Dear [Name]

FREEDOM OF INFORMATION APPLICATION

I refer to your application pursuant to the Freedom of Information Act 1991 (FOI Act) that was received on 24 April 2019 requesting access to:

All documents (including but not limited to emails, meeting notes, briefings, memos, letters, records of meeting and organisation of meetings) regarding the relocation of patient services and allied health care from the Repatriation General Hospital, Daw Park, for the period 1 July 2017 - 18 February 2018.

After consultation between your office and Mr Ben Twigg, Assistant Liaison Officer FOI & Insurance Services SA Health, this office was advised on 30 April 2019 that your application was amended to:

All documents (including but not limited to emails, meeting notes, briefings, memos, letters, records of meeting and organisation of meetings) regarding the relocation of patient services and allied health care from the Repatriation General Hospital, Daw Park, for the 18 September 2017 - 18 February 2018.

On 3 May 2019 this office was advised that the scope of your application was further reduced to:

Ministerial briefings, Executive briefings, letters and correspondence to any third parties.

I advise that twenty eight documents have been discovered that fall within the scope of your application. Out of these documents I have determined to release fifteen of these documents in full and six documents in part. The remaining seven documents are considered to be exempt.

This is in accordance with section 20(4) of the Freedom of Information Act 1991 (FOI Act) which permits access to a copy of documents from which exempt matter has been deleted.
The exempt matter has been deleted in accordance with the FOI Act schedule 1, clause 6(1) and clause 17(c) which state the following:

6—Documents affecting personal affairs
(1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

Names, addresses and email addresses of members of the public have been removed from the relevant documents to protect their privacy.

17—Documents subject to contempt etc
A document is an exempt document if it contains matter the public disclosure of which would, but for any immunity of the Crown—
(c) infringe the privilege of Parliament

The subject documents are Parliamentary Briefing Notes that were prepared for the former Minister of Health in order to provide him with relevant information for the decision making process of a matter under consideration or being actioned. The release of these documents into the public domain would compromise the Parliament's ability to effectively inquire, discuss and make decisions.

Furthermore, disclosure of Parliamentary Briefing Notes would infringe the privilege of Parliament and are therefore exempt under clause 17(c).

If you are dissatisfied with this determination you are entitled to apply for an internal review in accordance with section 29 of the FOI Act. To make an internal review application, please write to the Chief Executive Officer, Southern Adelaide Local Health Network within 30 (calendar) days after you received this letter. I have enclosed a copy of 'Your Rights to Review and Appeal' which outlines your review options.

In accordance with Premier and Cabinet Circular PC045 Disclosure Logs for Non-Personal Information Released through Freedom of Information, it will be necessary to publish on the SA Health website a summary of your application, this notice of determination (with your details redacted) and a copy of, or link to, the documents released to you.

I trust that the documents will be of assistance to you.

Yours sincerely

Ms M King
Accredited Freedom of Information Officer

encl: 1. FOI Copies
       2. Rights to Review and Appeal
## Schedule of Documents

**SOUTHERN ADELAIDE LOCAL HEALTH NETWORK**

In accordance with the *Freedom of Information Act 1991* (SA)

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Description of Document</th>
<th>Release Status</th>
<th>Exemption Clause</th>
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<td>Hydrotherapy Pools – Access and Charging Policies</td>
<td>Full</td>
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<tr>
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<td>Letter to Consumer– Hydrotherapy Sessions at FMC - 7/9/17</td>
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<td>In Part</td>
<td>Clause 6(1)</td>
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<tr>
<td>7</td>
<td>Attachment to above letter – Hydrotherapy Pool Sessions and Accessibility</td>
<td>Full</td>
<td></td>
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<tr>
<td>8</td>
<td>PBN Repat Outpatients &amp; Surgery/Procedures Relocation Plans – 11/9/17</td>
<td>Exempt</td>
<td>Clause 17(c)</td>
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<td>Clause 6(1)</td>
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<td>10</td>
<td>Minute Form Enclosure re Media Event – 13/9/17</td>
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<td>Exempt</td>
<td>Clause 17(c)</td>
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<td>12</td>
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<td>In Part</td>
<td>Clause 6(1)</td>
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<tr>
<td>13</td>
<td>Letter to Self Help Consumer &amp; user of FMC Pool – 20/9/17</td>
<td>Full</td>
<td></td>
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<td>14</td>
<td>Flyer Community Pool Access includes Map</td>
<td>Full</td>
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<td>Conditions of Pool</td>
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<td>16</td>
<td>Letter to Sam Duluk MP Accessibility &amp; Availability of the Hydrotherapy Pool at FMC – 22/9/17</td>
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<td>17</td>
<td>Letter to Hon Kelly Vincent MLC re Changes to Hydrotherapy Pool access at FMC</td>
<td>Full</td>
<td></td>
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<td>18</td>
<td>PBN Repat Outpatients &amp; Surgery/Procedures Relocation Plans – 5/10/17</td>
<td>Exempt</td>
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</tr>
<tr>
<td>19</td>
<td>PBN SALHN Use of Hydrotherapy Pools – 8/10/17</td>
<td>Exempt</td>
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<tr>
<td>20</td>
<td>Internal Memorandum to Office of the Minister for Health re Reduced access to the FMC Hydrotherapy Pool for current Self Help users – 9/10/17</td>
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<tr>
<td>No</td>
<td>Description</td>
<td>Level</td>
<td>Clause</td>
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<tr>
<td>21</td>
<td>Letter to Consumer re Booking Hydrotherapy Pool Sessions – 23/10/17</td>
<td>In Part</td>
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<td>PBN SALHN Repat Outpatients &amp; Surgery/Procedures Relocation Plans – 24/10/17</td>
<td>Exempt</td>
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</tr>
<tr>
<td>23</td>
<td>Letter to Dr Duncan McFetridge MP re access to Hydrotherapy Pool at FMC for members of constituent</td>
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<td></td>
</tr>
<tr>
<td>24</td>
<td>Internal Memorandum to CEO SALHN re Hydrotherapy Pool FMC – 3/11/17</td>
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</tr>
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<td>25</td>
<td>Internal Memorandum to CE SA Health re Hydrotherapy Pools on the FMC Campus – 6/11/17</td>
<td>Full</td>
<td></td>
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<tr>
<td>26</td>
<td>PBN SALHN Repat Outpatients &amp; Surgery/Procedures Relocation Plans – 6/11/17</td>
<td>Exempt</td>
<td>Clause 17(c)</td>
</tr>
<tr>
<td>27</td>
<td>PBN SALHN Repat Outpatients &amp; Surgery/Procedures Relocation Plans – 13/11/17</td>
<td>Exempt</td>
<td>Clause 17(c)</td>
</tr>
<tr>
<td>28</td>
<td>Question without Notice – Legislative Council Hydrotherapy Services FMC In Response to Hon Kelly Vincent</td>
<td>Full</td>
<td></td>
</tr>
</tbody>
</table>
HYDROTHERAPY POOLS – ACCESS AND CHARGING POLICIES

BACKGROUND

- New Hydrotherapy pools are being built across Adelaide as part of changes in Rehabilitation. The hydrotherapy pool at Modbury opened in March 2017, with a new pool opening at FMC in late 2017 and a pool expected to be built at TQEH within the next two years.
- With each metropolitan LHN operating a hydrotherapy pool, there is an opportunity to standardise the operational and clinical systems required for managing these pools.
- LHNs met on 11 May 2017 to discuss a more coordinated approach to access to pools by third parties and to any consequential fees for those services.
- LHNs agreed on hire and fee policies – these are presented below.
- A number of issues were raised with respect to lease terms and competition policy. Crown Solicitor’s Office (CSO) was asked to provide advice – this was received on 25 July 2017.
- The brief provides consolidated information regarding hire and use of hydrotherapy pools by individuals and external groups.

