



ACT Health

FOI19-13



Dear [REDACTED]

Freedom of Information Request: FOI19/13

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by ACT Health Directorate on 12 March 2019 in which you sought access to:

"I would like copies of documents related to maternity health services:

- *Copies of briefs prepared for the Minister for Health and Wellbeing on maternity services including the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II Hospital since October 1 2018. These briefs may include, but are not limited to, General Briefs, Question Time Briefs, Estimates Briefs and Annual Report Briefs;*
- *Correspondence with the Canberra Mothercraft Society regarding the future of the Queen Elizabeth II Hospital from 1 January 2016 to the present day;*
- *Documents sent to the Director-General of ACT Health related to maternity services in the ACT including documents related to the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II dated from 1 October 2018 to the current day;*
- *Documents related to the search for another organisation to run the Queen Elizabeth II Hospital dated since 1 October 2018;*
- *Communications strategy related to the transfer of the Queen Elizabeth II Hospital from the Canberra Mothercraft Society in 2019 and related correspondence;*
- *Documents prepared for the ACT Health Business Support and Infrastructure Committee related to maternity services including the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II hospital."*

I am an Information Officer appointed by the Director-General of ACT Health under section 18 of the Act to deal with access applications made under Part 5 of the Act.

ACT Health Directorate was required to provide a decision on your access application by 17 May 2019.

Decision on access

Searches were completed for relevant documents and 61 documents were identified that fall within the scope of your request.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document and the access decision for each of those documents.

I have decided to grant full access to seven documents and partial access to 53 documents. I have decided to grant access, under section 50 of the Act, to copies of these documents with deletions applied to information that I consider would be contrary to the public interest to disclose.

I have decided to refuse access to one document as I consider the document to be contrary to the public interest information under schedule 1 of the Act

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Document 34 of the identified documents is entirely composed of or contains information that is considered to be contrary to the public interest to disclose under schedule 1.6(1)(a) of the Act. The information contained in the document relates to information that has been submitted to Cabinet for its consideration and that was brought into existence for that purpose.

Documents 3-14, 17-21, 23-24, 26-29, 31-33, 35-36, 39-42 and 45-61 of the identified documents are composed of, or contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is personal information about individuals.

Public Interest Factors Favouring Disclosure

I have identified that there are no factors favouring disclosure of this information under Schedule 2, section 2.1.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights ACT 2004.

On balance, the information identified is contrary to the public interest and I have decided not to disclose this information.

Documents 43 and 44 of the identified documents are composed of, or contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is personal information about individuals and information that may prejudice an agency's ability to obtain confidential information.

Public Interest Factors Favouring Disclosure

I have identified that there are no factors favouring disclosure of this information under Schedule 2, section 2.1.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights ACT 2004.
- Schedule 2.2(a)(xii) prejudice an agency's ability to obtain confidential information

On balance, the information identified is contrary to the public interest and I have decided not to disclose this information.

Documents 15 and 21 of the identified documents are composed of, or contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these documents concerns possible organisations which may submit a tender for the provision of services to ACT Health.

The disclosure of these organisations names could have an adverse effect on the ACT Government's ability to ensure confidentiality of third party information prior to the finalisation of a tendering process.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2.1(a)(i) the release of the document could be expected to promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a) (ii), the release of the documents could contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2.2(a)(xiii) prejudice the competitive commercial activities of an agency
- Schedule 2.2(a)(xii) prejudice an agency's ability to obtain confidential information
- Schedule 2.2(a)(xvii) prejudice a deliberative process of government

As the release of these documents could prejudice the agency's ability to obtain confidential information and prejudice the competitive commercial activities of an agency and the deliberative functions of government, I have decided to partially release the documents.

Document 16 contains information outside the scope of your request. I have decided to release the document, with deletions applied to information not relevant to your access application

Charges

Processing charges are not applicable to this request.

Online publishing – disclosure log

Under section 28 of the Act, ACT Health maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the ACT Health disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is

published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au.

ACT Civil and Administrative Tribunal (ACAT) review

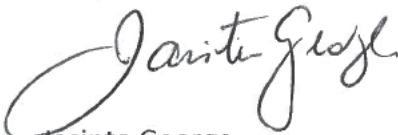
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

If you have any queries concerning ACT Health's processing of your request, or would like further information, please contact the FOI Coordinator on 5124 9829 or email HealthFOI@act.gov.au.

Yours sincerely



Jacinta George
Executive Group Manager
Health System Planning and Evaluation

14. May 2019



FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	<p>"I would like copies of documents related to maternity health services:</p> <ul style="list-style-type: none">• Copies of briefs prepared for the Minister for Health and Wellbeing on maternity services including the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II Hospital since October 1 2018. These briefs may include, but are not limited to, General Briefs, Question Time Briefs, Estimates Briefs and Annual Report Briefs;• Correspondence with the Canberra Mothercraft Society regarding the future of the Queen Elizabeth II Hospital from 1 January 2016 to the present day;• Documents sent to the Director-General of ACT Health related to maternity services in the ACT including documents related to the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II dated from 1 October 2018 to the current day;• Documents related to the search for another organisation to run the Queen Elizabeth II Hospital dated since 1 October 2018;• Communications strategy related to the transfer of the Queen Elizabeth II Hospital from the Canberra Mothercraft Society in 2019 and related correspondence;	FOI19-13

	<p>•Documents prepared for the ACT Health Business Support and Infrastructure Committee related to maternity services including the Centenary Hospital, Calvary Public Hospital and Queen Elizabeth II hospital.”</p>	
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Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1.	1	Question Time Brief – QEII Family Centre	7 March 2019	Full release		Yes
2.	2-4	Question Time Brief – Maternity Services in the ACT	7 March 2019	Full release		Yes
3.	5	Email – CHS Representative	6 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
4.	6-8	Media Response – QEII Follow Up	5 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
5.	9-13	Email – Attachments: letter From CMS to ACT Health, draft deed of transfer, draft asset sale agreement	5 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
6.	14-16	Email – Final Media Release	4 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
7.	17-18	Email – Material for Joint Announcement	4 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
8.	19-21	Email – Media Release for QEII Announcement	4 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
9.	22-23	Email - QEII Contact Person	4 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes

10.	24-26	Email – Material For Joint Announcement with CMS	4 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
11.	27-34	Emails – Attachments: Draft media release, Media Q&A	3 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
12.	35-40	Email – Attachments: Draft Media Release, CMS Input, Q&A	3 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
13.	41-43	Emails – QEII Announcement	1 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
14.	44-45	Emails – QEII Announcement	1 March 2019	Partial release	Schedule 2.2(a)(ii)	Yes
15.	46-47	Emails – Update on QEII	28 February 2019	Partial release	Schedule 2.2(a)(ii), 2.2(a)(xii)2.2(a)(xiii), 2.2(a)(xvii)	Yes
16.	48-49	Meeting Notes – QEII Transitions to Another Provider	28 February 2019	Partial release	Information outside scope of request	Yes
17.	50-66	Emails – Attachments: CMS Communication Strategy	28 February 2019	Partial release	Schedule 2.2(a)(ii)	Yes
18.	67-70	Emails – Attachment: Ministerial Brief February 2019	27 February 2019	Partial release	Schedule 2.2(a)(ii)	Yes
19.	71	Email – Transition out plan	22 February 2019	Partial release	Schedule 2.2(a)(ii)	Yes
20.	72-76	Emails – Attachments: Letter to QEII, Site Visits, Letter to Chair of Standing Committee	12 February 2019	Partial release	Schedule 2.2(a)(ii)	Yes

21.	77-82	Ministerial Brief – QEII Transition	6 February 2019	Partial release	Schedule 2.2(a)(ii), 2.2(a)(xii)2.2(a)(xiii), 2.2(a)(xvii)	Yes
22.	83-85	Question Time Brief – Maternity Services in the ACT	25 January 2019	Full release		Yes
23.	86-92	Director-General Minute – Letter from ANMF regarding QEII	21 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
24.	93-94	Email – Attachment: Letter	21 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
25.	95-105	Emails – Attachment: Model of Care QEII	18 January 2019	Full release		Yes
26.	106-107	Emails – Request for Tender Documentation	9 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
27.	108-205	Emails – Attachments: QEII Equipment and Fitout Lists, Patient Pathways and Service Information	8 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
28.	206	Email – Request for Tender Documentation	2 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
29.	207	Emails – Information Regarding QEII	2 January 2019	Partial release	Schedule 2.2(a)(ii)	Yes
30.	208	Emails – Reference Group QEII	21 December 2018	Full release		Yes
31.	209	Email – CMS Communications Strategy	19 December 2018	Partial release	Schedule 2.2(a)(ii)	Yes

32.	210-214	Ministerial Brief – Update of QEII and negotiations with CMS	19 December 2018	Partial release	Schedule 2.2(a)(ii)	Yes
33.	215-216	Email – Attachment Correspondence re Tendering Process	14 December 2018	Partial release	Schedule 2.2(a)(ii)	Yes
34.	217-239	Ministerial Brief – Cabinet Information	December 2018	Refused	Schedule 1.6(a)(1) – Cabinet Information	No
35.	240-242	Email – Attachment: Correspondence re tendering Process for QEII	12 December 2018	Partial release	Schedule 2.2(a)(ii)	Yes
36.	243-256	Email – Attachment: CMS Communication Strategy	14 November 2018	Partial release	Schedule 2.2(a)(ii)	Yes
37.	257	Question Time Brief – QEII (Mothercraft Matter)	12 November 2018	Full release		Yes
38.	258-259	Question Time Brief – QEII (Mothercraft matter)	29 October 2018	Full release		Yes
39.	260-261	Emails – CMS Staff and Member Notification	28 October 2018	Partial release	Schedule 2.2(a)(ii)	Yes
40.	262-265	Email – Attachment: Ministerial Brief CMS	27 October 2018	Partial release	Schedule 2.2(a)(ii)	Yes
41.	266-270	Ministerial Brief – CMS Service Funding Negotiations	25 October 2018	Partial release	Schedule 2.2(a)(ii)	Yes
42.	271-281	Emails – Attachment Deed of Variation	12 October 2018	Partial release	Schedule 2.2(a)(ii)	Yes

43.	282-284	Emails – Funding Confirmation	5 October 2018	Partial release	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii)	Yes
44.	285-292	Emails – Attachment: Signed Deed of Variation	30 September 2018	Partial release	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii)	Yes
45.	293-296	Emails – CMS Funding price for 2018-2019	26 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
46.	297-299	Emails – CMS Funding Price	26 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
47.	300-306	Emails – Attachment: Deed of Variation	21 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
48.	307-308	Email – Deed of Variation	21 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
49.	309	Email – Deed of Variation	21 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
50.	310-311	Emails – Model Economic Dependency Clause	21 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
51.	312-314	Email – Attachments: QEII Leave Liabilities, Income and Expenditure statement	20 August 2018	Partial release	Schedule 2.2(a)(ii)	Yes
52.	315-369	Email – Attachment: Draft SFA Mothercraft August 2017	11 August 2018	Partial release	Schedule 2.2(a)(ii)	Yes
53.	370-463	Email – Attachments: QEII Service Delivery Model, estimated Transition Out Budget, CMS	2 August 2018	Partial release	Schedule 2.2(a)(ii)	Yes

		Response to DG Letter, QEII Finance Service and Staffing Data				
54.	464-467	Email – Attachment: Correspondence to CMS	1 August 2018	Partial release	Schedule 2.2(a)(ii)	Yes
55.	468	Emails – Letter of Extension	21 June 2017	Partial release	Schedule 2.2(a)(ii)	Yes
56.	469-470	Letter – To CMS	16 June 2017	Partial release	Schedule 2.2(a)(ii)	Yes
57.	471-473	Letter – To CMS	31 July 2018	Partial release	Schedule 2.2(a)(ii)	Yes
58.	474-477	Emails – Attachment: Meeting Record	12 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
59.	478-479	Email – Draft SFA	4 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
60.	480	Email – Draft SFA	4 September 2018	Partial release	Schedule 2.2(a)(ii)	Yes
61.	481	Letter to CMS	15 June 2016	Partial release	Schedule 2.2(a)(ii)	Yes
Total No of Docs						
61						

QUESTION TIME BRIEF

GBC19/23

Portfolio/s: Health and Wellbeing

ISSUE: QEII FAMILY CENTRE
Talking points:

- Canberra Mothercraft Society (CMS) currently delivers early parenting support and education services at the Queen Elizabeth II Family Centre (QEII).
- CMS will exit service delivery at the end of their current contract on 30 June 2019.
- I would like to take this opportunity to thank Canberra Mothercraft Society for the many years of service and care they have provided for ACT families.
- The ACT Health Directorate is currently engaged in a process to find a new provider for the Queen Elizabeth II Family Centre to ensure this service remains available for families of the ACT.
- The ACT Health Directorate (AHD) is proposing to conduct a targeted select tender process, offering a short-term (12 month + 12 month option) contract on a select or single select basis to allow time for a full open tender process to be completed.
- This approach will ensure continuity of the service whilst the AHD undertakes a more detailed analysis of current and future service needs.
- Given the uncertainties, AHD is working with the Women, Youth and Children (WY&C) Division of Canberra Health Services on a fall back option of CHS taking over operations should AHD be unable to secure a new service provider from 1 July 2019.

