



Dear [REDACTED],

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Wednesday 28 June 2023**.

This application requested access to:

'All documents relating to CHS' 2023 Workplace Culture Survey intended to be administered in March 2023, for which BPA Analytics was contracted in November 2022.

If it has been decided to postpone or to not conduct this survey, then I would like to be supplied with all documents leading up to and relating to these decisions.'

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Wednesday 9 August 2023**.

I have identified two documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions on access

I have decided to grant full access to two documents. 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; 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, CHS 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 Your personal contact details will not be published.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
Allara House
15 Constitution Avenue
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,



Kalena Smitham
Executive Group Manager
People and Culture
Canberra Health Services


20 July 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
	<p><i>'All documents relating to CHS' 2023 Workplace Culture Survey intended to be administered in March 2023, for which BPA Analytics was contracted in November 2022.</i></p> <p><i>If it has been decided to postpone or to not conduct this survey, then I would like to be supplied with all documents leading up to and relating to these decisions.'</i></p>	CHSFOI22-23.70

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 2	Email – RE: Closing off some loose ends	20 December 2022	Full Release		YES
2.	3	Text message between EGM People and Culture to CEO CHS	20 December 2022	Full Release		YES
Total Number of Documents						
2						

From: [Smitham, Kalena \(Health\)](#)
To: [DAmbrosio, Flavia \(Health\)](#)
Subject: RE: Closing off some loose ends
Date: Tuesday, 20 December 2022 6:22:23 PM

OFFICIAL

From: DAmbrosio, Flavia (Health) <Flavia.DAmbrosio@act.gov.au>
Sent: Tuesday, 20 December 2022 10:36 AM
To: Smitham, Kalena (Health) <Kalena.Smitham@act.gov.au>
Cc: CHS WCL <CHS.WCL@act.gov.au>
Subject: Closing off some loose ends

OFFICIAL

Hi Kalena

I have a few things I'd like to close off/confirm direction before shutdown:

Wellbeing Strategy – wondering if you've had an opportunity to read the strategy and if you have any feedback before we commence the consultation period. We had hoped to commence the consultation before shutdown. [No but I will before the end of the week!](#)

Wellbeing Leads – we've worked out how many wellbeing leads we need for each discipline based on staffing numbers, seniority and salary costs, and we're currently writing a full paper/brief. Who should this paper/brief go to for full endorsement of wellbeing leads? We know you and Dave are on board with the wellbeing leads, however other executives may not be aware/on board and given the wellbeing leads may be chosen from their divisions there will be an operational impact. [I think a consultation paper to exec with a bit of background to bring them on the journey, then up to me for signature.](#)

2023 Workplace Culture Survey – the statement of requirement in the RFQ stated we would be conducting a culture survey in the first quarter of 2023. BPA responded to the RFQ accordingly and as such last week Jacqui advised we would commence planning for the 2023 Workplace Culture Survey in January, for them to be able to deliver by March 2023. I don't think March 2023 is the best timing for the full culture survey – it's a little too close to the pulse survey results, we'll be launching PPA in late March, the 3 wellbeing initiatives will have only just commenced and other 9 initiatives in the planning/implementation phase. I recommend a later census period – say around late August/early September. I'd like the census period confirmed before shutdown if possible, so I can advise BPA who have planned their work around a March 2023 census period. [Agree it's way too soon, so definitely not March. I've messaged DP re September.](#)

Happy to discuss any of the above.

Flavia

Flavia D'Ambrosio | Senior Director, Workforce Culture and Leadership

Phone: (02) 512 49585 | Email: flavia.dambrosio@act.gov.au

People and Culture | Canberra Health Services | ACT Government

Level 1, Building 23, Canberra Hospital | Garran ACT 2605 | www.canberrahealthservices.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

[<< OLE Object: Picture \(Device Independent Bitmap\) >>](#)

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Dave >



When do you want next full bpa survey? September?

Tue, 20 Dec at 8:07 pm

Possibly. Let's pencil it in and see how we're looking mid year. Sep is back end of winter surge. November is when folks are feeling bit more optimistic as the weather warms up

Yes ok good plan