CURRENT APPROACH TO HIRE AND FEES

At present, there is considerable variation between both the hiring policies and the rates being charged between LHNs.

Both CALHN and SALHN outlined a number of issues that services had experienced with the hire of pools to external groups:

- Complaints from private pools about rates being too low – seen as public services under cutting private enterprise.
- Requests from some services for storage of equipment, for example The Hampstead Rehabilitation Centre (HRC) noted that they built a substantial shed in order to meet the storage requirement of hirers – LHNs noted that this was unlikely to be accommodated within new facilities.
- Hire to swim schools, especially children’s swim schools, raises a number of issues. Damage and soiling of equipment and pool was significant with children’s swim schools. It was also noted that if hire to swim schools for children is contemplated then hydrotherapy pools will need to ensure that services are operated in line with child protection guidelines.

Current Hire Rates

The table below shows the current access and charging approach by the three LHNs.

<table>
<thead>
<tr>
<th>EXTERNAL HIRE</th>
<th>Hire ? Yes/ No</th>
<th>Open Hire / Targeted</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALHN</td>
<td>Yes</td>
<td>Open</td>
<td>Differential rates</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>community based groups $20 - $30</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>for profit groups $40</td>
</tr>
<tr>
<td>SALHN</td>
<td>Yes</td>
<td>Targeted</td>
<td>Differential rates</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Former client hire rate per person $5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Third party hire rate $70</td>
</tr>
<tr>
<td>NALHN</td>
<td>No</td>
<td></td>
<td>no hire at present - preference towards rehabilitation and disability groups</td>
</tr>
</tbody>
</table>

All LHNs agreed that charging should be based on all known costs – ie full cost recovery. CSO have provided advice (25 July 2017) that a pricing system based on full cost recovery of hiring the pool for use by third parties would be the preferable way of ensuring that the LHNs do not breach the SA Government Competitive Neutrality Policy Statement.
CSO have further noted that full cost recovery does not mean that the fee for hiring the pool needs to be the same as what private pool providers charge for the hire of their pools, but the fee should be able to be justified on the basis that it is an amount that is at least equal to the amount necessary to fully recover the costs incurred by the LHN in hiring the pool to users for the amount of time that they use the pool.

**Recommendation 1 That DHA agree to a full cost recovery approach to hydrotherapy pool hire**

**Recommendation 2 That DHA support LHNs to determine a cost per m2 of each hydrotherapy pool and a charging regime for each hour of use to be developed based on that agreed cost.**

**Hire Priorities**

As noted previously there is no SA Health wide approach to the hire of hydrotherapy pools. All LHNs discussed a possible framework for deciding access to hydrotherapy pools. There is agreement that a framework should be established which focusses on the needs of clients and patients first. The suggested framework is as below, with a focus on clients and patients of rehabilitation and other LHN health services being first priority, past clients of LHNs using the pool for continuation of their therapy being next followed by LHN staff and like business and services.

The table below shows the suggested groupings.

<table>
<thead>
<tr>
<th>HYDROTHERAPY ACCESS HIERARCHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
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<tr>
<td>1b</td>
</tr>
<tr>
<td>2</td>
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<tr>
<td>3</td>
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<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

It was further agreed that services should not prejudice access by clients and patients in favour of community and private groups. In practice this means that access to the service for low priority groups would be after normal hours — ie after 6pm and on Saturday afternoons and Sundays.

**Recommendation 3 That SA Health agrees to the proposed access framework and promulgate the access framework across SA Health.**

**LEASE TERMS AND CONDITIONS**

CSO have advised that any hire of an hydrotherapy pool by an LHN must be within the Retail and Commercial Leases Act 1995 ("the Act"). The Act applies to all retail shops – which are defined as:

(a) business premises—

(i) at which goods are sold to the public by retail; or

(ii) at which services are provided to the public, or to which the public is invited to negotiate for the supply of services;

This definition includes all premises where services are provided to the public. Given this advice it is important to note that Section 20B of the Act requires that all leases under the Act have a minimum term of 5 years.

Such a condition is problematic, given that LHNs may require some flexibility in the hire of pools to outside services. In particular LHNs may require an hire arrangement to be short term (especially...
where it is for a lower ranked agency such as a swimming school) to allow for growth in direct service provision for patients.

CSO advice is that the lease term can be varied. Section 20B(3) provides an opportunity where LHNs could enter into leases for a term of less than 5 years, if each such lease contained a clause certifying that the lessee’s solicitor has explained to the lessee the effect of accepting a term of less than 5 years and be signed off by the lessee’s solicitor. Of course, the lessee having to engage a solicitor for this purpose would be an additional cost to the lessee. This may not be possible for small organisation such as swimming schools.

CSO also notes that the Minister for Small Business has the power to grant an exemption from all or any provision of the Act in relation to a retail shop lease or a class of them. However, it is understood it is unlikely that the Minister will grant total exemptions from the Act.

CSO advice is that an applicant stands a greater chance of obtaining an exemption from the specific provisions of the Act that may be difficult to comply with, provided that such an exemption does not harm the overall interests of the lessee. For example, SA Health may wish to apply for an exemption from these leases having to comply with Section 20B of the Act in order to avoid the LHNs having to provide leases for 5 years, with part of the rationale being that:

- neither party is likely to want to be locked into a 5 year lease for the use of a portion of a swimming pool for only a few hours a week; and
- there would be cost benefits for the lessee in not having to obtain a solicitor’s sign off under Section 20B(3)(c), which might be an expense that is disproportionate to the total cost of the lease.

SA Health and its entities would still be required to uphold all other parts of the Act.

*Recommendation 4 That DHA notes that any hire of hydrotherapy pools must be undertaken within the Retail and Commercial Leases Act 1995, and as such a default five year lease must be taken into account.*

*Recommendation 5 That DHA seek a limited exemption to the lease term clause based on the need to maintain flexibility in the term and the desire to not require a small organisation to have the expense of a solicitors sign off under Section 20B(3)(c),*
1st September 2017

Dear Self Help Consumer and user of the FMC Pool

I am writing to advise that an open forum will be held for all FMC Self –Help Pool users and RGH Community Access Pool users.

OPEN FORUM FOR POOL USERS

Place:  Flinders Medical Centre,
        Flinders Centre for Innovation in Cancer, Level 1
        Function Room
Date:   Wednesday 20th September 2017
Time:   10:15 am -11.00 am

This will be an opportunity to meet with the SALHN Chief Operating Officer and Allied Health staff to answer any questions you may have about the transition plan to the new pool.

Information will be provided regarding access, booking, payment and car parking. A tour of the new pool will be available from mid-October. Further information on tour details will follow.

Yours faithfully

Sarah Woon
Director, Allied Health
Flinders Medical Centre
Directions to multi-storey car park

- Turn onto Flinders Drive, Bedford Park from Main South Road.
- Take second left. You will see Wilson’s car park on your left and the main entrance of FMC and bus zone on the right.

Directions to FCIC

- Turn left as you exit Wilson’s car park
- Keep walking straight and you will see the FCIC on your right.
HYDROTHERAPY SESSIONS AT FLINDERS MEDICAL CENTRE

I refer to your email of 9 and 16 August 2017 to the Chief Executive of SA Health regarding hydrotherapy sessions at Flinders Medical Centre (FMC).

As this matter falls within the Southern Adelaide Local Health Network (SALHN) the Chief Executive has asked that I respond on her behalf.