Key Information:

- Given the procurement timeframes and complexity, it is not possible to undertake a full open tender process prior to 30 June 2019.
- On 6 February 2019, the Minister for Health & Wellbeing, Meegan Fitzharris, MLA, approved the option of a targeted select tender process.
- AHD will be working closely with CMS and the new provider to ensure a smooth transition for the service.
- Given the uncertainties, AHD is working with the Women, Youth and Children (WY&C) Division of CHS on a fall back option of CHS taking over operational responsibility should AHD be unable to secure a service provider from 1 July 2019.

Cleared as complete and accurate:	07/03/2019	
Cleared by:	Executive Branch Manager	Ext: 49699
Contact Officer name:	Megan Wall	Ext: 49674
Lead Directorate:	Health	
Cleared for release	Choose an item	
Information Officer name:	Sarah Galton	
TRIM Ref:	GBC19/23	

QUESTION TIME BRIEF

GBC19/92

Portfolio: Health & Wellbeing

ISSUE: MATERNITY SERVICES IN THE ACT

Talking points:

- The ACT Government continues to make maternity services in the ACT a priority.
- Over the next three years the ACT Government has committed \$65.5 million to continue the expansion of the Centenary Hospital for Women and Children (CHWC) to provide additional capacity and support for maternity and paediatric services.
- I have provided a submission to the current Inquiry into Maternity Services in the ACT. I understand that the Committee will visit all ACT maternity units.
- I look forward to receiving the Committee's report and considering its findings as we expand and improve maternity services in the ACT.

Key Information

- On 18 September 2018 an inquiry into maternity services in the ACT was announced by the Chair of the Standing Committee on Health, Ageing and Community Care, Mr Michael Pettersson MLA.
- Minister Fitzharris provided a submission to the Inquiry on 20 December 2018. Prepared by the ACT Health Directorate, this was informed by advice from Canberra Health Services and Calvary Public Hospital Bruce (CPHB).
- The Committee visited the CHWC in February 2019. The visits to CPHB and the Queen Elizabeth II Family Centre have been deferred until after the Committee has conducted a separate inquiry into the personal use of cannabis.

Cleared as complete and accurate:	07/03/2019	
Cleared by:	Executive Group Manager	Ext: 49808
Contact Officer name:	Paul Wyles	Ext: 49751
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Amber Shuhyta	
TRIM Ref:	GBC19/92	

Background Information

- Maternity services at public hospitals in the ACT are provided in a multidisciplinary team model offering women a variety of options for their care during pregnancy, birth, and postnatally. The available options include general practitioner shared care; midwife led care; private midwife led care; and obstetrician led care.
- The safety and quality of the maternity care provided by Canberra Health Services is assured through a comprehensive clinical governance system involving the Division of Women, Youth and Children Quality and Safety Committee, Maternity Quality and Safety Committee, and the Perinatal Mortality and Morbidity Committee. The divisional committee reports to the Canberra Health Services Executive Committee and the Canberra Health Services Clinical Review Committee.

Summary of Maternity Care Options Across CHWC and CPHB

Care options	CHWC	CPHB
General practitioner shared care	✓	✓
Continuity of midwifery care	✓	✓
Private midwifery led care	✓	✓
Obstetrician led care	✓	✓
Maternity assessment unit	✓	✓
Early pregnancy assessment unit	✓	✓
Postnatal care	✓	✓
Low and acceptable risk factor pregnancies	✓	✓
Neonatal special care	✓	✓
Neonatal intensive care	✓	X
High risk factor pregnancies	✓	X

Issues

Demand for Maternity services in the ACT

- There has been significant media coverage of maternity services in the ACT and, in particular, the demand levels and the impact of that demand on staffing levels and morale. Birthing events at CHWC have increased from 2,743 in 2010-11 to 3,561 in 2016-17 (annual growth of 4.5 per cent). Increases in beds over this period have been made in line with the increase in demand.
- Canberra Health Services acknowledges the concerns raised last year by some staff at CHWC. Canberra Health Services has been working with staff and their representatives to ensure they are supported and their concerns are addressed appropriately. All issues of any nature raised by staff are fully investigated.

Cleared as complete and accurate:	07/03/2019	
Cleared by:	Executive Group Manager	Ext: 49808
Contact Officer name:	Paul Wyles	Ext: 49751
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Amber Shuhyta	
TRIM Ref:	GBC19/92	

- Canberra Health Services recognises that all staff at CHWC are caring people who want to provide the very best care for women and their families.
- The table below shows the distribution of births across maternity services in the ACT, by month for 2017.

Month of birth (2017)	Canberra Hospital	Calvary Bruce Public	Calvary John James	Calvary Bruce Private	Private Homebirth	ACT
January	334	155	89	4	0	582
February	289	123	78	4	0	494
March	318	140	84	6	1	549
April	291	129	73	2	0	495
May	308	133	82	5	0	528
June	288	133	90	6	1	518
July	306	128	86	1	1	522
August	325	148	64	2	0	539
September	351	133	57	0	0	541
October	325	133	97	2	0	557
November	315	125	64	4	1	509
December	290	99	72	2	0	463
Total	3740	1579	936	38	4	6297
Monthly average	311.7	131.6	78	3.2	0.3	524.8

Cleared as complete and accurate:	07/03/2019	
Cleared by:	Executive Group Manager	Ext: 49808
Contact Officer name:	Paul Wyles	Ext: 49751
Lead Directorate:	Health	
Cleared for release	Yes	
Information Officer name:	Amber Shuhyta	
TRIM Ref:	GBC19/92	

Cramond, Sarah (Health)

From: Bartholomew, Carolyn (Health)
Sent: Wednesday, 6 March 2019 12:12 PM
To: McDonald, Bernadette (Health)
Cc: McGregor, Leonie (Health); De'Ath, Michael (Health)
Subject: FW: CHS representative for QEII service provision

UNCLASSIFIED

Hello Bernadette

As you may be aware, the current provider for services at the QEII Family Centre in Curtin, Canberra Mothercraft Society, has advised of their intention to transition out from managing the service when their current contract expires 30 June 2019. The Minister has now signed off on the recommendation for a select tender process (12 month + 12 month option) to be pursued with alternate providers. We have two potential providers identified and we are currently preparing a draft Statement of Requirement to engage with them in initial discussions and we are working towards having a new provider in place prior to 30 June to ensure a smooth transition.

As a contingency, the Minister has asked that we simultaneously work with Canberra Health Service to plan for continuation of current service provision in the event that the proposed select tender process is not successful in securing a new provider before 30 June 2019. This 'option B' would see CHS assume operational management of the service in the short term prior to undertaking a full open tender process.

Whilst every effort will be made to avoid this plan being put into action, we acknowledge this as a risk and request your nomination of a suitable representative from Canberra Health Services. This representative will form part of the Steering Committee for this project and will inform the development of the CHS contingency plan, service review activities and alignment with the maternity access strategy.

I would be happy to clarify any questions that you may have.

Many thanks Carolyn

Carolyn Bartholomew | A/g Executive Group Manager
Health System Planning & Evaluation Division | Health Systems, Policy & Research Group
ACT Health Directorate | ACT Government
Level 4, 2-6 Bowes Street, Phillip ACT 2606 | GPO Box 825 Canberra ACT 2601 | www.act.health.gov.au
Phone (02) 620 52646 | Mobile [REDACTED]

QEII follow up

Canberra Times

Journalist: [REDACTED]

Deadline: 1pm 5 March

Line area: DDGHSPR

It's Cassandra from The Canberra Times here. I'm doing a follow today about the Canberra Mothercraft Society bowing out of its role at the Queen Elizabeth II Family Centre and was wondering if I could please have a response to the following questions by my DEADLINE 4PM TODAY.

1. Why was the Canberra Mothercraft Society operating off the 2013-2016 service funding agreement up until 2019?

CMS wasn't operating off a 2013-2016 service funding agreement. The Agreement was varied through Deeds of Variation, with the latest due to expire in June 2019.

2. What was the society's funding in 2016, 2017, 2018, and 2019?

Enquiry:	2015-16	\$3,176,275
	2016-17	\$3,467,100
	2017-18	\$3,467,100
	2018-19	\$3,670,880

3. How much does declining revenue from private health insurance provider's impact funding for public health services?

Funding for public hospital services is complex. In general, services which charge private health insurance do not attract public subsidy through national hospital funding mechanisms.

In relation to QEII ACT Health provided funding to support 1400 occasions of service.

ACT Health understands that CMS chose to provide additional services beyond the services funded by ACT Health through private admission.

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

4. How much more funding was the Mothercraft Society offered to continue operating QEII?

ACT Health was negotiating a four year funding package valued at in excess of \$17 million dollars

5. What's the budget for the new service?

This is subject to negotiation between ACT Health and potential new providers.

6. Will a new care provider mean a different type of service - such as an expanded organisation - to the current incarnation of QEII? For example, how many cases would a new service be expected to take on?

The core services available at QEII will continue. As we review the service over time there may be an expansion of functions to meet community need.

7. There are extensive accreditation processes and standards in place for services such as the QEII. Is it viable for a small organisation such as the Canberra Mothercraft Society to work within these given their resources?

All organisations providing services in the ACT must comply with accreditation processes and standards as necessary under relevant legislation. ACT Health believes this is appropriate for all service providers, these obligations are agreed upon at the time of initial contract negotiations.

8. What would be the contracted term for a new provider? Will it be three years or longer? Why?

This is subject to negotiation between ACT Health and potential new providers.

9. Just to chase up what I was saying before ... it's my understanding now that the government did indeed decide that services should be subject to an open tender in 2016, but the QEII have managed to extend their old agreement (2013-16) out until now without being made subject to the open tender process. But in order for them to continue on past June 30 (when the extended agreement expires), they would have to complete this open tender process to start a new agreement for 2019 onwards.

This is not correct.

ACT Health wrote to CMS in 2016 to inform them that QEII would not be subject to open tender as part of ACT Health's 2016-1029 procurement of health services.

In 2018 ACT Health commenced negotiating for a 4-year agreement which would have an end date in June 2022 had the agreement been signed.

Response

Attributable to (insert name of spokesperson):

ENDS

Approvals

Clearance:
DDG level – Leonie McGregor 5 March 2019

Note: this is an internal document used only to develop responses for media enquiries. The final media response will be provided to the journalist or relevant Minister's office via email.

Briones, Danielle (Health)

From: Bartholomew, Carolyn (Health)
Sent: Tuesday, 5 March 2019 2:54 PM
To: Wall, Megan (Health)
Subject: FW: CMS required Tender clauses for QEII
Attachments: image001.png; ATT00001.htm; image004.png; ATT00002.htm; CMS Letter to LM 4 March 19.pdf; ATT00003.htm; CMS Deed of Transfer of Records V.1.docx; ATT00004.htm; CMS Asset transfer agreement March 2019.docx; ATT00005.htm

UNCLASSIFIED

From: Bartholomew, Carolyn (Health)
Sent: Tuesday, 5 March 2019 12:24 PM
To: Galton, Sarah (Health) <Sarah.Galton@act.gov.au>; Emerson, Marc (Health) <Marc.Emerson@act.gov.au>; .negan.wall@act.gov
Subject: Fwd: CMS required Tender clauses for QEII

FYI

Sent from my iPad

Begin forwarded message:

From: [REDACTED] (Health)" <[REDACTED]@act.gov.au>
Date: 4 March 2019 at 5:23:47 pm AEDT
To: "McGregor, Leonie (Health)" <Leonie.McGregor@act.gov.au>
Cc: "Bartholomew, Carolyn (Health)" <Carolyn.Bartholomew@act.gov.au>
Subject: CMS required Tender clauses for QEII

UNCLASSIFIED

Dear Leonie,

I promised at our meeting of 1 March to provide you with the draft clauses that would be required to mitigate the cost of involuntary redundancies at QEII. I have also included Draft Agreements that an incoming provider will need to be expected to sign with CMS in relation to the Assets and the medical records. We must sell the assets to meet the transfer of business test and thus the transfer of staff (minimising redundancies) and the transfer of medical records is expected under the current Deed of Variation.

If any of this requires further explanation please don't hesitate to contact me.

Regards,

[REDACTED]
 [REDACTED]
 Queen Elizabeth II Family Centre
 PO Box 126
 (129 Carruthers Street)
 Curtin ACT 2605
 Australia

Ph: +61 [REDACTED]
Fax: + 61 2 62052344
e mail: [REDACTED]@act.gov.au



Queen Elizabeth II Family Centre

SOCIETY INC

129 Carruthers Street
 Curtin ACT 2605
 Email: Info@cmsinc.org.au
 Tel: (02) 6205 2333

PO Box 126
 Curtin ACT 2605
www.cmsinc.org.au
 Fax: (02) 6205 2344

Ms Leonie McGregor
 Deputy Director General
 Deputy Director-General Health Systems, Policy and Research
 GPO Box 825
 Canberra ACT 2601

Dear Leonie,

Preparations to transition out CMS from delivery of services at Queen Elizabeth II Family Centre

I refer to our discussions in relation to the handover of the services at the Queen Elizabeth II Family Centre from CMS to a new service provider.

