

REF: FOI:12-116



Dear 

I refer to your application under the ACT *Freedom of Information Act 1989* (the Act), received by the Directorate on 12 November 2012, in which you requested access to the following information:

- *All records of feedback ie. consumer feedback and complaint forms, records of phone and verbal complaints, about the Centenary Hospital since its opening in August 2012*
- *All emails, memos, documents, investigations, ministerial briefings and reports relating to capacity, staffing, and patient numbers at the Centenary Hospital, since August 2012*

I refer also to the subsequent email and telephone correspondence, resulting in your agreement to having the information relevant to part one of your request provided in the form of collated data and to narrow the scope of the second part of your request to refer only to ministerial briefings on the matter.

As Executive Director, Women, Youth and Children, ACT Government Health Directorate, I am an officer authorised to make a decision in respect of a request for information, under section 22 of the Act.

After conducting a search of all relevant ACT Government Health Directorate records, the Directorate has compiled the requested data and documents in its possession, as identified in the schedule at Attachment A.

I have decided that one of the briefs is to be partially released to you and one is exempt from release, in accordance with exemption provision 41(1) of the Act, which is as follows:

**41 Documents affecting personal privacy**

- (1) A document is an exempt document if its disclosure under this Act would involve the unreasonable disclosure of personal information about any person (including a deceased person).

My decision is appealable under the Act. This means that if you are dissatisfied with this outcome you have a right to seek a review under section 59 of the Act. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

The Principal Officer  
c/- FOI Coordinator  
Executive Coordination  
Health Directorate  
GPO Box 825  
CANBERRA ACT 2601

You have 28 days from the date of this letter to seek a review of the outcome or such other period as the Principal Officer permits.

Under section 54 of the Act, if you are concerned about the processing of your request or related administrative matters, you may complain to the Ombudsman, who may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

The Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

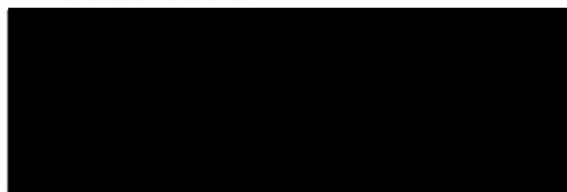
Please be aware that under the ACT Government's Online FOI Publication Policy, information released to you under the Act may be published on the internet.

A copy of the policy, detailing what information may be published on the internet, is available online at:

[http://www.cmd.act.gov.au/data/assets/pdf\\_file/0016/250333/FOI\\_Web\\_Release\\_Policy\\_-\\_Final.pdf](http://www.cmd.act.gov.au/data/assets/pdf_file/0016/250333/FOI_Web_Release_Policy_-_Final.pdf)

If you have any queries concerning this Directorate's processing of your request, or would like further information, please contact the Freedom of Information Coordinator on: (02) 6205 1340 or via email at: [fraser.powrie@act.gov.au](mailto:fraser.powrie@act.gov.au)

Yours sincerely



*for*  
Elizabeth Chatham  
**Executive Director**  
Women, Youth and Children  
16 January 2013

# Attachment A

## SCHEDULE OF DOCUMENTS

– FOI12-116

FOLIO	ITEM	DATE	STATUS	REASON FOR EXEMPTION	Internet publication
1	Table of complaints relating to inpatient maternity services	21/08/12 – 05/12/12	Full Release	Nil	Yes
2-5	Ministerial Brief – complaint about service provided by the Centenary Hospital for Women and Children	10/09/12	Exempt	Section 41- Names, other identifiers, medical information of a deeply personal nature	No
6-8	Ministerial Brief – Complaint regarding the new Birth Centre at the Centenary Hospital for Women and Children	04/09/12	Partial Release	Section 41- Names, other identifiers	Yes

**Number of Births in the Centenary Hospital for Women & Children Maternity Inpatients - 21st of August - 5th December, 2012 - 995**

**Number of Complaints in the Centenary Hospital for Women & Children Maternity Inpatients - 21st of August - 5th December, 2012 - 17**

Complaint Number	DATE RECEIVED	Communication	Care	Access	Discharge	Facility	Support Services	Medication
1	22-Aug-12				X			
2	31-Aug-12	X	X		X		X	X
3	03-Sep-12	X	X	X	X		X	
4	20-Sep-12	X	X	X	X			X
5	24-Sep-12	X	X	X				
6	10-Oct-12			X				
7	17-Oct-12					X		
8	17-Oct-12	X	X	X	X	X	X	X
9	23-Oct-12	X	X		X			
10	26-Oct-12	X	X	X	X			
11	30-Oct-12	X	X	X			X	X
12	01-Nov-12					X		
13	08-Nov-12	X	X					
14	26-Nov-12		X					
15	29-Nov-12					X		
16	30-Nov-12	X	X	X				X
17	03-Dec-12	X	X					X