The new 55-bed rehabilitation facility and hydrotherapy pool on the FMC campus will provide state-of-the-art facilities for patients in Southern Adelaide undergoing rehabilitation. With the opening of the new facility, we are anticipating an increase in the number of hospital patients using the new pool for aquatic physiotherapy/hydrotherapy as part of their recovery and rehabilitation.

Given patients receiving clinical rehabilitation care at FMC take priority over self-help community groups, the times indicated within the pool schedule for self-help and community users are sessions that are available when the pool is not being used by the rehabilitation inpatients and outpatients. I acknowledge that some of the session times may not be convenient for all groups currently using the pool, but hope that we can accommodate you into your preferred session.

SALHN has scheduled an information session for Wednesday 20 September 2017 at 10.15am for current self-help consumers to meet with the Chief Operating Officer and allied health staff to answer questions and address any further concerns. Detailed information for pool users will also be available at this meeting outlining the transition process and access to the new pool.

With regards to the hydrotherapy pool at the Repatriation General Hospital, SALHN will also be inviting an ACH representative to provide an update on their plans for the hydrotherapy pool at RGH to the forum. ACH Group are also happy to take calls directly to discuss the future of the RGH hydrotherapy pool, and other facilities on the RGH site, on telephone 1300 11 44 77.
If you have any further queries please do not hesitate to contact Sarah Woon, FMC Director of Allied Health on 8204 4048.

Yours sincerely

[Signature]

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

7 September 2017

cc: Vickie Kaminski, Chief Executive, SA Health
REPATRIATION GENERAL HOSPITAL HYDROTHERAPY POOL

I refer to your email of 8 August 2017 to the Chief Executive of SA Health regarding the hydrotherapy pool at the Repatriation General Hospital (RGH).

As this matter falls within the Southern Adelaide Local Health Network (SALHN) the Chief Executive has asked that I respond on her behalf.

I am pleased to confirm that existing users of the Community Pool Access Program at RGH will continue to have access to self-directed session times within the newly built hydrotherapy facility at Flinders Medical Centre (FMC).

Further information regarding details of the new pool booking system for sessions, payment for sessions and maps for location will be distributed in an Information pack to existing users in the coming weeks. An open forum has also been scheduled for Wednesday 20 September 2017 at 10:15am to provide these details to consumers, of which you are welcome to attend.

With regard to the future plans for the RGH hydrotherapy pool, SALHN have been liaising with ACH Group regarding the ongoing interest of their consumers in relation to the future access to the hydrotherapy pool on the RGH site. ACH are currently working through their planned approach for these facilities and are happy to be contacted by any consumers regarding their concerns or queries. Please feel free to contact ACH Group on Telephone 1300 22 44 77.

SALHN welcome your feedback as we transition to the new facility. We will also be undertaking an evaluation of the pool schedule and its use once there has been time to settle into the new surroundings and ensure services are running smoothly.

Yours sincerely

[Signature]

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

7 September 2017

cc: Vickie Kaminski, Chief Executive, SA Health
September, 2017

The Hon. Martin Hamilton-Smith MP
Independent Member for Waite
Waite Electorate Office
PO Box 275
TORRENS PARK S.A. 5062

Dear Mr Hamilton-Smith

Thank you for your letter of 15 August 2017, on behalf of your constituents about the future of the Repatriation General Hospital (R.G.H.) hydrotherapy pool.

Existing users of the Community Pool Access Program at R.G.H. will continue to have access to self-directed session times within the newly built hydrotherapy facility at Flinders Medical Centre. Correspondence outlining details of session times and accessibility have already been provided to existing users (copy attached).

I am advised that further information regarding details of the new pool booking system for sessions, payment for sessions and maps for location will be distributed in an information pack to existing users in the coming weeks. In addition, an open forum is also being arranged for Wednesday 20th September 2017 at 10.30am to provide details to the consumers of the hydrotherapy pool. Further information on the forum and its location will be distributed to consumers shortly.

With regard to the future plans for the R.G.H. Hydrotherapy facility, the Southern Adelaide Local Health Network (S.A.L.H.N.) have been liaising with the A.C.H. Group regarding the ongoing interest of their consumers regarding future access to the hydrotherapy pool at R.G.H. A.C.H. Group is currently working through their planned approach for the R.G.H. facilities and is happy to be contacted by any consumer regarding future services at the R.G.H. site.

S.A.L.H.N. will also be inviting an A.C.H. representative to the open forum on 20th September 2017 to provide an update on their plans for the R.G.H. hydrotherapy pool.
Clause 6(1) is also welcome to contact A.C.H. Group directly to discuss the future of the R.G.H. hydrotherapy pool, and other facilities on the R.G.H. site, on telephone 1300 11 44 77.

I trust that the information I have provided is of assistance to you and your constituent, Clause 6(1)

Yours sincerely

Jack Snelling M.P.
Minister for Health
Minister for the Arts
Minister for Health Industries

Enc: R.G.H. Hydrotherapy Pool Session Times & Accessibility
11th August 2017

Dear Community Access Consumer and user of the Repat Pool

I am writing to confirm that Repatriation General Hospital (RGH) will be providing times for independent use of the new pool at FMC for current community users.

We underestimated the response we would receive from a number of the current self-help users of the pool facility at RGH with regards to the change in our model of care.

The new 55-bed rehabilitation facility at FMC will have a new pool to replace the current FMC pool and the Repat pool. Hydrotherapy is a critical component of rehabilitation after acute treatment.

While we will need to prioritize for the increase in numbers of acute and rehabilitation patients using the new pool, I am pleased to report that we have revisited the pool schedule and we will provide access to the new pool for current community self-help users.

We will offer daily midday sessions and up to three sessions after 5pm each weekday for those wishing to use it independently for aquatic exercises. Indicative times of group sessions:

- 12.15 pm
- 5.30 pm
- 6.00 pm
- 6.30 pm

Access to the new FMC pool will commence from 13 November 2017. In the meantime your access to the RGH pool remains unchanged until we facilitate your transition to the new pool.

Further information will follow on transition arrangements. In the coming weeks you will be provided with details such as booking and payment methods.

For information on the continuing arrangement of the Repat pool and access for community users, please contact ACH Group directly. However, if any RGH users wish to use the new FMC pool they can do so under this current community self-help model.

If you would like to discuss this arrangement further please contact me on the details at the top of this letter.
HYDROTHERAPY SESSIONS AT FLINDERS MEDICAL CENTRE

I refer to your email of 21 August 2017 to the Chief Executive of SA Health regarding hydrotherapy sessions at Flinders Medical Centre (FMC).

As this matter falls within the Southern Adelaide Local Health Network (SALHN) the Chief Executive has asked that I respond on her behalf.

The new 55-bed rehabilitation facility and hydrotherapy pool on the FMC campus will provide state-of-the-art facilities for patients in Southern Adelaide undergoing rehabilitation. With the opening of the new facility, we are anticipating an increase in the number of hospital patients using the new pool for aquatic physiotherapy/hydrotherapy as part of their recovery and rehabilitation. Patients receiving clinical rehabilitation care at FMC will take priority when accessing the pool for rehabilitation, over current self-help community users.

For this reason the times indicated within the pool schedule for current self-help and community users are sessions that are available when the pool is not being used by priority inpatients and outpatients. Whilst I recognise that some of the session times may not be convenient for all groups currently using the pool, I hope that we can accommodate you into your preferred session. In addition, SALHN will look at alternative after-hours sessions that may be suitable for some groups of community pool users.

An information session is also being held on Wednesday 20 September 2017 at 10.15am, for current self-help consumers to meet with the SALHN Chief Operating Officer and allied health staff to answer questions and address any further concerns that you may have. Detailed information for pool users will be available at this meeting outlining the transition process and access to the new pool.