As you are aware, CMS is currently preparing to transition out from delivery of services. One of the key transition out activities that needs to be addressed before a new service provider is appointed relates to the potential transfer of CMS staff to the new service provider.

Both CMS and the ACT Government, as reaffirmed by the Minister today, have expressed a mutual desire to provide continuity of employment for those staff who wish to continue in their current roles at the Queen Elizabeth II Family Centre. To facilitate this and to ensure a smooth handover of services, it will be necessary for the ACT Government to impose an obligation on the new service provider to offer employment to as many of the CMS staff as possible.

Below we set out the clauses that we consider the ACT Government will need to include in its request for quote to seek a new service provider and in its service delivery Agreement. The clauses have been drafted to facilitate an orderly transfer of services.

The consequence of implementing these terms and conditions into the request for quote and service delivery agreement is that CMS employees may not need to be made redundant (and by virtue of the funding agreement between CMS and the ACT Government, the ACT Government will be able to minimise the ACT Government's liability in relation to those redundancies).

Clauses to be implemented

The new service provider should be required to:

- make offers of employment to the CMS employees on substantially the same terms as which they are currently employed and on the basis that their prior service is recognised;
- make its offers of employment conditional upon the employee's resignation from CMS; and
- enter into an arrangement with CMS for the transfer of the Assets at the QEII Family Centre.

The clauses we propose are as follows:

1. DEFINITIONS

CMS means Canberra Mothercraft Society Inc ABN 27 358 139 470.

Employee means employees employed by CMS at the Queen Elizabeth II Family Centre located at 129 Carruthers St, Curtin ACT 2605.

2. EMPLOYEES

Within 7 Business Days of entering into a contract for the provision of services with the ACT Government, the New Provider must offer, each CMS Employee it wishes to engage, employment on the following basis:

(a) the offer of employment must be conditional upon the Employee resigning from employment with CMS with effect from the day on which CMS ceases to operate the QEII Family Centre;

(b) the employment with the New Provider must commence on the day after CMS ceases to operate the QEII Family Centre;

(c) the offer must be on terms and conditions that, when considered on an overall basis, are substantially similar to, and no less favourable than, the terms of the Employee's employment with CMS at the time the offer of employment is made by the New Provider;

(d) the New Provider will recognise the Employee's service with CMS, including for the purpose of personal leave, annual leave, long service leave and redundancy pay as if employment by the New Provider started on the date the Employee commenced employment with CMS.

Note: CMS will make a contribution to the new service provider in recognition of the New Provider taking on the accrued annual leave, long service leave and personal leave liabilities of CMS employees who accept employment with the New Provider.

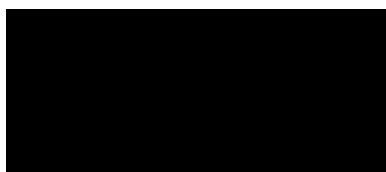
3. ASSETS

The New Provider must execute agreements with CMS substantially in the form of the agreements at Schedule [XX] to transfer the current fit-out at the QEII Family Centre and the health records of current patients.

We have **attached** a copy of the draft agreements that we would propose the new service provider executes for the transfer of the fit out, assets and records related to the provision of services at the QEII Family Centre.

Please do not hesitate to contact me should you wish to discuss the proposed clauses.

Yours sincerely,



4 March 2019

Cramond, Sarah (Health)

From: Bartholomew, Carolyn (Health)
Sent: Monday, 4 March 2019 3:17 PM
To: Pulli, Tracey (Health)
Subject: RE: FITZHARRIS/CMS MEDIA RELEASE - QEII Family Centre farewells Canberra Mothercraft Society

UNCLASSIFIED

Thanks Tracey

From: Pulli, Tracey (Health)
Sent: Monday, 4 March 2019 3:00 PM
To: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>; Marando, Liza (Health) <Liza.Marando@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; DDGHSPR <DDGHSPR@act.gov.au>
Subject: FW: FITZHARRIS/CMS MEDIA RELEASE - QEII Family Centre farewells Canberra Mothercraft Society

UNCLASSIFIED

Hi all

Please see below the final media release issued on the CMS announcement today.

The Minister's office has advised that the doorstep out at QEII went well. At this time, we are working with the office to respond to some further questions from Canberra Times.

Cheers
Trace

From: ACT Government Executive Media
Sent: Monday, 4 March 2019 2:54 PM
Subject: FITZHARRIS/CMS MEDIA RELEASE - QEII Family Centre farewells Canberra Mothercraft Society

**Media release**

Meegan Fitzharris MLA

Minister for Health and Wellbeing
 Minister for Higher Education
 Minister for Medical and Health Research
 Minister for Transport
 Minister for Vocational Education and Skills

Member for Yerrabi



4 March 2019

QEII Family Centre farewells Canberra Mothercraft Society

After 56 years of dedicated service to Canberra families through the Queen Elizabeth II (QEII) Family Centre, the Canberra Mothercraft Society (CMS) has decided to transition out of its operations at QEII by 30 June 2019.

Minister for Health and Wellbeing Meegan Fitzharris said it's the end of an era for CMS, but Canberra families will continue to get wonderful support at QEII post 30 June.

"Throughout its long history, CMS has had a lasting and positive impact on the health and wellbeing of Canberra children and their families, through the QEII Family Centre in particular," Minister Fitzharris said.

"CMS was established in 1926 and has endured to become the Territory's longest running health and social service provider.

"CMS has run QEII since its opening in 1963. Over this time, CMS's services through the Centre have supported families experiencing complex health and behavioural issues in the postnatal and early childhood periods.

"Our shared priority is to ensure continuity of a quality service for families. For those families using the QEII service now and into the future, we are working together to achieve a seamless transition from one provider to another, thereby ensuring no disruption in the delivery of an available, accessible, acceptable and quality primary health care service at QEII.

"I wish to thank CMS, their President Fiona Smith du Toit and the QEII staff both past and present, for their commitment and contribution to the Canberra community over the decades.

"The Government is working with CMS to ensure a seamless transition to an alternative provider for staff and families, and we look forward to making further announcements on the future of QEII prior to the end of June," Minister Fitzharris said.

CMS President Fiona Smith du Toit said, "CMS is proud of its achievements through the QEII Family Centre. Increasingly reliable evidence supports our long-held belief that investment in the early years of a child's life makes a difference to the long-term primary health and social outcomes for children and their families.

“As a consequence, CMS is especially proud of its staff who over the past 56 years have helped make the difference with every family every day. The time has come though for this important work to be done by another organisation.

“In order to be effective into the future the CMS governance and diligence processes identified that QEII requires the resources of an organisation that enjoys a larger economy of scale to match the ever-increasing complexity of the contemporary health service delivery environment.

“It is with sadness that the CMS Board has come to the decision that it is time to hand over the QEII baton to a new provider. Our focus has always been on what is best for the families of the ACT and we are satisfied that this is the right decision for the sake of those that need the service at QEII.

“We are confident that we will be handing over a service of the highest quality with an excellent international, national and local reputation.

“CMS especially thanks the Minister for her understanding and respect for our decision. We will continue to work with the Government and the incoming provider during the transition and our shared intention is to see as many of our staff as possible continuing to do this important work at QEII.

“CMS will continue to serve families after it ceases operations at QEII through its Community Development Programs,” Ms Smith du Toit said.

The QEII Family Centre is a public hospital providing residential primary health care programs for families with young children (0-3 years) experiencing complex health and behavioural difficulties in the postnatal and early childhood periods.

Statement ends

Claire Johnston (Minister) T (02) 6205 0022 M 0452 597 459 E ClaireV.johnston@act.gov.au
[REDACTED] [@act.gov.au](mailto:[REDACTED]@act.gov.au)

ACT Legislative Assembly

Phone (02) 6205 0051 Email: fitzharris@act.gov.au

 [MeeganFitzharrisMLA](#)



Cramond, Sarah (Health)

From: Pulli, Tracey (Health)
Sent: Monday, 4 March 2019 1:05 PM
To: Johnston, ClaireV
Cc: De'Ath, Michael (Health); McGregor, Leonie (Health); Bartholomew, Carolyn (Health); Dal Molin, Vanessa (Health); ACT Health DLO; Attridge, Vanessa; Wijemanne, Naveen (Health)
Subject: RE: Materials for joint announcement with CMS tomorrow

UNCLASSIFIED

Hi Claire

Please see below responses to your follow-up questions.

Are we in talks with anyone?

- We have not commenced talks with a potential service provider yet. However, planning for the procurement of this service is well underway.

Will we tender or do an EOI?

- The ACT Health Directorate is looking to offer a short-term (12 month + 12 month option) contract to a provider on a select or single select basis to allow time for a full open tender process to be completed.

Are we considering taking it over for a period of time if we can't find a provider?

- Our shared priority is to ensure continuity of a quality service for families.
- As a fall back option, the ACT Health Directorate is simultaneously working with Women, Youth and Children (WY&C) Division of Canberra Health Services on the Canberra Health Services taking over operational responsibility for a period of time should the ACT Health Directorate be unable to secure a new service provider. This will ensure continuity of the service.

Let us know if you need anything further.

Cheers

Trace

From: Johnston, ClaireV
Sent: Monday, 4 March 2019 12:12 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>
Subject: RE: Materials for joint announcement with CMS tomorrow

Hi Tracey

Can I please get a bit more info on the process for finding a new provider?

- Are we in talks with anyone?
- Will we tender or do an EOI?

- Are we considering taking it over for a period of time if we can't find a provider?

Thanks
Claire

From: Pulli, Tracey (Health)
Sent: Sunday, 3 March 2019 5:16 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>
Subject: Materials for joint announcement with CMS tomorrow

UNCLASSIFIED

Hi Claire

Please see attached the DRAFT media release and Q&A for the Minister for the joint announcement with CMS tomorrow.

You will see that CMS have inputted quotes from their President and the CMS logo is included in the header of the attached media release.

To confirm the details of the announcement tomorrow:

What: Joint announcement with Canberra Mothercraft Society via media doorstep
When: 2pm, Monday 4 March 2019
Where: Outside Queen Elizabeth II Family Centre, 129 Carruthers St, Curtin
Spokespeople: Minister Fitzharris and CMS President Fiona Smith du Toit

I have let [REDACTED] from CMS know that you will be in contact with her in the morning to finalise the media release from your end. Her contact details are:

Email: [REDACTED]@act.gov.au

Also attached is a Q&A doc that has been put together to support the Minister with questions at the doorstep. Please let us know if you need any further information and we can work to provide this to you tomorrow morning.

Cheers
Tracey

Tracey Pulli
Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

Cramond, Sarah (Health)

From: Johnston, ClaireV
Sent: Monday, 4 March 2019 11:44 AM
To: Pulli, Tracey (Health)
Subject: FW: Media release for QEII announcement

FYI


From: [REDACTED] (Health)
Sent: Monday, 4 March 2019 11:36 AM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: [REDACTED]@act.gov.au
Subject: RE: Media release for QEII announcement

UNCLASSIFIED

Hi Claire,
 Consider it approved from this end.
 Regards,

[REDACTED]
 [REDACTED]
 Queen Elizabeth II Family Centre
 PO Box 126
 (129 Carruthers Street)
 Curtin ACT 2605
 Australia
 Ph: [REDACTED]
 Fax: + 61 2 62052344
 e mail [REDACTED]@act.gov.au

***Towards Healthy Families***

Ija Mulanggari, Goodtha Mulanggari 
 Thriving Mothers, Thriving babies [Ngunnawal meaning]

From: Johnston, ClaireV
Sent: Monday, 4 March 2019 11:33 AM
To: [REDACTED]@act.gov.au
Subject: Media release for QEII announcement

Hi [REDACTED]

Thank you very much for your work with us on this announcement. The Minister has made a few changes to the release – please see below.

Please let me know if you are comfortable with this for our doorstep at 2pm today?

Many thanks,
Claire

QEII Family Centre farewells Canberra Mothercraft Society

After 56 years of dedicated service to Canberra families through the Queen Elizabeth II (QEII) Family Centre, the Canberra Mothercraft Society (CMS) has decided to transition out of its operations at QEII by 30 June 2019.

The Minister for Health and Wellbeing, Meegan Fitzharris said it's the end of an era for CMS, but Canberra families will continue to get wonderful support at QEII post 30 June.

"Throughout its long history, CMS has had a lasting and positive impact on the health and wellbeing of Canberra children and their families, through the QEII Family Centre in particular," Minister Fitzharris said.

"CMS was established in 1926 and has endured to become the Territory's longest running health and social service provider.

"CMS has run QEII since its opening in 1963. Over this time, CMS's services through the Centre have supported families experiencing complex health and behavioural issues in the postnatal and early childhood periods.

"Our shared priority is to ensure continuity of a quality service for families. For those families using the QEII service now and into the future, we are working together to achieve a seamless transition from one provider to another, thereby ensuring no disruption in the delivery of an available, accessible, acceptable and quality primary health care service at QEII.