**To:** Katy Gallagher MLA, Minister for Health  
**Subject:** Email – Complaint regarding the new Birth Centre at the Centenary Hospital for Women and Children – [REDACTED]  
**Through:** Dr Peggy Brown, Director-General

**Critical date and reason**

N/A

**Purpose of Brief**

To provide you with information in relation to a complaint received from [REDACTED] concerning the new Birth Centre at the Centenary Hospital for Women and Children.

**Issues/Background**

2. [REDACTED]
3. [REDACTED] has, on behalf of [REDACTED] provided positive feedback in relation to the design of the Birth Centre at the new Centenary Hospital for Women and Children. [REDACTED] have however raised concerns in relation to the new Centre, specifically that women who are not clients of the Canberra Midwifery Program will be using the Birth Centre Rooms for access to the baths during labour.
4. Currently, as part of Stage 1 the Birthing Suite is in a temporary location on level one, this site will eventually be utilised by Paediatrics in Stage 2. Due to the temporary location of the Birthing Suite it has not been feasible or practical for baths to be included in this wing. This temporary measure will be for a period of twelve months. On completion of Stage 2 virtually all rooms in the new Birthing Suite will be equipped with baths.
5. In the interim, access for all women to have appropriate support measures in place during labour will be provided. This may, on occasion, involve women from the Birthing Suite utilising the baths in the Birth Centre. It is not anticipated that this is a situation that will occur often. Steps have been put in place to ensure that this will only occur when there is an availability of space in the Birth Centre and for a short period of time, with women being transferred back to the Birthing Suite for their ongoing care.
6. Many women may plan to use baths for pain relief in labour and it would be unfair to deny any woman the right to her chosen analgesia. A number of women may, in fact, be those whose first choice was to book into the Birth Centre but were unable to obtain a place; as a consequence of this the use of baths during labour may be a high priority for these women.

7. [REDACTED] has also raised concerns that the Birth Centre may be used for the overflow of women who are unable to be accommodated within the wards of the Maternity Unit. There is a clear process in place for the management of access to appropriate postnatal care for women in the Maternity Unit during busy periods. This escalation plan does not include the use of beds being used for 'overflow' in the Birth Centre.
8. Senior Executives from the Canberra Hospital are reviewing the model of care across the Birth Suites and the Birth Centre to look at increasing the use of the Birth Centre by patients not on the CMP and will meet with the [REDACTED] to discuss their concerns and any proposed changes to the model of care.
9. A further concern raised by [REDACTED] is that the Birth Centre may be underutilised. They have indicated that while there is an increase in bed numbers there has not been an increase in staff for the Canberra Midwifery Program (CMP). Currently the CMP program has fully recruited to the number of budgeted staff. It is anticipated that with this fully recruited number of staff in place, 2012-13 will see an increase in the number of women accessing this popular program in comparison to the last two years.
10. The Continuity at the Canberra Hospital (CATCH) team have also been established to increase access to continuity of midwifery care for women of the ACT. A number of these women have medical risk factors and for this reason are unable to access the Birth Centre.
11. It is anticipated that a small cohort of low risk CATCH women will be accessing the Birth Centre. It is not anticipated that the number of women from CATCH using the Birth Centre will prevent access to the Birth Centre for CMP women. The current occupancy for the Birth Centre is less than 50% on most days.
12. Plans for increasing staffing levels in the Centenary Hospital for Women and Children are managed based on demand for service and the area of greatest need is prioritised in the first instance. The commitment of funds for the CATCH program from the previous budget cycle has enabled more women to access continuity of care.
13. The Division of Women Youth and Children is strongly committed to supporting continuity of care models and for women in either CMP or CATCH and to have the ability to access the Birth Centre if they meet the philosophy and are of low risk.
14. The Birth Centre will not be utilised to meet the needs of women requiring a longer postnatal stay or as an 'overflow' unit.

**Media**

This has the potential to generate negative media comment.

**Recommendation**

That you note the above information.

Elizabeth Chatham  
Executive Director  
Division of Women, Youth and Children

Action Officer: **Sophie Bertram**

Phone: **6244 3659**

*AGREED/NOT AGREED/NOTED/PLEASE DISCUSS*

..... / /  
*Katy Gallagher MLA*