With regards to your comments in relation to the ACH Group retaining the hydrotherapy pool at the Repatriation General Hospital, Contact can also be made with ACH Group on the future of the RGH hydrotherapy pool and facilities by visiting their website at http://achgroup.org.au/contact/.
I welcome your continued feedback as we transition to the new facility. SALHN will be undertaking an evaluation of the pool schedule and its use once there has been time to settle into the new surroundings and ensure services are running smoothly.

Please do not hesitate to contact the FMC Director of Allied Health, Sarah Woon, on 8204 4048 if you have any further queries.

Yours sincerely

[Signature]

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

11 September 2017

cc: Vickie Kaminski, Chief Executive, SA Health
MINUTE

MINUTES forming ENCLOSURE to

To: THE OFFICE OF THE MINISTER FOR HEALTH

Submitted by Professor Michael O'Keefe, Chief Executive Officer Southern Adelaide Local Health Network (SALHN)

Authorised by Vickie Kaminski, Chief Executive, SA Health

MEDIA EVENT: NEW 55-BED REHABILITATION FACILITY, 30-BED OLDER PERSONS AND 15-BED PALLIATIVE SERVICES AT FLINDERS MEDICAL CENTRE (FMC) ON SUNDAY 24 SEPTEMBER 2017


Reason: The handover of the new builds at Flinders Medical Centre (FMC) is scheduled for Sunday 24 September 2017. A media event will occur on 24 September 2017 with the Premier of South Australia in attendance.

Recommendations: It is recommended that you:

1. Note the contents of this briefing about the official handover of the new builds at Flinders Medical Centre (FMC) on Sunday 24 September 2017.

Noted

Minister for Health

/ / 2017

PURPOSE

- To provide the Minister for Health with information about the new infrastructure project at FMC to support his attendance, and that of the Premier of South Australia, at the media tour and press conference on Sunday 24 September 2017 at FMC from 11:00am to 12:15pm.
- A draft running sheet and press release will follow nearer the date.

SUMMARY

- As part of Transforming Health $185.5 million has been invested at FMC to upgrade facilities. This includes:
  - A new state-of-the-art rehabilitation centre comprising of 55 beds, new gymnasiums and a hydrotherapy pool, integrating rehabilitation into our hospitals so rehabilitation can start sooner.
A new palliative care unit located on the fifth storey of the new rehabilitation building with access to shared spaces, a large rooftop garden, and 15 single rooms, all with individual bathrooms, providing greater privacy for patients and their families. The unit has been named Laurel Hospice.

More car parking, with a new 1820 space multi-deck car park (1260 more spaces than currently exist) to make it easier to visit loved ones.

A new 30 bed older persons' mental health facility.

- Handover of the new builds is scheduled for Sunday 24 September 2017.
- The infrastructure was built in anticipation of services relocating from the Repatriation General Hospital (RGH), which is scheduled to be decommissioned in late 2017.
- 479 construction, sub-contractor and consultant jobs were created as a result of the new build.

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide. It is expected the southern area will continue to grow and expand, with FMC as the flagship site of the south. Noarlunga Hospital, Marion GP Plus and Noarlunga GP Plus will continue to work with FMC in providing the best care to the south.

The new buildings replace existing services at RGH. There are no reductions to services or clinical staff as a result of the decommissioning of RGH. Services will relocate to the new builds by the end of 2017.

Outpatient services from RGH are currently relocating across SALHN in a staged process. There is no reduction to services or clinical staff associated with the relocation of outpatient services.

As part of the SA Government’s State Budget, $3.5 million has been invested to fit out two new operating theatres at FMC and $3 million will be allocated to expand the FMC Emergency Department (ED). The ED redevelopment includes the creation of 10-12 additional treatment spaces (involves relocation of the Mental Short Stay Unit to a dedicated space) and the commissioning of an additional paediatric resuscitation bay. These projects are due to be completed early next calendar year.

- The completion of the new builds, and the decommissioning of RGH, marks the end of the Transforming Health reform in the south.
- South Australia has an ageing population and it is critical that there are advanced and modern rehabilitation, palliative and older person mental health facilities co-located at a major acute site. Patients with these needs will have better and easier access to these services after having surgery or emergency treatment at FMC.
- The current Rehabilitation, Palliative Services and Older Persons Mental Health Unit at RGH have an excellent reputation in the community and are often leaders in the space of research, clinical excellence and traineeship of future medical professionals.

SA HEALTH REPRESENTATIVE

- David Morris, Acting Chief Executive Officer (SALHN)
- Rebecca Graham, Executive Director - Strategy and Reform (SALHN)
- Associate Professor Craig Whitehead, Clinical Director - Rehabilitation, Palliative and Aged Care (SALHN)
- Professor Malcolm Battersby, Clinical Director - Mental Health Services (SALHN)
- Maria Crotty, Clinical Director - Rehabilitation (SALHN)
- Kate Swetenham, Clinical Director - Palliative Care (SALHN)

BACKGROUND

- During 2017, changes are continuing to take place in hospitals across metropolitan Adelaide under the Transforming Health program.
- Building on the changes implemented in 2015 and 2016, further work will take place to redesign the public health system so that hospitals in each Local Health Network (LHN) work together to provide a range of services to their local catchment area.
More than $12 million has been invested at Noarlunga Hospital to build new facilities and improve surgical services for the South:
  o A new Day Surgery Unit has recently been completed which includes two new operating theatres and a first stage recovery area.
  o The Renal Dialysis Unit and the Paediatric waiting space in the ED have also been redeveloped.

FMC will provide major emergency care and complex surgical services.

COSTING COMMENT

The new builds are a $185.5 million investment.

IMPACTS ON ANOTHER CEO OR DCE OR EXECUTIVE DIRECTOR

N/A

ADVICE FROM OTHERS

Kent Jarman, Redevelopment Manager, Flinders Medical Centre (SALHN)
Immacolata Bolella, Acting Manager, Media and Communications (SALHN)
Fran Gallardo, Acting Senior, Media and Communications Officer (SALHN)

ATTACHMENT(S)

N/A.

[Signature]

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

13 September 2017

Contact Officer: Fran Gallardo
Telephones: 8204 8981

Email: fran.gallardo@sa.gov.au

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☐ Copy to be provided to the Chief Executive, SA Health (Office of the Chief Executive to provide)
☐ Departmental record only (Office of the Chief Executive to retain)
Dear Dr McFetridge

I refer to your email of 6 September 2017 to the Hon Jack Snelling MP, Minister for Health regarding the concerns of clause 6(1) regarding access to the Hydrotherapy Pool at Flinders Medical Centre (FMC).

As this falls within the responsibility of the Southern Adelaide Local Health Network (SALHN) the Minister has asked me to respond directly, on his behalf.

The new 55-bed rehabilitation facility and hydrotherapy pool on the FMC campus will provide state-of-the-art facilities for patients in Southern Adelaide undergoing rehabilitation. With the opening of the new facility, we are anticipating an increase in the number of hospital patients using the new pool for aquatic physiotherapy/hydrotherapy as part of their recovery and rehabilitation. Patients receiving clinical rehabilitation care at FMC will take priority when accessing the pool for rehabilitation, over current self-help community users.

For this reason the times indicated within the pool schedule for current self-help and community users are sessions that are available when the pool is not being used by priority inpatients and outpatients. Whilst I recognise that some of the session times may not be convenient for all groups currently using the pool, I hope that we can accommodate clause 6(1) into a preferred session. In addition, SALHN are looking at alternative after-hours sessions that may be suitable for some groups of community pool users.