"I wish to thank CMS, their President Fiona Smith du Toit and the QEII staff both past and present, for their commitment and contribution to the Canberra community over the decades.

"The Government is working with CMS to ensure a seamless transition to an alternative provider for staff and families, and we look forward to making further announcements on the future of QEII prior to the end of June," Minister Fitzharris said.

██████████ said, "CMS is proud of its achievements through the QEII Family Centre. Increasingly reliable evidence supports our long-held belief that investment in the early years of a child's life makes a difference to the long-term primary health and social outcomes for children and their families.

"As a consequence, CMS is especially proud of its staff who over the past 56 years have helped make the difference with every family every day. The time has come though for this important work to be done by another organisation.

"In order to be effective into the future the CMS governance and diligence processes identified that QEII requires the resources of an organisation that enjoys a larger economy of scale to match the ever-increasing complexity of the contemporary health service delivery environment.

"It is with sadness that the CMS Board has come to the decision that it is time to hand over the QEII baton to a new provider. Our focus has always been on what is best for the families of the ACT and we are satisfied that this is the right decision for the sake of those that need the service at QEII.

"We are confident that we will be handing over a service of the highest quality with an excellent international, national and local reputation.

"CMS especially thanks the Minister for her understanding and respect for our decision. We will continue to work with the Government and the incoming provider during the transition and our shared intention is to see as many of our staff as possible continuing to do this important work at QEII.

"CMS will continue to serve families after it ceases operations at QEII through its Community Development Programs," Ms Smith du Toit said.

The QEII Family Centre is a public hospital providing residential primary health care programs for families with young children (0-3 years) experiencing complex health and behavioural difficulties in the postnatal and early childhood periods.

Statement ends

Claire Johnston | Deputy Director, ACT Government Communications Unit

Meegan Fitzharris MLA

Minister for Health & Wellbeing | Minister for Higher Education | Minister for Medical and Health Research | Minister for Transport | Minister for Vocational Education and Skills

Phone: 02 6205 0022 | Mobile: [REDACTED] | Email: ClaireV.Johnston@act.gov.au

Cramond, Sarah (Health)

From: Pulli, Tracey (Health)
Sent: Monday, 4 March 2019 11:22 AM
To: [REDACTED] (Health); Johnston, ClaireV
Cc: [REDACTED] (Health)
Subject: RE: QEII contact person

UNCLASSIFIED

Many thanks [REDACTED]

[REDACTED] – please get in contact with myself or Claire from Minister Fitzharris' office if you need anything further. My details are in the signature block below and Claire can be contacted on the mob: [REDACTED] or via email at: ClaireV.johnston@act.gov.au.

Kind regards
 .racey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: [REDACTED] (Health)
Sent: Monday, 4 March 2019 11:14 AM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: [REDACTED]@act.gov.au
Subject: QEII contact person

UNCLASSIFIED

Hi Tracey,
 Thanks for keeping in touch. We are approaching some clients now and will get back to you with details.

Our Communications and Public Relations Officer [REDACTED] will liaise with you from here. [REDACTED] contact number is [REDACTED]. Her email is [REDACTED]@act.gov.au. [REDACTED] is up to speed on where we are at.

Regards,
 [REDACTED]

[REDACTED]
 Director of Nursing & Midwifery/Executive Officer
 Queen Elizabeth II Family Centre
 PO Box 126
 (129 Carruthers Street)
 Curtin ACT 2605
 Australia
 Ph: + [REDACTED]
 Fax: + 61 2 62052344
 e mail: [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari



Thriving Mothers, Thriving babies [*Ngunnawal meaning*]

Cramond, Sarah (Health)

From: Pulli, Tracey (Health)
Sent: Monday, 4 March 2019 10:56 AM
To: Johnston, ClaireV
Cc: De'Ath, Michael (Health); McGregor, Leonie (Health); Bartholomew, Carolyn (Health); Dal Molin, Vanessa (Health); ACT Health DLO; Attridge, Vanessa; Wijemanne, Naveen (Health)
Subject: RE: Materials for joint announcement with CMS tomorrow

UNCLASSIFIED

Have just spoken with Mary, she will see if they can get a family and let me know a bit later this morning.

Cheers

From: Johnston, ClaireV
Sent: Monday, 4 March 2019 10:52 AM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>
Subject: RE: Materials for joint announcement with CMS tomorrow

Thanks. Tel [REDACTED] I will contact her shortly re: the media release.

Claire

From: Pulli, Tracey (Health)
Sent: Monday, 4 March 2019 10:50 AM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>
Subject: RE: Materials for joint announcement with CMS tomorrow

UNCLASSIFIED

Thanks Claire.

I'll get in contact with Mary now and let you know on opportunities for filming.

Cheers

From: Johnston, ClaireV
Sent: Monday, 4 March 2019 10:37 AM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa

<VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>

Subject: RE: Materials for joint announcement with CMS tomorrow

Thanks for this Tracey. I'm having a look now.

I've let media know about the doorstep.

Is there any chance media will be allowed in to film some overlay or something? Perhaps there is a mum there who is willing to be filmed?

Cheers

Claire

From: Pulli, Tracey (Health)

Sent: Sunday, 3 March 2019 5:16 PM

To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Cc: De'Ath, Michael (Health) <Michael.De'Ath@act.gov.au>; McGregor, Leonie (Health)

<Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Dal Molin,

Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>; Attridge, Vanessa

<VanessaS.Attridge@act.gov.au>; Wijemanne, Naveen (Health) <Naveen.Wijemanne@act.gov.au>

Subject: Materials for joint announcement with CMS tomorrow

UNCLASSIFIED

Hi Claire

Please see attached the DRAFT media release and Q&A for the Minister for the joint announcement with CMS tomorrow.

You will see that CMS have inputted quotes from their President and the CMS logo is included in the header of the attached media release.

To confirm the details of the announcement tomorrow:

What: Joint announcement with Canberra Mothercraft Society via media doorstep

When: 2pm, Monday 4 March 2019

Where: Outside Queen Elizabeth II Family Centre, 129 Carruthers St, Curtin

Spokespeople: Minister Fitzharris and CMS President Fiona Smith du Toit

I have let [REDACTED] from CMS know that you will be in contact with her in the morning to finalise the media release from your end. Her contact details are:

Email [REDACTED]@act.gov.au

Also attached is a Q&A doc that has been put together to support the Minister with questions at the doorstep. Please let us know if you need any further information and we can work to provide this to you tomorrow morning.

Cheers

Tracey

Tracey Pulli

Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]

E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

Cramond, Sarah (Health)

From: Pulli, Tracey (Health)
Sent: Sunday, 3 March 2019 5:18 PM
To: [REDACTED] (Health)
Cc: McGregor, Leonie (Health); Bartholomew, Carolyn (Health)
Subject: RE: QEII announcement
Attachments: DRAFT Fitzharris and CMS media release - End of an era for Canberra Mothercraft Society - CMS input.docx

UNCLASSIFIED

Many thanks [REDACTED] I very much appreciate you coming back to me with this input over the weekend.

I have accepted all your changes, added the additional line you sent through and formatted the media release with the CMS logo. See attached the version of the release that will be provided to the Minister's office this afternoon.

I will ensure Claire Johnston, Media Adviser to Minister Fitzharris, also has your contact details to finalise the attached release prior to announcement. If you need to contact Claire, her details are:

Claire Johnston
 Ph: 6205 0022
 Mob: [REDACTED]
 Email: ClaireV.johnston@act.gov.au

To confirm the details of the announcement tomorrow:

What: Joint announcement with Canberra Mothercraft Society via media doorstep
When: 2pm, Monday 4 March 2019
Where: Outside Queen Elizabeth II Family Centre, 129 Carruthers St, Curtin
Spokespeople: Minister Fitzharris and CMS President Fiona Smith du Toit

Kind regards
 Tracey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: [REDACTED] (Health)
Sent: Saturday, 2 March 2019 12:52 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: FW: QEII announcement

UNCLASSIFIED

Hi Tracey,
 Attached are CMS edits. I appreciate that what the Ministers says is your jurisdiction. Despite that we have made suggested edits – most especially in relation to the work that is done at QEII. What CMS says is not available for alteration.


I make one suggestion – there is serious doubt in the community about the future of the service because of the lack of action on a tender. Everyone knows that it is a complex and often protracted process. We believe your current wording may not give the community the confidence I think you are striving to achieve.

If it is preferable that it be a joint statement CMS are happy for you to use their logo.

[REDACTED]
[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: +61 [REDACTED]
Fax: + 61 2 62052344
e mail: [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving babies [Ngunnawal meaning]

From: [REDACTED] (Health)
Sent: Saturday, 2 March 2019 11:44 AM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: RE: QEII announcement


UNCLASSIFIED

Hi Tracey,
The CMS edits as promised.
Regards,
[REDACTED]

[REDACTED]
[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: [REDACTED]
Fax: + 61 2 62052344
e mail: [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving babies [Ngunnawal meaning]

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 6:10 PM
To: [redacted] (Health) [redacted]@act.gov.au>
Subject: RE: QEI announcement

UNCLASSIFIED

Thank [redacted] (3)

From: [redacted] (Health)
Sent: Friday, 1 March 2019 6:03 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: RE: QEI announcement


UNCLASSIFIED

Hi Tracey,
That sounds great. I will let [redacted] know.
[redacted] is looking at the press release now.

[redacted]
[redacted]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: +61 [redacted]
Fax: + 61 2 62052344
e mail [redacted]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving babies [Ngunnawal meaning]

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 4:22 PM
To: [REDACTED] (Health) <[REDACTED]@act.gov.au>
Subject: RE: QEII announcement

UNCLASSIFIED

Hi [REDACTED]

Just tried to call. I have spoken to the Minister's office and how about Monday afternoon at 2pm out at QEII for the announcement?

Kind regards
 Tracey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 3:18 PM
To: [REDACTED] (Health) <[REDACTED]@act.gov.au>
Subject: RE: QEII announcement

UNCLASSIFIED

Many thanks [REDACTED] As discussed, I will speak with the Minister's office and get back to you on timing for next week.

See attached a DRAFT media release I have put together. The release is from Minister Fitzharris and as per our conversation, I have outlined room for quotes from CMS.

Please feel free to give me a call to discuss further. And again, thank you for your time over the phone earlier.

Kind regards
 Tracey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: [REDACTED] (Health)
Sent: Friday, 1 March 2019 2:45 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: QEII announcement

UNCLASSIFIED

Hi Tracey,
 I have just spoken with the Canberra Mothercraft Society [REDACTED] and she can be available on Monday afternoon or Tuesday morning.
 Regards,

[Redacted]

[Redacted]

Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia


[Redacted]

Fax: + 61 2 62052344

e mail: [Redacted]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving babies [Ngunnawal meaning]



Meegan Fitzharris MLA

Minister for Health and Wellbeing
 Minister for Higher Education
 Minister for Medical and Health Research
 Minister for Transport
 Minister for Vocational Education and Skills

Member for Yerrabi



xxxx 2019

End of an era for Canberra Mothercraft Society

After 56 years of dedicated service to Canberra families through the Queen Elizabeth II (QEII) Family Centre, the Canberra Mothercraft Society (CMS) has decided to transition out of its operations at QEII by 30 June 2019.

The Minister for Health and Wellbeing, Meegan Fitzharris said it's the end of an era for CMS.

"Throughout its long history, the CMS has had a significant impact on the health and welfare of the Territory's children and their parents," Minister Fitzharris said.

"CMS was established in 1926 and has endured to become the Territory's longest running health and social service provider.

"CMS has run QEII since its opening in 1963. Over this time, CMS's services through the Centre have supported families experiencing complex health and behavioural issues in the postnatal and early childhood periods.

"I wish to thank CMS, their President Fiona Smith du Toit and the QEII staff both past and present, for their commitment and contribution to the Canberra community over the decades.

"The Government is working with CMS as we transition to an alternative provider and the Government looks forward to making further announcements on this prior to the end of June.

"Our shared priority is to ensure continuity of a quality service for families. For those families using the QEII service now and into the future, we are working together to achieve a seamless transition from one provider to the other, thereby ensuring no disruption in the delivery of an available, accessible, acceptable and quality primary health care service at QEII," Minister Fitzharris said.

CMS' President Fiona Smith du Toit said "CMS is proud of its achievements through the QEII Family Centre. Increasingly reliable evidence supports our long-held belief that investment in the early

ACT Legislative Assembly

Phone (02) 6205 0051 Email: fitzharris@act.gov.au

@ MeeganFitzMLA

MeeganFitzharrisMLA





Meegan Fitzharris MLA

Minister for Health and Wellbeing
 Minister for Higher Education
 Minister for Medical and Health Research
 Minister for Transport
 Minister for Vocational Education and Skills

Member for Yerrabi



years of a child's life makes a difference to the long-term primary health and social outcomes for children and their families.

"As a consequence, CMS is especially proud of its staff who over the past 56 years have helped make the difference with every family every day. The time has come though for this important work to be done by another organisation.

"In order to be effective into the future the CMS governance and diligence processes identified that QEII requires the resources of an organisation that enjoys a larger economy of scale to match the ever-increasing complexity of the contemporary health service delivery environment.

