



Dear ,

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Wednesday 17 May 2023**.

This application requested access to:

'All briefs, minutes and reports provided to the Health Minister, Director-General of ACT Health and/or CEO of Canberra Health Services since my last FOI request (ACTHDFOI22-23.39), on implementation issues in connection with the Digital Health Record, including any bugs, technical challenges, 'code reds' or security issues.'

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Friday 16 June 2023**.

I have identified one document holding the information within scope of your access application.

Decisions

I have decided to grant full access to one document.

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

- The FOI Act; and
- The contents of the documents that fall within the scope of your request.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the 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 Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI 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
Website: ombudsman.act.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/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely,



Holger Kaufmann
Chief Information Officer
Digital Solutions Division
ACT Health Directorate

14 June 2023

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

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>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<i>'All briefs, minutes and reports provided to the Health Minister, Director-General of ACT Health and/or CEO of Canberra Health Services since my last FOI request (ACTHDFOI22-23.39), on implementation issues in connection with the Digital Health Record, including any bugs, technical challenges, 'code reds' or security issues.'</i>	ACTHDFOI22-23.52

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 2	GBC23/234 Ministerial Brief - Minister for Health – Minister's Weekly Brief	5 May 2023	Full Release	Out of scope information redacted	YES
Total Number of Documents						
1						



MINISTERIAL BRIEF

ACT Health Directorate

Tracking No.: GBC23/234

To: Minister for Health

CC: Rebecca Cross, Director-General

From: Robyn Hudson, Deputy Director-General

Subject: Minister’s Weekly Brief

Critical Date: Friday, 5 May 2023

Critical Reason: To ensure you are briefed on current issues and events.

Recommendations

That you note the:

- Information in the Minister’s Weekly Brief for 24 – 28 April 2023;
 - █ [Redacted]
 - █ [Redacted]
 - █ [Redacted]

Noted / Please Discuss

Rachel Stephen-Smith MLA/...../.....

Minister’s Office Feedback

[Empty box for feedback]

KEY TOPICS/EMERGING ISSUES

Digital Health Record Outage

1. On Wednesday, 26 April 2023 the Digital Health Record experienced an outage that impacted all health systems within the Nippon Telegraph and Telephone (NTT) environment. The outage occurred at 8:45am and was resolved by 11:46am. Canberra Health Services (CHS) promptly switched over to Business Continuity Process mode, whilst the teams worked closely with CHS to manage the incident.
2. After careful analysis, the root cause was found to be an issue with the NTT Protected Government Cloud that enables the Domain controllers and Domain Name Servers to authenticate users entering the system. Communication between the sites was highly effective and was resolved within 4 hours.

[Redacted]

[Redacted]

- [Redacted]

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- [Redacted]

- [Redacted]

- [Redacted]

[Redacted]

- [Redacted]