The timing of the new sessions is related to combining the activity of two pools into one. The proposed new schedule has inpatient and outpatient activity occurring from 8:30am to 5:00pm Monday to Friday and until 10:00am on Saturdays. Pool testing, set up and cleaning occurs before 8:30am each day. Also, the self-help sessions require supervision for safety, which means ensuring we have attendants/lifeguards rostered.

An information session is being held on Wednesday 20 September 2017 at 10:15am, for current self-help consumers to meet with the SALHN Chief Operating Officer and allied health staff to answer questions and address any further concerns that they may have (details of the forum attached). Detailed information for pool users will be available at this meeting outlining the transition process and access to the new pool.
I trust that the information I have provided is of assistance to you and your constituent, Clause 6(1).

Yours sincerely

[Signature]

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

15 September 2017

Attach: Open Forum & Map

cc: Minister for Health
20th September 2017

Dear Self Help Consumer and user of the FMC Pool

We are pleased to invite you to participate in the community pool access sessions in the new pool facility at Flinders Medical Centre (FMC).

The initial booking procedure will be via your attendance at a current session at either FMC or Repatriation General Hospital (RGH), where booking sheets will be made available from 16 October 2017 at each site.

We ask you to take time to read and sign the “conditions of use for the community access sessions” form which will be available with booking sheets. Please provide your best contact number on the form, so in the event of unanticipated cancellation we can contact you.

Please also take note of the information sheet we are providing which outlines payment options and how you can make, cancel or change a booking.

There is a map printed on the back of the information sheet to assist you in finding your way to the new pool facility.

Yours faithfully

Sarah Woon
Director, Allied Health
Flinders Medical Centre
Information Sheet

Community Pool Access

This information sheet outlines procedures for transitioning the Flinders Medical Centre (FMC) Self Help pool users and the Repatriation General Hospital (RGH) Community Access pool users to the new pool facility within the rehabilitation building at FMC.

You have previously been assessed as being capable of continuing your pool exercises independently. You will continue to be supervised by our pool attendants for safety purposes only as you have been discharged from Physiotherapy you will not have direct guidance from a Physiotherapist.

There will be staff members on lifeguard duty. To ensure your safety please follow their directions. Please inform a pool attendant if you lack water confidence and require a flotation device prior to pool entry. You may be asked to use a flotation aid if you are unable to demonstrate an adequate level of water safety.

Session Times
30 minute sessions for community pool access are available each Monday to Friday at:
- 8.30am
- 12.15pm
- 5.30 pm

Saturday morning sessions (after 10am) will also be available to you.

Bookings
Please book sessions at the level three pool reception. You may attend twice a week. You may book one month ahead only. You may book two sessions per week, with only one of these being a 12.15 time slot. In the interests of your safety and pool change space there is a limit of 17 people per session.

Booking cancellations and alterations can only be made during session times via phone call to the pool deck area on 8404 2250.

Failure to attend two sessions without notification of cancellation will lead to future bookings being cancelled.

Bookings will be available to participants from Monday 16 October 2017.

Payment
$5.00 per visit, $20 for a 4 visit pass
OR
$50.00 for an 11 visit pass

Cash payments may be made only to cashier at FMC during cashier opening hours, all other payments made at the pool area will be via EFTPOS.

Car Parking
The option for discounted car parking is available for all participants. Car parking for 11 pool sessions is available for $72.

Car parking is available in either the Wilson Car Park or the new rehabilitation building car park.

Please bring with you:
- Bathers, Towel
- Reliever medications (e.g. Ventolin, Angiine, nitro lingual spray)

Please have a cup of water following your session to avoid dehydration.
Community Pool Access Sessions

Conditions of Pool Use

Please read, sign and return this form to access the community pool access program.

1. You may only access to the pool at FMC if you have previously attended either FMC self-help or RGH community pool access sessions.

2. Available session times are 8.30-9.00, 12.15-12.45, and 17.30-18.00 Monday to Friday. Saturday morning sessions (after 10am) are also available.

3. You can book into the sessions twice weekly.

4. You may only book into one 12.15-12.45 session per week.

5. You will perform aquatic exercises independently; there is no clinical/professional advice available.

6. Please do not attend if you are unwell. If you have had an episode of diarrhoea, you are not to use the pool for two weeks following your last episode.

7. Session attendants monitor participant safety.

8. You must be able to enter and exit the pool, without assistance, via the steps and be independent with changing.

9. You must have a booked place to attend the session.

10. Bookings will be available on a monthly basis. The booking sheets will be accessible at the reception desk on level 3 of the Rehabilitation building.

11. Booking cancellations and alterations can be made via phone call to the pool deck area during session times only on 8404 2250.

12. Only you (or your carer) may book into the session times.

13. You must either pay 5 dollars per session or purchase a multi-visit card. Please note, unused visits on a multi-visit card are forfeited if unused within a one year time frame

14. Cash payments may be made only to the cashier at FMC during cashier opening hours, all other payments made at the pool area will be via EFTPOS.

15. You cannot attend without payment.

16. You must not attend if you are under the influence of alcohol, illicit drugs or adversely impacted by prescription medication. You may be excluded if in the opinion of staff you are thought to be under the influence.

17. Please arrive ten minutes prior to your session time.

18. You must wait to be invited into the facility by attendant staff and follow the direction of attendant staff at all times.

19. Please exit the facility within 15 minutes after exit from the pool.

20. Swearing, abuse, threats, intimidation or violence (verbal or physical), sexual harassment, shouting, excessive noise or disruptive behaviour is not permitted.

21. Sessions may be subject to closure or change without notice.

Not adhering to these conditions may lead to suspension from attending the pool for a specified period of time.

Government of South Australia
SA Health
Acknowledged by:
Name: ..............................................................................................................
Signature: ...........................................................................................................
Preferred phone contact number: ......................................................................
Preferred email address: ....................................................................................
Date: ............./............./...........

Please ask desk staff for a copy of this sheet if you require it.
Mr Sam Duluk MP
State Member for Davenport
PO Box 445
BLACKWOOD SA 5051

Dear Mr Duluk,

Thank you for your letter dated 8 August 2017, to Professor Michael O’Keefe, Chief Executive Officer of the Southern Adelaide Local Health Network (SALHN) about accessibility and availability of the hydrotherapy pool at Flinders Medical Centre (FMC).

It is standard protocol that Members of Parliament direct their correspondence via a Ministerial Office, therefore, SALHN has provided me with the following advice in response to your queries.

All clinical and rehabilitation services currently provided at the Repatriation General Hospital (the Repat) will continue at different sites in SALHN - FMC, Noarlunga Hospital, Glenside Health Service Campus, as well as the Marion and Noarlunga GP Plus Clinics. Some services have already started transitioning from the Repat in a phased process, with all services expected to move by late 2017.

When rehabilitation services transfer from the Repat, FMC will become the major rehabilitation centre for the southern suburbs, with the brand new $185.5 million state-of-the-art 55-bed Rehabilitation and Palliative Care centre, including a new hydrotherapy pool, opening in the coming months. The new hydrotherapy pool is replacing the current FMC pool, as well as the Repat’s pool.

The new hydrotherapy pool at FMC will continue to provide rehabilitation services like hydrotherapy, where a clinician determines our patients need them for their recovery. Aquatic physiotherapy/hydrotherapy is a critical component of rehabilitation after acute treatment.

Patients needing acute and subacute care will be accommodated and prioritised and will have continued access to the new pool facilities.

In addition, FMC will continue to provide access to the new pool for existing community users undertaking aquatic exercises (self-help users that are not under the supervision of a clinician).
A community forum for the new FMC hydrotherapy facilities took place on Wednesday 20 September 2017, for current community users of the Repat and FMC pools. This forum provided further details about the new FMC hydrotherapy pool, including information about the booking system, payment for sessions and location maps. This information has also been distributed in an information pack to existing users for their information.