"It is with sadness that the CMS Board has come to the decision that it is time to hand over the QEII baton to a new provider. Our focus has always been on what is best for the families of the ACT and we are satisfied that this is the right decision for the sake of those that need the service at QEII.

"We are confident that we will be handing over a service of the highest quality with an excellent international, national and local reputation.

"CMS especially thanks the Minister for her understanding and respect for our decision. We will continue to work with the Government and the incoming provider during the transition and our shared intention is to see as many of our staff as possible continuing to do this important work at QEII.

"CMS will continue to serve families after it ceases operations at QEII through its Community Development Programs," Ms Smith du Toit said.

The QEII Family Centre is a public hospital providing residential primary health care programs for families with young children (0-3 years) experiencing complex health and behavioural difficulties in the postnatal and early childhood periods.

Statement ends

Media contacts:

Minister Fitzharris

Claire Johnston

T (02) 6205 0022

M

E ClaireV.johnston@act.gov.au

ACT Legislative Assembly

Phone (02) 6205 0051 Email: fitzharris@act.gov.au

@ MeeganFitzMLA

MeeganFitzharrisMLA





Meegan Fitzharris MLA

Minister for Health and Wellbeing
Minister for Higher Education
Minister for Medical and Health Research
Minister for Transport
Minister for Vocational Education and Skills

Member for Yerrabi



OEI



[@act.gov.au](mailto:fitzharris@act.gov.au)

Cramond, Sarah (Health)

From: Pulli, Tracey (Health)
Sent: Sunday, 3 March 2019 5:16 PM
To: Johnston, ClaireV
Cc: De'Ath, Michael (Health); McGregor, Leonie (Health); Bartholomew, Carolyn (Health); Dal Molin, Vanessa (Health); ACT Health DLO; Attridge, Vanessa; Wijemanne, Naveen (Health)
Subject: Materials for joint announcement with CMS tomorrow
Attachments: DRAFT Fitzharris and CMS media release - End of an era for Canberra Mothercraft Society - CMS input.docx; 190303 - Q&A - Canberra Mothercraft Society transitioning out of its operations at QEll.docx

UNCLASSIFIED

Hi Claire

Please see attached the DRAFT media release and Q&A for the Minister for the joint announcement with CMS tomorrow.

You will see that CMS have inputted quotes from their President and the CMS logo is included in the header of the attached media release.

To confirm the details of the announcement tomorrow:

What: Joint announcement with Canberra Mothercraft Society via media doorstep
When: 2pm, Monday 4 March 2019
Where: Outside Queen Elizabeth II Family Centre, 129 Carruthers St, Curtin
Spokespeople: Minister Fitzharris and CMS President Fiona Smith du Toit

I have let [REDACTED] from CMS know that you will be in contact with her in the morning to finalise the media release from your end. Her contact details are:

Email [REDACTED]@act.gov.au

Also attached is a Q&A doc that has been put together to support the Minister with questions at the doorstep. Please let us know if you need any further information and we can work to provide this to you tomorrow morning.

Cheers
 Tracey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au



Meegan Fitzharris MLA

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xxxx 2019

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"The Government is working with CMS as we transition to an alternative provider and the Government looks forward to making further announcements on this prior to the end of June.

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CMS' President Fiona Smith du Toit said "CMS is proud of its achievements through the QEII Family Centre. Increasingly reliable evidence supports our long-held belief that investment in the early

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"CMS will continue to serve families after it ceases operations at QEII through its Community Development Programs," [REDACTED]

The QEII Family Centre is a public hospital providing residential primary health care programs for families with young children (0-3 years) experiencing complex health and behavioural difficulties in the postnatal and early childhood periods.

Statement ends

Media contacts:

Minister Fitzharris

Claire Johnston

T (02) 6205 0022

M [REDACTED]

E ClaireV.johnston@act.gov.au

ACT Legislative Assembly

Phone (02) 6205 0051 Email: fitzharris@act.gov.au

@ MeeganFitzMLA

MeeganFitzharrisMLA





Meegan Fitzharris MLA

Minister for Health and Wellbeing
Minister for Higher Education
Minister for Medical and Health Research
Minister for Transport
Minister for Vocational Education and Skills

Member for Yerrabi



QEL



[@act.gov.au](mailto:fitzharris@act.gov.au)

Media Q&A

ISSUE: Canberra Mothercraft Society transitioning out of operations at QEII

Q: Why is CMS transitioning out of its service delivery?

- ACT Health had been negotiating with CMS for a new 4-year funding agreement for the operation of the QEII Family Centre.
- During those negotiations CMS came to the view that larger economies of scale are required to maintain the service in the longer term and thereby agreed instead to transition out of the service by June 2019.
- CMS will be working with ACT Health to ensure the continuity of service remains seamless as ACT Health progresses the search for a new provider.

Q: when will the search for another provider begin?

- ACT Health will now work through the transition with CMS.
- ACT Health is currently considering alternative providers and we look forward to making further announcements by the end of June.

Q: when you say “larger economy of scale” what do you mean by this? Is ACT Health planning on expanding the service?

- This was a decision of CMS based on their understanding of their own business and priorities.
- Health care is a complex and dynamic industry and is constant evolving with new technique and requirements to meet the changing needs of patients.

Q: Will services be disrupted?

- No. We do not anticipate services at QEII will be disrupted for current and prospective families using the program.
- CMS will be working with ACT Health to seamlessly transition the service to a new provider
- ACT Health is progressing work on finding a new provider to ensure continuity of services is maintained.

Q: What will happen to CMS staff?

- The Government is committed to working with CMS to ensure a smooth transition, including for staff.
- At this stage of the transition, employment matters continue to be managed by CMS and we understand that staff are being kept fully informed every step of the way about the transition.

If pressed on guaranteeing ongoing employment and current employee entitlements:

- ACT Health cannot comment on issues pertaining to staff entitlements as they are questions for CMS. However, the Government has made a commitment to CMS to support them in the transition to a new provider, this includes for staff.

Q: who should people call if they're concerned about an upcoming appointment with CMS?

- Right now, all services and programs are continuing with CMS up until June 2019 and will continue in their current form but with a new provider.
- Should anyone be concerned in the first instance they should contact Canberra Mothercraft Society.

Q: CMS says they're disappointed and wanted to continue. They said the contract and terms you imposed on them were unreasonable what do you say about that?

- ACT Health offered a 4-year contract to a value of over \$17 million dollars on broadly the same terms ACT Health has provided CMS for many years. We believed the funding was in line with like-services in other parts of the country. This offer was declined by CMS.
- Amongst other things this offer included in its terms:
 - An increase in base funding of \$250,000.
 - A grant of \$250,000 to support business improvement processes.
 - An indexation rate of 3%pa, which is a higher rate than standard ACT Government indexation.

Q: How many people are currently using the service and how many families do you believe will be affected by the transition?

- For families currently using the QEII program there will be no changes to the service they are using and, in most cases current families will have progressed long before June next year.
- In its most recent Annual Report, CMS states its service has seen over 2,000 caregivers and their children. ACT Health understands this equates to close to 1,000 families.

Q: Do you have any details on how many families have used the service since CMS started the program?

- That's a question for CMS but we know that CMS saw over 900 families last year.
- We thank CMS for their service to thousands of families over a number of decades and we wish them well.

Cramond, Sarah (Health)

From: McGregor, Leonie (Health)
Sent: Friday, 1 March 2019 9:33 PM
To: Pulli, Tracey (Health)
Cc: Bartholomew, Carolyn (Health); Webster, Elizabeth (Health); Dal Molin, Vanessa (Health)
Subject: Re: QEII announcement

Hi Tracey - no problem. Thanks for all of the work on this. L

Sent from my iPad

On 1 Mar 2019, at 5:33 pm, Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au> wrote:

UNCLASSIFIED

Hi Leonie and Carolyn

A quick update on CMS. As requested, today I have been speaking with [REDACTED] on a joint announcement to occur at the beginning of next week.

At this time, it is looking like the announcement will be a media doorstep on Monday afternoon (2pm) out at QEII with Minister Fitzharris and CMS [REDACTED]. This time is fine with the MO, I am just waiting for confirmation from CMS.

I have also provided our draft media release to Mary this afternoon, which CMS are currently inputting to. Once quotes from CMS have come through I will provide this to you for review and then send through to the MO with our broader TPs. This might be over the weekend, if so I will text you to alert you to the email.

Cheers
Trace

Tracey Pulli
Director of Media | ACT Health Directorate

P | (02) 5124 9444 M | [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 4:22 PM
To: [REDACTED] (Health) [REDACTED]@act.gov.au
Subject: RE: QEII announcement

UNCLASSIFIED

Hi [REDACTED]

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Kind regards
Tracey

Tracey Pulli
Director of Media | ACT Health Directorate

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E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 3:18 PM
To: [REDACTED] (Health) [REDACTED]@act.gov.au>
Subject: RE: QEII announcement

UNCLASSIFIED

Many thanks [REDACTED] As discussed, I will speak with the Minister's office and get back to you on timing for next week.

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Please feel free to give me a call to discuss further. And again, thank you for your time over the phone earlier.

Kind regards
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Tracey Pulli
Director of Media | ACT Health Directorate

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E | tracey.pulli@act.gov.au
URL | www.health.act.gov.au

From: [REDACTED] (Health)
Sent: Friday, 1 March 2019 2:45 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: QEII announcement

UNCLASSIFIED

Hi Tracey,
I have just spoken with the Canberra Mothercraft Society President, Fiona Smith du Toit and she can be available on Monday afternoon or Tuesday morning.

Regards,
[REDACTED]

[REDACTED]
[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: [REDACTED]
Fax: + 61 2 62052344
e mail [REDACTED]@act.gov.au

<image001.png>

Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari <image002.png>

Thriving Mothers, Thriving babies [*Ngunnawal meaning*]

<DRAFT Fitzharris and CMS media release - End of an era for Canberra Mothercraft Society.docx>

Cramond, Sarah (Health)

From: Johnston, ClaireV
Sent: Friday, 1 March 2019 2:50 PM
To: Pulli, Tracey (Health)
Subject: RE: QEII announcement

Let me check with the Min

From: Pulli, Tracey (Health)
Sent: Friday, 1 March 2019 2:48 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: FW: QEII announcement

UNCLASSIFIED

Hi Claire

Just got this email from [REDACTED] before I have had a chance to feed back to you on dates. Any chance Tuesday can work? Perhaps we can do it first thing (9am)?

Cheers

From: [REDACTED] (Health)
Sent: Friday, 1 March 2019 2:45 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>
Subject: QEII announcement

UNCLASSIFIED


Hi Tracey,
I have just spoken with the Canberra Mothercraft Society [REDACTED] and she can be available on Monday afternoon or Tuesday morning.

Regards,

[REDACTED]
[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
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Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving babies [*Ngunnawal meaning*]

Briones, Danielle (Health)

From: Galton, Sarah (Health)
Sent: Thursday, 28 February 2019 4:45 PM
To: Wall, Megan (Health); Briones, Danielle (Health)
Subject: FW: Update on QEII

UNCLASSIFIED

FYI

Sarah Galton | A/g Senior Manager Health System Strategies & Program Support
 Health System Planning and Evaluation | Health Systems Policy and Research
 ACT Health Directorate | ACT Government
 Level 4, 2-6 Bowes Street, Phillip ACT 2606 | GPO Box 825 Canberra ACT 2601 | www.act.health.gov.au
 Phone (02) 512 49877 | Email sarah.galton@act.gov.au

From: Galton, Sarah (Health)
Sent: Thursday, 28 February 2019 4:44 PM
To: McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>; Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>
Cc: Shuhyta, Amber (Health) <Amber.Shuhyta@act.gov.au>
Subject: Update on QEII

UNCLASSIFIED

Good afternoon all

Earlier today I met with Amber regarding the visit to QEII today. Following our discussion, Amber requested that I send through an update on the current status of work being progressed on transition to a new provider for QEII.

