/2022	Castley	CHS	radiation therapy	13/01/2023
79	01/12/2022	Castley	ACTHD	southside hydrotherapy 2 (duplicate question – QoN 24)	16/11/2022
80	01/12/2022	Castley	CHS	radiation therapy 2	13/01/2023
81	01/12/2022	Castley	CHS	leave entitlements	13/01/2023
82	01/12/2022	Castley	CHS	monthly benchmarking packages	13/01/2023

No	Date	Asked by	Asked of	Subject	Response received
83	01/12/2022	Parton	CSD	social housing number of properties	14/12/2022
84	01/12/2022	Parton	CSD	growing and renewing Public Housing relocations	14/12/2022
85	01/12/2022	Parton	CSD	homelessness strategy One Link and Live Experiences	08/12/2022
86	01/12/2022	Parton	CSD	growing and renewing public housing	14/12/2022
87	01/12/2022	Parton	CSD	consultation with neighbouring properties	14/12/2022
88	01/12/2022	Parton	CSD	property upkeep	14/12/2022
89	01/12/2022	Parton	CSD	Indigenous Council to Homeless Persons	14/12/2022

Questions taken on notice

No.	Date	Asked by	Asked of	Subject	Response received
1	01/11/2022	Davis	CHS	vacant positions in CHS	22/11/2022
2	01/11/2022	Milligan	CHS	cost of risk management training	15/11/2022
3	01/11/2022	Milligan	CHS	range and quality of safety indicators	15/11/2022
4	01/11/2022	Castley	CHS	cost and hours spent on executive training	15/11/2022
5	01/11/2022	Milligan	CHS	turnover of senior nurses	15/11/2022
6	01/11/2022	Milligan	CHS	how much of roadmap and review has been completed	16/11/2022
7	01/11/2022	Castley	MPC	how much has been spent on the Canberra Hospital Expansion project	15/11/2022
8	01/11/2022	Milligan	HD	hydrotherapy facility	15/11/2022
9	01/11/2022	Castley	CHS	rate of use of hydrotherapy facility	15/11/2022
10	01/11/2022	Castley	CHS	John's review - specifics	15/11/2022
11	01/11/2022	Davis	CHS	presentations at public hospitals for dental issues	16/11/2022

No.	Date	Asked by	Asked of	Subject	Response received
12	01/11/2022	Castley	CHS	complaints in regard to radiation	15/11/2022
13	01/11/2022	Castley	CHS	gap in junior doctors	15/11/2022
14	01/11/2022	Castley	CHS	number and cost of staff at walk in centres	21/11/2022
15	03/11/2022	Milligan	CSD	tool to identify reasonable adjustments	17/11/2022
16	03/11/2022	Milligan	CSD	number of appearances in the Children and Supreme Courts for youth justice	11/11/2022
17	03/11/2022	Paterson	CSD	Behaviour Management Framework	11/11/2022
18	03/11/2022	Milligan	CSD	Functional Family Therapy Youth Justice evaluation	11/11/2022
19	03/11/2022	Paterson	CSD	contraband in Bimberi	13/11/2022
90	02/03/2022	Davis	HD	Step-Up Step-Down program: number of participants	29/11/2022
91	02/03/2022	Davis	HD	Step-Up Step-Down program: number of refusals	29/11/2022
92	02/03/2022	Davis	HD	impacts of intern prescribing	01/12/2022
93	02/03/2022	Cocks	HD	peer worker positions funded by ACT Health	25/11/2022
94	02/03/2022	Paterson	CSD	complaints against particular business units	21/12/2022
95	02/03/2022	Milligan	CSD	Therapeutic Care Court	16/01/2023
96	02/03/2022	Milligan	CSD	permanency and adoption orders within child protection	21/12/2022
97	02/03/2022	Davis	CSD	expressions of interest in Housing ACT properties	14/12/2022
98	04/03/2022	Parton	CSD	sub-letting of Housing ACT properties	07/12/2022
99	04/03/2022	Davis	CSD	tenant eviction from Housing ACT property	07/12/2022
100	04/03/2022	Paterson	CSD	children and young people in foster or kinship care	21/12/2022
101	04/03/2022	Milligan	CSD	Reasonable Adjustments policy	17/11/2022