SALHN has been liaising with the ACH Group about the ongoing interest of consumers for future access to the Repat's hydrotherapy pool. Contact can be made with ACH Group on the future of the Repat's hydrotherapy pool and other facilities on the Repat site by visiting their website at www.achgroup.org.au/contact.

It is anticipated that access to the new pool at FMC will commence from mid-November 2017. In the meantime, I am told access to the current FMC and Repat pools remain unchanged.

Yours sincerely,

Hon Peter Malinauskas MLC
Minister for Health

22/9/2017

Encl: FMC Hydrotherapy Pool Session Times & Accessibility
MH17-3973

Hon Kelly Vincent MLC
Dignity Party
Parliament House
ADELAIDE SA 5000

Dear Minister

Thank you for your letter dated 27 September 2017, regarding changes to hydrotherapy pool access at Flinders Medical Centre (FMC).

As you are aware, a brand new hydrotherapy pool has been built as a part of the state of the art new $185.5 million Rehabilitation and Palliative Care building at FMC. This new pool will replace the current FMC pool. The current pool at the Repatriation General Hospital (RGH) will be part of the hand over of the RGH site to the ACH Group in December 2017. The existing FMC pool will be decommissioned once the new pool is opened as the space is required for alternate FMC clinical accommodation – likely imaging diagnostics.

The Southern Adelaide Local Health Network (SALHN) will operate with one pool and will need to prioritise aquatic-based rehabilitation treatment for inpatients and outpatients. These are patients who are recovering from major accidents, operations, or conditions (e.g. stroke), and who require hydrotherapy/aquatic physiotherapy as deemed by the clinical care team to be an essential part of their treatment and recovery plan. Patients receiving clinical rehabilitation care at FMC will be accessing the pool for this purpose as a priority.

There are a number of occasions within the pool schedule that SALHN have made available for current FMC/RGH ‘self-help’ pool users as per your letter. These are times when the pool is anticipated to not be used by priority inpatients and outpatients. The current ‘self-help’ users of the FMC or RGH pool will be able to access the new pool for the purposes of performing aquatic exercises as part of their own independent health management. The timing of these sessions have been scheduled using feedback and results from a survey of ‘self-help’ pool users by SALHN over recent months. Additional sessions after hours including weekends have also been incorporated into the new schedule, to enable a match of quantum of available sessions with current arrangements. I recognise that some of these session times may not be convenient for all ‘self-help’ users currently accessing the FMC pool.
SALHN continues to communicate with the 'self-help' group to support their transition to the new arrangements. Communication has occurred via the staff forum outlined in your letter, noting that communication pertained to FMC and RGH pool access only, and not Hampstead. Additional communication has occurred via one-to-one 'in person' communication and via phone and email. Another opportunity for communication with the 'self-help' group is scheduled for the week of 16 October 2017, when the users will be afforded a guided tour of the new pool facility, and associated access ways from the new FMC car park.

A further part of SALHN’s communication processes, has been communications with hirers or licensees of the pool. Anticipating the increase in patient demand for aquatic-based physiotherapy/rehabilitation, and that pool utilisation will likely be at full capacity, SALHN representatives met with licensees of the FMC pool at the end of 2016, and advised them that their pool hire licenses were unlikely to be extended beyond December 2017. Formal communication confirming non-extension of licenses occurred in June 2017. Additional follow-up communication occurring in July and August of this year. Unley Physiotherapy and Disability SA have been part of these communication processes.

SALHN will be undertaking an evaluation of the pool schedule and its use once there has been time to settle into the new surroundings and ensure services are running smoothly.

Please do not hesitate to contact the Flinders Medical Centre Director of Allied Health, Sarah Woon, on 8204 4048 if you have any more questions.

Yours sincerely

Hon Peter Malinauskas MLC
Minister for Health

/ / 2017
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SALHN Doc No: A493551
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SA HEALTH
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TO:

Submitted by
Professor Michael O'Keefe, Chief Executive Officer
Southern Adelaide Local Health Network (SALHN)

☑ Authorised by
Vickie Kaminski, Chief Executive, SA Health

REDDUCED ACCESS TO THE FLINDERS MEDICAL CENTRE (FMC) HYDROTHERAPY POOL FOR CURRENT SELF HELP USERS

Timing: 9 October 2017
Reason: There is potential for continued interest due to reduced community access to the FMC hydrotherapy pool.

Recommendations: It is recommended that you:

1. Note that when the Repatriation General Hospital (RGH) is decommissioned the Southern Adelaide Local Health Network (SALHN) will go from two hydrotherapy pools to one.
2. Note that all acute hydrotherapy treatment provided across RGH and FMC can be accommodated within the new FMC pool.
3. Note that currently the RGH and FMC pools are accessed by community users who have completed their acute treatment.
4. Note that access will continue to be provided for existing self-help users, however, the available times are more limited and not suitable for everyone.
5. Note that SALHN will continue to work with individuals to support access at FMC and elsewhere in the community.
6. Note ACH Group may make the RGH pool available post December 2017 providing possible additional options for community users.

Approved / Not approved

The Minister of Health
11/10/2017

PURPOSE

- To inform the Minister for Health about the transition of FMC and RGH 'self-help/community access' pool users to the new FMC hydrotherapy pool.
SUMMARY

- SALHN currently has two hydrotherapy pools. Both RGH and FMC pools are available to self-help users in the community, who are no longer patients of SALHN, but use the pool independently for health management and preservation. Some self-help users have been accessing the pool for more than 10 years and have formed close relationships with other users.
- Currently, RGH has about 100 self-help users and FMC has about 200 self-help users using the pools.
- At the moment there are just over 30 half-hour slots available during business hours. Most users book in once to twice per week. Averaging about 180 visits a week at FMC and 130 per week at RGH, SALHN sees about around 310 self-help visits a week.
- A brand new hydrotherapy pool is part of the state-of-the-art new $185.5 million Rehabilitation and Palliative Care centre opening at FMC later this month. This new pool will replace the current FMC pool. The RGH pool will be handed over to the ACH Group as part of the decommissioning of the RGH. SALHN will operate with one pool and will need to prioritise rehab treatment for inpatients and outpatients.
- The new FMC pool will be used by rehabilitation patients who are recovering from major accidents, operations, or conditions (e.g. stroke), and who require hydrotherapy/aquatic physiotherapy as deemed by the clinical care team to be an essential part of their treatment and recovery plan.
- SALHN is able to accommodate up to 340 community visits per week at the new FMC pool, which means those who are currently using it would be able to continue to use it 1-2 times per week, albeit in a different time schedule.
- The available times are more limited and not suitable for everyone. The times include an 8:30am session, a 12:15noon session and a 3:30pm session, Monday to Friday. All 30 minute slots. Sessions are also available on Saturdays.
- In addition, new consumers completing acute hydrotherapy treatment will be provided with up to 8 weeks access to pool facilities following completion of acute treatment. This will support independent and safe transition to an appropriate community pool.
- The new session times are more limited than before given capacity constraints. We have taken feedback and extended as much sessions as we can without compromising the acute work and continuing to work with self-help users in the transition to community pools and our own new FMC pool.
- SALHN will continue to assist self-help users with the continued use of the pool, however the existing FMC pool will be decommissioned once the new pool is opened. The space is required for alternate clinical accommodation – likely imaging diagnostics.
- SALHN is not able to increase weekday (business hours) session times without compromising acute hydrotherapy rehabilitation care, but has committed to review access in three months’ time and monitor patient activity.