- On Tuesday afternoon I met with the Program Support Unit to establish a way forward with progressing the transition. Some work had been undertaken on this late last year and so we do have a draft schedule (which needs updating as the direction for this work has now changed) and also a draft model of care that can be used as a basis for the scope of requirement. The following key streams of work and key issues have been identified:
 - Procurement – identification of preferred provider, approvals for select process, negotiation and establishment of service level agreement or service funding agreement with a new provider. Include consideration of any legislative and/or regulatory requirements
 - Lease – establishing lease agreement with new provider once identified for provision of service from existing facility. My understanding is that this is managed separately to the service agreement
 - Model of care – scope of service, care setting, patient pathways, capacity and capability requirements and other service standards and accreditation requirements
 - Workforce – including confirmation of current workforce profile and any considerations with current profile for delivering on scope of requirement, any transition arrangements of new staff and consideration of union and EBA differences between CMS and new provider,
 - Infrastructure – including assessment of current building and urgent work orders to address any existing issues that may compromise progress of lease arrangement and engagement of new provider

- Equipment – register of existing clinical and non-clinical equipment in facility including ownership, assessment of equipment to be replaced, transition arrangements to be fed into overarching transition plan
 - ICT and patient records – current records register and transition plan / disposal plans, register of current ICT assets and transition arrangements and/or identification of new requirements
 - Transition plan development and implementation
 - Contingency planning – as supported by the Minister’s feedback on the briefing, we will put together a ‘plan b’ in parallel looking at the option of the CHS taking on the service for a period of time to ensure service continuity. We will need to establish a critical date for this plan b to be put into action if despite our best efforts it is looking like the alternate provider arrangement is unviable or unable to be implemented by 30 June. A complication of this ‘Plan B’ is the commitment to transition of existing staff which will likely not be possible if we have to go down this path.
 - Communications and engagement – ongoing comms and engagement with all stakeholders throughout process but as a priority, meeting with CMS and initial meeting with potential providers to gauge capacity, capability and interest in taking on service
- At this stage as we understand it there are two options for an alternate provider, being [REDACTED] and [REDACTED]. To my understanding, no assessment has been undertaken as yet as to the capacity and capability of these two providers to take on the service. This is a priority action and may result in narrowing the field to one suitable provider.
 - It was not clear initially whether this work should be progressed as a service funding agreement or a service level agreement and I am not yet familiar with ACT policy and processes around procurement for major commercial contracts vs NGO funding agreements, so today we met with Tim Roach, Jodie Brooks and Marc Emerson to seek further information and advice. The outcome of this meeting was a clear recommendation on establishing a service level agreement and we have subsequently submitted a GS procurement request and sought and commenced work on the Government Procurement Boards Strategic Review Submission documentation
 - We have sought and received some information regarding the building assessment through the facilities team and will follow up on any requirements for updated assessments and recommendations for urgent maintenance.
 - We will put together a draft scope of requirement by next week for discussion and feedback with [REDACTED] and initial discussion/market research with the two providers to take on the service according to the scope of requirement. One area I am not clear on and would be seeking some advice is why the QEII is set up as a ‘public hospital’? I imagine this will have significant implications for the agreement and would like some advice on whether this is a requirement.

I understand that a meeting is being arranged for Monday and we will endeavour to have an updated schedule for discussion by then. Happy to discuss any of the above items in the interim and progress action as required.

Thanks
Sarah

Sarah Galton | A/g Senior Manager Health System Strategies & Program Support
Health System Planning and Evaluation | Health Systems Policy and Research
ACT Health Directorate | ACT Government
Level 4, 2-6 Bowes Street, Phillip ACT 2606 | GPO Box 825 Canberra ACT 2601 | www.act.health.gov.au
Phone (02) 512 49877 | Email sarah.galton@act.gov.au

Meeting Notes: QEII transition to another provider – 28 February 2019

Attendees: Louise McDonald, Tim Roach, Danielle Briones, Anthony Butler, Jodie Brooks, Marc Emerson, Sarah Galton, Bronwyn Ellis

- Need to have a clear direction on how process needs to be managed and clear rules re delegations and roles
- Agreement has been set up as an NGO funding agreement. Service Funding Agreement has been in place for a long time.
- In transitioning to a new provider, does an arrangement need to be put in place with current provider?
- Standard SFA we have and template we have, is not adequate (from GSO) to manage hospital service, so limited in what we can seek from it and what we can ask them to do. GSO advice is not to use the SFA. Should be a level agreement.

•

- Process is the same. All procurement should be coming through his area. Anything over \$5 million needs to go to the procurement board. Looking at select tender as only approaching the two.
- Need to do a very quick capacity evaluation of two providers thinking of approaching, e.g. scope of requirements, necessary capability. Scope will be done by Health Service Planning and Program Support.
- Need to go for a select to the Procurement Board. Need to get Goods and Services on board quickly, initial phone call then paperwork. Will help put together relevant paperwork for Procurement Board. Need to get both potentially providers to discuss proposal with them. Need to have that conversation quickly.
- Need to provide additional scope of services, but also discuss with them additional scope that's been identified
- Can't get around having single select given the timeframes, then open tender. Important thing is to follow the processes.
- Open tender will be an entirely different service and way of procuring.

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- Discussion with Canberra Mothercraft: If clear plan in place would be open to continuing for a finite period of time. As a "plan B", also need to have Canberra Hospital ready.
- Need to have transition of staff. Contract with CMS says three-months transition process.
- Need to get two providers in the room very quickly, may guide whether go to one or both. Is a standard Services Agreement, likely to be using. Or something similar to Calvary. Services will need to be negotiated and figured out, but standard template.
- Will be contract negotiations, and need to factor in time for this to occur.
- With initial chat, possible to provide a draft contract for them to look at and take back to their legal advisors.
- No work done to date re transitioning. Need to develop a transition plan document. There are clauses in the contract re transitioning out, but them providing a plan is not specified. Issue is that we need to match them. Have made no request to CMS re transition information.
- Next week, will be getting prepared to meet with the providers and developing transition plan

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- QEII have given brief to Minister and will publicly announce finishing up soon
- Issue of building. Owned by ACT Government, but need to get a copy of the leasing arrangements. Dani to contact Robyn Jensen.
- Service Funding Agreements more focused on giving funds, and provider is to deliver outputs. Requirements not as set / firm.
- Service Level Agreement, very clear KPIs and reporting requirements

- [REDACTED]
- [REDACTED]

Cramond, Sarah (Health)

From: Webster, Elizabeth (Health)
Sent: Thursday, 28 February 2019 3:43 PM
To: Pulli, Tracey (Health)
Cc: Bartholomew, Carolyn (Health); Dal Molin, Vanessa (Health); Shuhyta, Amber (Health)
Subject: RE: For Leonie's review - CMS media materials [SEC=UNCLASSIFIED]
Attachments: CMS Communication Strategy - V1 - Oct 2018.pdf

UNCLASSIFIED

Hi Tracey

I've arranged with [REDACTED] that you will give her a call directly to work on a joint announcement. Her contact number is [REDACTED]. I've also attached a copy of the CMS Communication Strategy so that you can look at it if necessary.

Please note that CMS has agreed to hold off on any media until Tuesday next week.

Note that Leonie would want to review the draft joint media release and talking points when it is finalised. She hasn't reviewed the copies you've sent through this afternoon.

Regards

Elizabeth Webster

Executive Officer to Deputy Director-General Health Systems, Policy and Research | ACT Health Directorate
 Level 4, 2-6 Bowes Street, Woden | GPO Box 825 Canberra ACT 2601
 T (02) 5124 9708 | M [REDACTED] www.health.act.gov.au

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From: Pulli, Tracey (Health)
Sent: Thursday, 28 February 2019 2:16 PM
To: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>
Cc: Emerson, Marc (Health) <Marc.Emerson@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>
Subject: For Leonie's review - CMS media materials [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Elizabeth

See attached the DRAFT media release and talking points that Carolyn looked at and provided input to last night. Sending for Leonie's review.

Following our discussion this morning, you will see I have included a section for quotes from CMS as part of a joint announcement. I am also very happy to attend any meeting beginning of next week to discuss messaging further with Leonie and CMS.

Let me know if you need any further at this time.

Cheers
 Tracey

From: Pulli, Tracey (Health)
Sent: Wednesday, 27 February 2019 6:11 PM
To: Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>
Cc: Emerson, Marc (Health) <Marc.Emerson@act.gov.au>; Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: RE: CMS media release 28 February [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi all

Have spoken again with the MO and CMS is holding the media at least a day, which is good news.

Elizabeth – Carolyn will clear tonight as she is not in tomorrow, however, we can progress Leonie's clearance on the attached tomorrow morning.

Cheers
 Tracey

From: Pulli, Tracey (Health)
Sent: Wednesday, 27 February 2019 6:04 PM
To: Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>
Cc: Emerson, Marc (Health) <Marc.Emerson@act.gov.au>; Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>; Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>
Subject: RE: CMS media release 28 February [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thanks for the advice Elizabeth.

Carolyn – see attached the talking points and DRAFT media release we have updated just now. Can you please review and approve and we will then send through to Leonie for clearance? Looking to get this to the MO tonight just in case this breaks tomorrow morning first thing.

Cheers
 Tracey

Tracey Pulli
 Director of Media | ACT Health Directorate

P | (02) 5124 9444 M | [REDACTED]
 E | tracey.pulli@act.gov.au
 URL | www.health.act.gov.au

From: Webster, Elizabeth (Health)
Sent: Wednesday, 27 February 2019 5:51 PM
To: Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>; Emerson, Marc (Health) <Marc.Emerson@act.gov.au>
Subject: RE: CMS media release 28 February [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Tracey and Marc

Carolyn could not get hold of Mary again but the meeting between her and Leonie has been setup for 11am tomorrow morning.

Marc, in Carolyn's absence Leonie might want you to attend this meeting with her but I will let you know tomorrow.

Regards

Elizabeth Webster

Executive Officer to Deputy Director-General Health Systems, Policy and Research | ACT Health Directorate
Level 4, 2-6 Bowes Street, Woden | GPO Box 825 Canberra ACT 2601
T (02) 5124 9708 | M [REDACTED] www.health.act.gov.au

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From: Pulli, Tracey (Health)

Sent: Wednesday, 27 February 2019 5:38 PM

To: Bartholomew, Carolyn (Health) <Carolyn.Bartholomew@act.gov.au>

Cc: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>

Subject: FW: CMS media release 28 February [SEC=UNCLASSIFIED]

Importance: High

UNCLASSIFIED

Hi Carolyn

As discussed see attached. We will send through media materials shortly for your review.

Cheers

Tracey

From: Pulli, Tracey (Health)

Sent: Wednesday, 27 February 2019 5:25 PM

To: Webster, Elizabeth (Health) <Elizabeth.Webster@act.gov.au>

Subject: FW: CMS media release 28 February [SEC=UNCLASSIFIED]

Importance: High

UNCLASSIFIED

Hi Elizabeth – email to Leonie. MO now wants TPs and a media release. I need to speak with Carolyn or Leonie urgently so I can get an update on the tender process so we can include this in the comms materials. We will then also need their approval on the content.

I need to get this to the office this afternoon.

Cheers

Tracey

From: Attridge, Vanessa

Sent: Wednesday, 27 February 2019 4:18 PM

To: ACT Health DLO <ACTHealthDLO@act.gov.au>; Pulli, Tracey (Health) <Tracey.Pulli@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Phillips, Georgia <Georgia.Phillips@act.gov.au>; McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>

Subject: FW: CMS media release 28 February [SEC=UNCLASSIFIED]

Importance: High

FYI

From: Kirk, Mary (Health)
Sent: Wednesday, 27 February 2019 4:05 PM
To: Attridge, Vanessa <VanessaS.Attridge@act.gov.au>
Subject: CMS media release 28 February

UNCLASSIFIED


Dear Vanessa,
Please find attached a brief for the Minister in relation to CMS' announcement to be released to the media on 28 February at 08:30.

Warm regards,

[REDACTED]
[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: + [REDACTED]
Fax: + 61 2 62052344
e mail [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving Babies [*Ngunnawal meaning*]

October 2018



Canberra Mothercraft Society Communication Strategy

1.0 Issue

CMS ceasing as the operator of the Queen Elizabeth II Family Centre on QEII after 30 June 2019

2.0 Background

- CMS and its staff have been leaders in the provision of social, maternal and child health services for families of the ACT and surrounding region from the early days of Federation.
- CMS is Canberra's longest serving health service provider and founded the ACT primary health care maternal and child health, child care & carers services that have evolved to what we know them as today.
- CMS has a long history of identifying the needs of the community, establishing services and assisting them to grow into the future under the management of another organisation.
- CMS is proud of the achievements of the service it has provided to families of young children at QEII through its staff. It enjoys a local, national and international reputation for the provision of a high quality service, demonstrated by exemplary accreditation results over the years.
- QEII staff demonstrate the vision and values of CMS every day with every family and increasingly reliable evidence shows this work makes a difference to the long term primary health and social health outcomes for families.
- A protracted period of negotiating an Agreement with ACT Health and CMS' due diligence exercise resulted in:
 - CMS affirming its respect for the Territory to demonstrate probity in the procurement of services and CMS' commitment to continuity of the service for the community;
 - CMS made the decision in August, in the best interest of the community, not to seek a further Agreement with ACT Health after 30 June 2019;
 - CMS' due diligence exercise confirmed, as a small community organisation, it does not enjoy the economy of scale required to effectively operate into the future in an increasingly complex service delivery environment;
 - CMS' commitment to working in partnership with the Minister and ACT Health to see a smooth transition to another provider; and
 - CMS striving to achieve continuing employment for as many staff as possible.

3.0 Situation analysis

<p>Strengths:</p> <p>Members and staff:</p> <ul style="list-style-type: none"> • have current, timely and accurate information • understand the goals and objectives of CMS • confidence is maximised • misinformation is minimised <p>Adequate funding to cover:</p> <ul style="list-style-type: none"> • Staff liabilities • Redundancies • Transition out and business run off activities 	<p>Weaknesses:</p> <p>Loss of confidence due to uncertainty about:</p> <ul style="list-style-type: none"> • the incoming provider • timing of the tender process • continuing employment
<p>Opportunities:</p> <ul style="list-style-type: none"> • CMS in partnership with ACT Health ensure clear and consistent messaging 	<p>Threats:</p> <ul style="list-style-type: none"> • Inaccurate media interpretation of the messaging • Loss of community confidence • Loss of reputation

4.0 Goals and objectives

4.1 Communications strategy goals

1. Community confidence in: the continuity of the service; CMS; ACT Government; and the incoming provider.
2. A seamless transition to an incoming provider by 30 June 2019.
3. Staff confidence in CMS as an employer and continuing employment for as many staff as possible
4. The reputation of CMS and the ACT Government be upheld.