BACKGROUND

- In August 2017, SALHN informed current self-help users about the changes to the hydrotherapy pool system, advising them to use community options as the new pool would only be accessible for acute care aquatic physiotherapy patients' treatment sessions to ensure a focus on patient care during core hours.
- There was some media attention on this issue.
- SALHN has underestimated the response from the community on this issue.
- The Chief Executive of SA Health announced in August 2017, that SALHN will be accommodating self-help users to the new pool and apologised for the stress it caused self-help users.
- An open forum was held on Wednesday 20 September 2017 at FMC to provide further information to the self-help users, with approximately 80 people in attendance.
• The self-help pool users have been advised that ACH Group is currently in the consultation and development phase of the RGH site. Further details in relation to potential future access to the pool at the RGH site will follow once they have taken ownership.
• The self-help users provided feedback, with the majority dissatisfied with the reduced session times available. There was also negative feedback about the limited information about ACH’s intention to keep the pool and the intention to decommission the old FMC pool.
• SALHN offered to identify any further assistance and look into additional local community pool options that may suit their needs.

ATTACHMENTS: Documents previously endorsed by SA Health

• Attachment 1 – Letter to self-help FMC pool users
• Attachment 2 – Letter to community access RGH pool users
• Attachment 3 – Information sheet
• Attachment 4 – Conditions of Pool Use | Community Pool Access Program

ADVICE FROM OTHERS:

• Sarah Woon, Director Allied Health, FMC
• Julie Astley, Executive Director Allied Health
• Tony Hewitt, Director Physiotherapy, RGH
• Immacolata Bollella, A/Manager, Media and Communication, SALHN
• Fran Gallardo, A/Senior Media and Communications Officer, SALHN
• Catherine Hughes, Co-Director, Rehabilitation, Aged and Palliative Care, RGH

COSTING COMMENT:

• Provision of these sessions will result in an unfunded cost pressure of approximately $15,000 per annum

IMPACTS ON ANOTHER CHIEF EXECUTIVE OFFICER OR DEPUTY CHIEF EXECUTIVE OR EXECUTIVE DIRECTOR

• The availability of these sessions could set a precedent across the health system. Consumers in other local health networks may seek similar access arrangements in LHN hydrotherapy pools.

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

9 October 2017

Contact Officer: Julie Astley
Telephone: 8204 5233
Email: Julie.astley@sa.gov.au
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☐ Departmental record only (Office of the Chief Executive to retain)
BOOKING OF HYDROTHERAPY POOL SESSIONS

I refer to your email of 16 October 2017 to the Chief Executive of SA Health regarding the booking of hydrotherapy pool sessions in the new rehabilitation facility at Flinders Medical Centre (FMC).

As this matter falls within the Southern Adelaide Local Health Network (SALHN) the Chief Executive has asked that I respond on her behalf.

Please accept my apologies for the telephone being engaged, which was due to a high volume of calls requesting bookings for the hydrotherapy pool in the new facility.

FMC as an acute hospital is doing the utmost to transition services to the new facilities, and therefore appreciate patience, understanding and cooperation from the consumers of our service while systems and processes are developed, including those self-help users of the new hydrotherapy pool.

Whilst most of the self-help users of the pool have been accommodated in the new hydrotherapy pool schedule not all preferences can be accommodated, which is unfortunate. We acknowledge the difficulties and challenges you face changing times and groups and we will work as much as possible to accommodate you into alternative sessions or place you on a waiting list. While our priority as an acute hospital is to provide hydrotherapy to rehabilitation inpatients and outpatients, we will monitor activity for the next three months to see if we can include additional self-help sessions.

I hope that you have been successful in booking into your preferred pool session.

Once again, your feedback as we transition to the new facility is welcomed.

Yours sincerely

Professor Michael O'Keefe
Chief Executive Officer
Southern Adelaide Local Health Network

23 October 2017

cc: Vickie Kaminski, Chief Executive, SA Health
Dr Duncan McFetridge MP  
Member for Morphett  
4 Byron Street  
GLENELG SA 5045

Dear Dr McFetridge

Thank you for your letter of 20 October 2017 regarding access to the Hydrotherapy Pool at Flinders Medical Centre (FMC) for members of your constituent.

As an acute health care facility, FMC has a requirement to provide services to acute care patients as its first priority. This includes physiotherapist-led hydrotherapy for inpatients and outpatients who are in the acute care phase of their recovery and rehabilitation from severe illness and/or injury. Whilst these physiotherapist-led hydrotherapy sessions must take priority over any other desired use of the pool, the importance of self-management through pool exercises to maintaining function for those community access users of the pool is also crucial for managing their injury/disability and for their long term wellbeing.

I have been assured by Professor Michael O’Keefe, Chief Executive Officer of the Southern Adelaide Local Health Service (SALHN) that they are working closely with current community access users of the Repatriation General Hospital Pool (RGH) in an attempt to schedule them into their preferred sessions in the new fit for purpose hydrotherapy pool within the new Rehabilitation, Aged Care and Palliative Care facility on the FMC campus. Current users, that requested access, have been accommodated in the new schedule at FMC, and although it is a new and different schedule from their existing arrangement at RGH, bookings have been taken from Monday 13 November 2017 and are currently at 70% capacity, with 106 individual sessions still vacant for community access users across the week.

I am advised that whilst there are many consumers that have been identified as community users of the current FMC pool, many of these users do not regularly attend, and as a consequence there is a 50% “did not attend” rate for these users.

Following consultation and feedback from consumers, the session times have been adjusted to accommodate the requests of many of the community access users. Also, consumers were requested to book a week in advance initially, to create equity across all pool users, thereafter they will be able to book a month in advance. Session times are:

Monday to Friday  8:30am; 12:15pm and 5:30pm  
Saturday  10:00am; 10.30am; 11:00am; 11:30am and 12:00pm
SALHN will be undertaking an evaluation of the pool schedule and its use once there has been time to settle into the new surroundings and ensure services are running smoothly.

As you are aware ACH Group will take over the RGH site at the end of 2017 and have indicated that they are in negotiations regarding ongoing pool access for community users of the RGH pool and are happy to take enquiries from members of the community directly, regarding future plans for the site and use of the RGH hydrotherapy pool. Consumers can contact Ms Rebecca Dunow, Brand Strategist, ACH Group on telephone 8159 3647 to discuss the future needs and opportunities for the community having access to the RGH hydrotherapy pool facility.

With regards to keeping the current FMC pool open, it is not efficient, sustainable nor financially viable for SALHN to maintain two hydrotherapy pools on one site, 200 metres apart, at an approximate cost of $200,000 per annum. From January 2018, when the old FMC hydrotherapy pool is decommissioned, the space will be repurposed for clinical services.

I hope this addresses the concerns of your constituents.

Yours sincerely

Hon Peter Malinauskas MLC
Minister for Health

\(\underline{1}\) \(\underline{1}\) 2017
HYDROTHERAPY POOL, FLINDERS MEDICAL CENTRE

Timing: REQUIRED DATE: 03/11/2017
Reason: Review information and brief to Chief Executive, Department of Health

Recommendations: It is recommended that you:

1. Note the contents of this brief and the update on the plans for the Flinders Medical Centre (FMC) Hydrotherapy Pool

   Noted

   Chief Executive Officer
   SALHN

   / / 2017

PURPOSE
- To provide the Chief Executive Officer with a response for consideration in reply to the Chief Executive, SA Health's request for an update on the FMC Hydrotherapy pool.
SUMMARY OF ISSUES

- Self Help and Community Access Users Update
  - Self Help and Community Access bookings have commenced for the new rehabilitation hydrotherapy pool.
  - Bookings across sessions were opened to pool users of the FMC and Repatriation General Hospital (RGH) pool from the Monday 16 October 2017.
  - The booking system remains the same for RGH pool users but differs for FMC pool users. FMC pool users previously booked session times on an ongoing basis, creating inefficiencies with high ‘Did Not Attend’ rates (up to 50% DNA rate). The new booking system ensures efficiency and allows capacity to be maintained on a weekly basis.
  - Participants have been requested to book a week in advance initially, for the first week, to create equity across all pool users. Thereafter participants are able to book a month in advance.
  - To date capacity remains in the booking schedule. Currently at 70% capacity. 106 individual sessions remain vacant across the week.