4.2 Communication objectives

<ul style="list-style-type: none">• Maintain the trust of CMS members and staff through a transparent approach in the provision of factual and timely information• Ensure staff are aware of their rights• Staff have confidence in CMS' capacity and commitment to meet its responsibilities• Ensure QEII remains fully functional until 30 June 2019• Maintain community confidence in the service• Maintain the reputation of CMS and the ACT Government
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5.0 Target audience

<p>The communications need to reach.</p>	<ul style="list-style-type: none"> • ACT Government • Canberra Mothercraft Society • Community • Staff <p>Internal</p> <ul style="list-style-type: none"> • CMS members • QEII staff <p>External</p> <ul style="list-style-type: none"> • ACT Health • ACT Minister for Health • Commonwealth Minister for Health • Community • Other Stakeholders – health and social service providers, universities <p>Staff Associations - ANMF Suppliers and contactors</p>
<p>Additional communication requirements</p>	<ul style="list-style-type: none"> • Congruency with messages sent by ACT Health and the Ministers Office. • Communication that meets legislative obligations

6.0 Key messages

	Key Message
1.	When advised of an open tender process CMS reaffirmed to ACT Health its respect for the Territory to demonstrate probity in the procurement of services.
2.	As Service Agreement negotiations reached its final phase, CMS' due diligence exercise confirmed, as a small community organisation in an increasingly complex service delivery environment, it does not enjoy the economy of scale required to effectively operate into the future.
3.	In the best interest of the community and continuity of the service, CMS made the decision not to seek a further Agreement with ACT Health after 30 June 2019. CMS especially thanks Minister Fitzharris MLA for her understanding and support.
4.	CMS' is committed to working in partnership with the Minister and ACT Health to see a smooth transition of QEII to another provider.
5.	CMS will seek continuing employment for as many staff as possible with the incoming provider.
6	CMS as a public benefit institution, registered charity and incorporated association will continue to focus on the needs of the community through Community Development programs and the CMS Scholarship Scheme.

7.0 Budget
\$5430

8.0 Implementation

Tactic	Target Audience	Timing	Cost \$	Responsibility
Internal Communications Letters & Email	CMS Members	Mon 29/10/18	\$430	FSdT
				JL Complete
Forums	Staff	Wed 1/5/19		EOK MK JL
		Mon 29/10 09:30 Tues 30/10 10:30 Wed 31/10 10:30		FsdT & MK VK & MK LJ & MK Complete
				CJ
Website	Community	Fri 31/5/19		CJ
Facebook	Community	Mon 3/6/19		CJ
CMS Newsletters	CMS Members	Fri 31/5/19		CJ Ongoing
QEII Staff Newsletter	QEII Staff	Monthly		EO'K & CJ Ongoing

Tactic	Target Audience	Timing	Cost \$	Responsibility
<i>ACT Government Communications</i>				
Minister	COS Vanessa Attridge	Sat 28/10	Nil	MK <i>Ongoing</i>
	Agreement Manager Marc Emerson	Fri 27/10		MK <i>Ongoing</i>
	DDG Leonie McGregor	Sat 28/10		MK <i>Ongoing</i>
<i>External Communications</i>				
Meeting	Staff Associations - ANMF	25 Oct 2018	\$5000	MK <i>Complete</i>
Letter	Commonwealth Minister for Health	Wed 1/4/19		MK
	Service Users	Fri 31/5/19		MK & EOK
	Health & social service providers	Mon 1/5/19		MK & EOK
	Universities	Mon 1/5/19		MK & EOK
	Suppliers & contractors	Mon 1/5/19		MK & EOK
Other networks	TBA	TBA		MK & EOK
Events	CMS members & staff	AGM		MK & CJ

9.0 Evaluation

Objective	Measure	How to measure
Maintain the trust of CMS members and staff through a transparent approach in the provision of factual and timely information	Engagement in process Transition out newsletters	Satisfaction expressed in communications. Strikes on Website and Social Media pages. Newsletters regularly provided.
Ensure staff are aware of their rights	Staff rights are communicated. Transition out newsletters Staff express satisfaction with the process Staff Associations are informed and kept up to date on progress.	Number of forums held. Attendance at communication forums. Number of positive & negative comments received. Newsletters regularly provided
Staff have confidence in CMS' capacity and commitment to meet its responsibilities	QEII operates with full staffing complement until 30 June 2019.	Number of positive & negative comments received.
Ensure QEII remains fully functional until 30 June 2019	Retention of an appropriately qualified and skilled workforce.	Workforce data. Meet all contractual obligations.
Maintain community confidence in the service	QEII operates until 30 June 2019.	No negative press. Positive community feedback on services.
Maintain the reputation of CMS and the ACT Government	QEII operates until 30 June 2019.	No negative press. Positive community feedback on services.

10.0 Possible Questions

Question	Answer
<p>Why did CMS decide to cease operating the QEII Family Centre?</p>	<p>During the final phase of a complicated, protracted and expensive contract negotiation process, it became increasingly clear to CMS that it no longer enjoyed the economy of scale required to operate a high quality service at QEII into the future.</p> <p>CMS also knew that in a climate of falling revenue its capacity to operate as a going concern was not guaranteed.</p> <p>In recognition of the potential implications of an open tender for QEII and the staff, CMS undertook a due diligence review and explored all of its options.</p>
<p>What was basis of the decision?</p>	<p>This decision of CMS was based upon:</p> <ul style="list-style-type: none"> - the advice of an open tender process; - CMS' governance findings in the due diligence process; - the protracted and complicated nature of the negotiations; - with falling revenue its capacity to remain a going concern into the future; and - the increasing complexity of the ACT health service delivery environment.

Question	Answer
When was the decision first shared?	<p>In late August 2018, CMS advised Minister Fitzharris MLA of its commitment to the people of the ACT for an accessible, acceptable, affordable and quality service at QEII. The Minister was also advised that CMS had formed the view that the service required the resources of an organisation with a larger economy of scale in order to be effective into the future.</p> <p>CMS informed the Minister that it would not seek to sign a Service Agreement beyond the expiration of the 2016–2019 Agreement. Further, CMS affirmed its commitment to work with the Minister and ACT Health to see a smooth transition to the Territory or another provider.</p>
What was the Ministers response?	<p>The Minister expressed her disappointment and acknowledged the contribution that CMS has made to the ACT community, CMS' decision was respectfully accepted. She agreed that CMS and ACT Health would work together on a seamless transition to another provider.</p>
What will be the impact for the Canberra Community?	<p>It is our intention that there will be no impact for the ACT community.</p> <p>There will be no interruption to the provision of services.</p> <p>The service will continue after 30 June 2019 under new management.</p> <p>Health records will be transferred to the incoming provider to enable continuing care.</p> <p>CMS and ACT Health are working in partnership to achieve a smooth transition to the incoming provider.</p>
When will CMS hand over to the incoming provider?	<p>30 June 2019.</p>

Question	Answer
What changes will there be during the transition?	<p>CMS will continue business as usual until 30 June 2019.</p> <p>Transition to the incoming provider will commence three months prior to CMS ceasing management of the service.</p> <p>CMS will share QEII resources, including the name of the service, with the incoming provider.</p>
Can CMS meet its obligations?	<p>CMS has the funds available and will fully comply with all of its legal, Enterprise Agreement, Award obligations and contractual arrangements.</p>
Are funds available to cover staff entitlements?	<p>CMS has the funds to cover all staff entitlements.</p> <p>CMS will comply with the Fair Work Act and relevant EB Agreements and Awards.</p> <p>CMS will do everything it can to see continuing employment with the incoming provider for as many staff as possible.</p>
What will happen to the facility and its contents?	<p>CMS understands the service will continue from this facility. The facility and the fitout are the property of the ACT Government. The furnishings and most of the equipment are the property of CMS.</p> <p>CMS have advised ACT Health delegates that relevant QEII intellectual property will be made available to the incoming provider which may include: service information; service data; health records; documentation/forms; policies; and procedures will also be provided to enable continuing care.</p>
Will CMS continue after it ceases operating QEII?	<p>Yes. CMS as a public benefit institution, registered charity and incorporated association will continue to focus on the needs of the community through Community Development programs and the CMS Scholarship Scheme.</p>

11.0 Approval

This strategy was approved by:	[REDACTED] DON&M/EO
on:	19 October 2018
Further information/Contact details	[REDACTED]

Cramond, Sarah (Health)

From: Health Media
Sent: Wednesday, 27 February 2019 4:26 PM
To: Pulli, Tracey (Health)
Subject: FW: QEII media issue
Attachments: Ministerial Brief February 2019.pdf

From: Johnston, ClaireV
Sent: Wednesday, 27 February 2019 4:26:27 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: Health Media
Subject: QEII media issue

FYI

I think we will need speaking points on this.

From: [REDACTED] (Health)
Sent: Wednesday, 27 February 2019 4:05 PM
To: Attridge, Vanessa <VanessaS.Attridge@act.gov.au>
Subject: CMS media release 28 February


UNCLASSIFIED

Dear Vanessa,
Please find attached a brief for the Minister in relation to CMS' announcement to be released to the media on 28 February at 08:30.
Warm regards,
[REDACTED]

[REDACTED]
Queen Elizabeth II Family Centre
PO Box 126
(129 Carruthers Street)
Curtin ACT 2605
Australia
Ph: [REDACTED]
Fax: + 61 2 62052344
e mail: [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
Thriving Mothers, Thriving Babies [Ngunnawal meaning]



SUBJECT: Canberra Mothercraft Society – Public notification of cessation of operations at Queen Elizabeth II Family Centre on 30 June 2019

To: Vanessa Attridge, Chief of Staff, Office of Minister Fitzharris MLA

From: [REDACTED]

Date: 27 February 2018

Purpose:

To advise the Office of Minister Fitzharris MLA, that:

- the media will be notified on Thursday 28 February 2019 that CMS will cease operating QEII from the end of June 2019
- the release of the information may attract public and media interest.

Background

Background

From the early days of Federation, CMS and staff have been leaders in the provision of social, maternal and child health services for families from the ACT and surrounding region. CMS is Canberra's longest health and social service provider and second oldest community organisation. CMS has a long history of identifying the needs of the community, establishing services and assisting them to grow into the future. CMS founded all ACT primary health care maternal and child health services as we know them today and has operated the public hospital known as the Queen Elizabeth II Family Centre since its opening in 1963.

CMS is proud of the achievements of the service it has provided to families of young children at QEII through its staff. CMS enjoy the local, national and international reputation of a high quality service as demonstrated by the excellent accreditation results over the years. Our staff exemplify the vision and values of CMS every day with every family and increasingly reliable evidence shows this work makes a difference to the long term primary health and social health outcomes for families.

Issues

CMS will be notifying the media that:

- Canberra's longest serving health service provider, the Canberra Mothercraft Society (CMS) will cease operating the public hospital known as the Queen Elizabeth II Family Centre (QEII) on 30 June 2019.

- CMS was advised in early 2016, along with other community based service organisations, that the public hospital service provided at QEII would go to open tender in 2019. At that time CMS advised ACT Health that it respected the need for the ACT Government to exercise probity in the use of public funds. Meanwhile, CMS' diligence process identified that this would be a costly exercise with no guarantee of continuity of service provision by CMS.
- Negotiations for the 2016-2019 Agreement were protracted and completed in October 2018. Throughout the negotiations CMS strived to achieve adequate funding to ensure the provision of a high quality postnatal and early childhood service for families.
- From June 2018, it became increasingly clear to CMS that, under the proposed funding model: it no longer enjoyed the economy of scale required to operate a high-quality service at QEII into the future; and that our capacity to operate as a going concern was not guaranteed. A decision was reached by CMS in late August 2018 to not seek a further Agreement with ACT Health after June 2019.
- CMS' decision was based upon:
 - the increasing complexity of the ACT health service delivery environment;
 - the proposed funding model;
 - CMS' findings in the due diligence process; and
 - the costs associated with an open tender process for community organisations proposed by ACT Health.
- CMS advised the Minister for Health and Wellbeing Megan Fitzharris of its decision in late August 2018. At that meeting CMS advised the Minister its aims were to achieve:
 - continuity of the service for families;
 - a seamless transition to another provider; and
 - continuing employment for as many staff as possible.

CMS extends its gratitude to the Minister for stating her commitment to work together to achieve those aims and for her respect for our decision.
- CMS will fully comply with all of its legal, Enterprise Agreement and Award obligations to its staff.
- After CMS ceases operating QEII, it will continue to focus on the needs of the community through CMS Community Development Programs and the CMS Scholarship Scheme.

- We have been assured the service will continue after 30 June 2019 under new management. CMS is committed to working with ACT Health on a seamless transition to another provider.
- CMS shares the profound disappointment this news may bring and assures the community that the needs of the families we serve were central to our decision.

Recommendations:

Note the above information.

CONTACT:

[REDACTED]

Queen Elizabeth II Family Centre

Phone:

[REDACTED]

Mobile:

Email:

[REDACTED]@act.gov.au

Emerson, Marc (Health)

From: [REDACTED] (Health)
Sent: Friday, 22 February 2019 5:06 PM
To: McGregor, Leonie (Health); Bartholomew, Carolyn (Health)
Cc: Emerson, Marc (Health)
Subject: Transition out plan

UNCLASSIFIED

Dear Leonie,

I am unsure as to who I should be talking with at this stage so please forgive me if I am bothering you unnecessarily.

The Deed of Variation 12 Part 3 (4) (3) states that *The parties will negotiate in good faith to agree to a transition out plan prior to the commencement of the Transition-Out Period*. Recognising that the Transition-Out Period commences on 1 April, CMS is more than ready to commence the transition out negotiations. We would really appreciate your advice on when it is planned for this process to start. At the same time a schedule of issues to be discussed would assist us in the process.


In another matter, we have been working closely with our lawyers on the process of transitioning the staff to an incoming provider. As you may appreciate, under the Fair Work Act and Corporations law this is not a simple process. It may be also be helpful to have a meeting to discuss how the wording in the tender and Agreement with the incoming provider may contribute to limiting the liability to the Territory in relation to potential redundancy packages.

Warm regards,

[REDACTED]
 [REDACTED]
 [REDACTED]
 Queen Elizabeth II Family Centre
 PO Box 126
 (129 Carruthers Street)
 Curtin ACT 2605
 Australia
 Ph: [REDACTED]
 Fax: + 61 2 62052344
 e mail: [REDACTED]@act.gov.au



Towards Healthy Families

Ija Mulanggari, Goodtha Mulanggari 
 Thriving Mothers, Thriving babies [Ngunnawal meaning]

Cramond, Sarah (Health)

From: Dal Molin, Vanessa (Health)
Sent: Tuesday, 12 February 2019 4:27 PM
To: De'Ath, Michael (Health)
Subject: FW: Site Visit to QEII - HACS Maternity Services Inquiry - [SEC=UNCLASSIFIED]
Attachments: Inquiry into Maternity Services - Letter to Queen Elizabeth II Family Centre - Site Visits - Signed.pdf; Letter - Chair - Standing Committee on H~Maternity Services - Letter topdf

Importance: High

UNCLASSIFIED

Michael
 Please see email below – just for your information.

Thanks
 Vanessa

From: ACT Health DLO
Sent: Monday, 11 February 2019 4:10 PM
To: McGregor, Leonie (Health) <Leonie.McGregor@act.gov.au>; DDGHSPR <DDGHSPR@act.gov.au>
Cc: Dal Molin, Vanessa (Health) <Vanessa.DalMolin@act.gov.au>; ACT Health DLO <ACTHealthDLO@act.gov.au>
Subject: Site Visit to QEII - HACS Maternity Services Inquiry - [SEC=UNCLASSIFIED]
Importance: High

Hi Leonie

As you are aware the Standing Committee on Health, Ageing and Community Services are holding an inquiry into Maternity Services in the ACT. As part of the inquiry the committee have already arranged visits at the Canberra Hospital maternity wards and Calvary maternity ward.

The committee would like to visit the Queen Elizabeth II Family Centre.

Could the relevant line area please make contact with QEII and confirm which date and time is suitable and if there is going to be a directorate official present during this visit?

Your urgent advice would be much appreciated.

Thank you
 Chadia

Chadia Rad | Directorate Liaison Officer | ACT Health
 Phone: 02 620 50499 | Mobile: [REDACTED] | Email: acthealthdlo@act.gov.au
Office of Meegan Fitzharris MLA | Minister for Health and Wellbeing | Minister for Medical and Health Research | ACT Government
Office of Shane Rattenbury MLA | Minister for Mental Health and Justice Health | ACT Government
 Level 2, London Circuit | GPO Box 1020, Canberra ACT 2601

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From: LA Committee - HACS

Sent: Monday, 11 February 2019 4:00 PM

To: CHS DLO <CHSDLO@act.gov.au>

Subject: Standing Committee on Health, Ageing and Community Services - Maternity Services Inquiry - Site Visit to QEII [SEC=UNCLASSIFIED]

Good Afternoon

On 18 September 2018, the Standing Committee on Health, Ageing and Community Services (Committee) announced that it had resolved to hold an inquiry into Maternity Services in the ACT (Inquiry).

As part of this Inquiry the Committee would like to visit the Queen Elizabeth II Family Centre.

The Committee has identified the following date and times where they are able to visit the Queen Elizabeth II Family Centre:

- Option One – Tuesday, 26 March 2019 – 1.15pm-2.00pm; or
- Option Two – Tuesday, 26 March 2019 – 2.00pm-2.45pm

Could you please advise if the Queen Elizabeth II Family Centre is able to provide the Committee with a guided site visit on the proposed date and which time would work best for them?

Attached is letter provided to Minister Fitzharris in regards to the proposed site visit to the Queen Elizabeth II Family Centre.

Kind Regards,
Josephine

Josephine Moa

Committee Secretary | Committee Support | Office of the Legislative Assembly
Phone: 02 6205 0136 | Email: LACommitteeHACS@parliament.act.gov.au



The Office of the Legislative Assembly:

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LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES
Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair),
Ms Caroline Le Couteur MLA

Ms Meegan Fitzharris MLA
Minister for Health and Wellbeing
Legislative Assembly for the ACT
GPO Box 1020
Canberra ACT 2601.

Dear Ms Fitzharris

Committee visit to the Queen Elizabeth II Family Centre.

On 18 September 2018, the Legislative Assembly's Standing Committee on Health, Ageing and Community Services (the Committee) announced that it has resolved to hold an inquiry into Maternity Services in the ACT.

The Committee is very interested in the operation of the maternity services within Canberra. The Committee is particularly interested in visiting the Queen Elizabeth II Family Centre.

The Committee has proposed the following date and times where they are available to visit the Family Centre:

- Queen Elizabeth II Family Centre – Tuesday, 26 March 2019 – 1.15pm-2.00pm; or
- Queen Elizabeth II Family Centre – Tuesday, 26 March 2019 – 2.00pm-2.45pm

Could your office please confirm with the Committee Secretary, Mrs Josephine Moa, which times are suitable for site visits to both hospitals. Mrs Moa can be contacted on (02) 6205 0136 or by email at: LACommitteeHACS@parliament.act.gov.au

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Bec Cody', with a long horizontal line extending to the right.

Ms Bec Cody MLA
Chair
February 2019



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STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES

Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair),
Ms Caroline Le Couteur MLA

Ms Meegan Fitzharris MLA
Minister for Health and Wellbeing
Legislative Assembly for the ACT
GPO Box 1020
Canberra ACT 2601

Dear Minister

Committee visit to the ACT Health Maternity Services.

On 18 September 2018, the Legislative Assembly's Standing Committee on Health, Ageing and Community Services (Committee) announced that it had resolved to hold an inquiry into Maternity Services in the ACT.

The Committee is very interested in the operation of the maternity services within the Canberra public health system. The Committee is particularly interested in visiting the Centenary Hospital for Women and Children, the Queen Elizabeth II Family Centre, Maternal and Child Health, as well as the newly upgraded maternity unit within the Calvary Public Hospital in Bruce.

The Committee has identified the following dates where they are available to visit the Centenary Hospital for Women and Children, as well as the Calvary Public Hospital in Bruce:

- Calvary Public Hospital – Tuesday, 04 December 2018 – 1.15pm-2.00pm.
- Centenary Hospital – Tuesday, 11 December 2018 – 1.30pm-2.45pm.

The Committee would like to visit the Queen Elizabeth II Family Centre and Maternal and Child Health in the New Year and is happy to liaise with your office regarding the Committee's future visits to these sites.

It would be much appreciated if your office could liaise with the Committee Secretary, Mrs Josephine Moa, to confirm the proposed dates and times, as well as arranging future dates for the 2019 visits. Mrs Moa can be contacted on (02) 6205 0136 or by email at:

LACommitteeHACS@parliament.act.gov.au

Yours sincerely

Ms Bec Cody MLA

Chair

30 October 2018


ACT Health

Canberra Health Services

AGENDA
MINISTER FOR HEALTH AND WELLBEING MEETING

Date Tuesday, 22 January 2019

Time 9:30am – 11:30am

Location Minister Fitzharris' Office

Item No.	Agenda Item	Person Responsible	Action
ACT Health Directorate – 40 mins			
1.	<i>D-G catch-up</i>	<i>Michael De'Ath</i>	<i>For Discussion</i>
2.	19/20 Budget Update	Karen Doran	For Discussion
3.	Bulk Billing Practive Grant Fund direction and timeframes (MIN18/1747 attached)	Carolyn Bartholomew	For Discussion
4.	Update on Clinical Leadership Forum	Carolyn Bartholomew	For Discussion
5.	Media, Communications and Stakeholder Engagement Forecast	Tracey Pulli	For Discussion
Joint ACT Health and Canberra Health Services – 40 mins			
1.	Maternity Access Strategy (MIN18/2063 attached)	Carolyn Bartholomew Bernadette McDonald	For Discussion
Canberra Health Services – 40 mins			
1.	CHS Performance Reporting	Bernadette McDonald	For Discussion
2.	Media, Communications and Stakeholder Engagement Forecast	Cynthia Douglas	For Discussion
3.	<i>CEO catch-up</i>	<i>Bernadette McDonald</i>	<i>For Discussion</i>
Attachments (for noting only)			
<ul style="list-style-type: none"> A. CM Weekly Brief B. Cabinet Forecast C. Assembly Forecast D. Ministerial Overdue Report 			



MINISTERIAL BRIEF

ACT Health Directorate

UNCLASSIFIED

To: Minister for Health and Wellbeing

Tracking No.: MIN19/112

From: Michael De'Ath, Director General, ACT Health Directorate

Subject: Queen Elizabeth II Family Centre Service Transition

Critical Date: 1 February 2019

Critical Reason: To enable work to progress on procurement activity.

• DG .../.../...

Purpose

To update you and seek your endorsement of a preferred approach to the selection of and transition to a new service provider for the Queen Elizabeth II Family Centre (QEII).

Recommendations

That you:

1. Note the information contained in this brief; and

Noted / Please Discuss

2. Agree to Option 1 as the preferred approach to service provision.

Agreed / Not Agreed / Please Discuss

Meegan Fitzharris MLA

6.12.2019

Minister's Office Feedback

agree to option 1, but please ensure Option 2 continues to be explored for service continuity. Model of care & 'desired service offerings' needs urgent work. Att A clearly outlines potential for improved expansion of services that need to be explored.

Please update on progress by 31 March. Please also ensure close discussion with CHS alignment with maternity access strategies. There is opportunity to align favourably.

Tracking No.: MIN19/112

UNCLASSIFIED

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Background

1. Previous briefs have informed you of Canberra Mothercraft Society's (CMS) decision to exit service delivery at the end of their current contract on 30 June 2019. You have also been previously advised of preparations for the procurement of a new service provider.
2. On 9 January 2019, officers from the ACT Health Directorate (AHD), including the Acting Executive Director of Health Services Planning met with the [REDACTED] to seek further information on the current Model of Care to inform the transition process. [REDACTED] advised that under the current industrial arrangements of CMS, QEII staff would need to be informed of their final entitlements up to six weeks prior to the cessation of their employment, ie no later than 17 May 2019.
3. [REDACTED] has indicated that an extension of service provision could be considered if required.
4. Canberra Health Services (CHS) has indicated that the current service provision by QEII requires modernisation and that a range of other services are required to fill gaps in current community services, in particular day programs and child at risk supports.
5. There is a need to investigate expanded services such as day programs, in-home support, child at risk support and outreach programs. A desktop review of parenting support services currently provided in New South Wales, Victoria and Western Australia is provided at [Attachment A](#).
6. The QEII building is now 20 years old, having been constructed in 1999. Based upon an initial standard desktop review, the overall condition rating of the building is assessed as poor.
7. The Strategic Asset Management Plan includes a projected capital requirement of approximately \$965,000 over the next 5-8 years, with projected annual maintenance costs of around \$80,000.

Issues

8. AHD has continued to explore issues related to transitioning QEII's service, including examination of the current model of care and a preliminary examination of current service gaps.
9. There would be benefit in having a further developed position on a long term service model prior to going to market on a full tender basis.
10. Additionally, given the procurement timeframes and complexity, it is not possible to undertake a full open tender process prior to 30 June 2019.
11. A tender of greater than 12 months would require Procurement Board involvement which would impact the timeframe making it unlikely a service provider could be in place to commence services prior to 30 June 2019.
12. Any tender process would see the service contract outsourced to a private provider, with a risk that the new service provider may have own or preferences for staff. ACT Health recognises that staffs' continued employment is a priority in this transition process.

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