- Decommissioning old FMC pool
  - Current inpatient, outpatients and self-help users will transfer to the new pool the week beginning 13 November 2017.
  - Staff are also transitioning to the new pool from the 13 November 2017.
  - The old pool will remain operational until 31 December 2017 as agreements with external providers are in place.
  - From January 2018 the old FMC pool will be decommissioned.
  - Plans are in development for this space to be repurposed for clinical services.
  - Preliminary costings on maintaining the old pool and services indicate running costs, salaried and wagee and good and services would be an additional $200,000 per annum.

BACKGROUND

- There has been significant community interest in access to the FMC and RGH hydrotherapy pools.
- Maintaining two hydrotherapy pools on one site at FMC is not efficient, sustainable or financially viable for SALHN.

ATTACHMENTS

- N/A

ADVICE FROM OTHERS

- Brian Simpson, Manager, Physiotherapy FMC
- Tony Hewitt, Director, Physiotherapy RGH
- Ashley Leahy, Acting Director, Allied Health RGH
- Fran Gallardo, Acting Senior Media and Communications Officer, SALHN
- Brad Pearce, Business Manager, Allied Health, SALHN

COSTING COMMENT

- Maintaining two pools on one SA Health Site (FMC) will create an unfunded cost pressure on the Local Health Network. It is estimated to be $200,000 per annum.
IMPACTS ON ANOTHER CHIEF EXECUTIVE OFFICER OR DEPUTY CHIEF EXECUTIVE OR EXECUTIVE DIRECTOR

- Decisions relating to community access to hospital hydrotherapy pools may impact other local health networks as their consumers may seek similar access arrangements in other SA Health rehabilitation pools.

Sarah Woon  
Director, Allied Health, Flinders Medical Centre  
Southern Adelaide Local Health Network  

Date: 01/11/2017  

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INTERNAL MEMORANDUM

Reference No: A654515

To: CHIEF EXECUTIVE, SA HEALTH

Submitted by Professor Michael O'Keefe, Chief Executive Officer
Southern Adelaide Local Health Network (SALHN)

HYDROTHERAPY POOLS ON THE FLINDERS MEDICAL CENTRE CAMPUS

Timing: 06/11/2017

Recommendations: It is recommended that you:

1. Note the contents of this briefing regarding future plans for the old Flinders Medical Centre (FMC) Hydrotherapy Pool, as well as the new Hydrotherapy Pool in the Rehabilitation, Aged Care and Palliative Care facility.

   Noted

   Chief Executive
   SA Health
   / / 2017

PURPOSE

- To provide the Chief Executive with information on the future plans for the old Flinders Medical Centre (FMC) Hydrotherapy Pool, as well as the new Hydrotherapy Pool in the Rehabilitation, Aged Care and Palliative Care facility.

SUMMARY OF ISSUES

- Self Help and Community Access Users Update
  - Self Help and Community Access bookings have commenced for the new hydrotherapy pool in the Rehabilitation, Aged Care and Palliative Care facility.
  - Access to the new pool will commence from Monday 13 November 2017.
  - Bookings across sessions were open to pool users of the FMC and Repatriation General Hospital (RGH) pool from the Monday 16 October 2017.
  - The booking system remains the same for RGH pool users, but differs for FMC pool users.
  - FMC pool users previously booked session times on an ongoing basis, creating inefficiencies with high 'Did Not Attend' (DNA) rates (up to 50% DNA rate). The new booking system ensures efficiency and allows capacity to be maintained on a weekly basis.
  - Participants have been requested to book a week in advance initially, for the first week, to create equity across all pool users. Thereafter participants will be able to book a month in advance.
To date capacity remains in the booking schedule. Currently at 70% capacity, with 106 individual sessions remaining vacant across the week.

- **Decommissioning of the old FMC pool**
  - Current inpatient, outpatients and self-help users will transfer to the new pool from the week commencing 13 November 2017.
  - Staff are also transitioning to the new pool from 13 November 2017.
  - The old FMC pool will remain operational until 31 December 2017, as agreements with external providers are still in place.
  - From January 2018 the old FMC pool will be decommissioned, for the space required for alternate accommodation in the short to medium future.
  - Plans are in development for this space to be repurposed for clinical services.
  - Preliminary costings on maintaining the old pool and services indicate running costs, salaried and wages and good and services would be an additional $200,000 per annum.

**BACKGROUND**

- There has been significant community interest in access to the FMC and RGH hydrotherapy pools.
- Maintaining two hydrotherapy pools on one site at FMC is not efficient, sustainable or financially viable for SALHN.

**ATTACHMENTS**

- N/A

**ADVICE FROM OTHERS**

- Brian Simpson, Manager, Physiotherapy FMC
- Tony Hewitt, Director, Physiotherapy RGH
- Ashley Leahy, Acting Director, Allied Health RGH
- Fran Gallardo, Acting Senior Media and Communications Officer, SALHN
- Brad Pearce, Business Manager, Allied Health, SALHN

**COSTING COMMENT**

- Maintaining two pools on one SA Health Site (FMC) will create an unfunded cost pressure on the Local Health Network. It is estimated to be $200,000 per annum.

**IMPACTS ON ANOTHER CHIEF EXECUTIVE OFFICER OR DEPUTY CHIEF EXECUTIVE OR EXECUTIVE DIRECTOR**

- Decisions relating to community access to hospital hydrotherapy pools may impact other local health networks as their consumers may seek similar access arrangements in other SA Health rehabilitation pools.

**Professor Michael O'Keefe**
Chief Executive Officer
Southern Adelaide Local Health Network
6 November 2017

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Confidentiality (caveat if required)-I#-A#
QUESTION WITHOUT NOTICE
LEGISLATIVE COUNCIL

FLINDERS MEDICAL CENTRE HYDROTHERAPY SERVICES

In reply to Hon K Vincent MLC (16 November, 2017):

For the providers who have been contracted to use the facility—that is, the new pool at the FMC—what arrangements can be made now for their clients? So, if you are service provider who has been contracted to use this facility and you have clients who can’t access the pool because of high demand, what arrangements should those service providers and clients, alike, make?

Hon P Malinauskas MLC: “I have been advised:

Answer”

The external facility agreement hire between the Southern Adelaide Local Health Network (SALHN - Flinders Medical Centre / Repatriation General Hospital) and external providers have not been renewed, with the last agreement ceasing on 31 December 2017.

External pool licensees were provided with 18 months’ notice that the agreements would not be extended beyond 2017. Contributing factor to these agreements ceasing were the consolidation of pool facilities into one hydrotherapy facility at Flinders Medical Centre and the closure of the Repatriation General Hospital site as an SA Health facility.

The service providers received plenty of notice to make alternative arrangements. There are no external hire agreements for the new pool. The core business and priority of the Flinders Medical Centre Hydrotherapy pool are those SA Health patients in Southern Adelaide requiring physiotherapist-led hydrotherapy rehabilitation.

Hon Peter Malinauskas MLC
Minister for Health

/ / 2017