

### **Patients at Cumberland Hospital**

#### **Question text from transcript**

##### **Transcript p3**

**The Hon. COURTNEY HOUSSOS:** I will stop you there because we have limited time. I am just interested in the number of patients at the Cumberland Hospital mental health unit.

**Ms TANYA DAVIES:** We will take that on notice.

#### **ANSWER:**

As at 11 September 2017 there are 237 patients admitted at Cumberland Hospital.

### **Visit to Cumberland Hospital**

#### **Question text from transcript**

##### **Transcript p3-4**

**The Hon. COURTNEY HOUSSOS:** Have you visited the Cumberland Hospital inpatient unit since you have been the mental health Minister?

**Ms TANYA DAVIES:** Yes, I have.

**The Hon. COURTNEY HOUSSOS:** And when was that?

**Ms TANYA DAVIES:** The exact date I would have to check my diary to let you know, but it was a number of months ago.

**The Hon. COURTNEY HOUSSOS:** Can you take that on notice?

**Ms TANYA DAVIES:** Yes.

#### **ANSWER:**

I visited Cumberland Hospital on 20 February 2017.

### **Clinical Psychologists at Cumberland Hospital**

#### **Question text from transcript**

##### **Transcript p4**

**The Hon. COURTNEY HOUSSOS:** I am quite comfortable with what she has said already. How many full-time equivalent clinical psychologists are based at Cumberland Hospital?

**Ms TANYA DAVIES:** I will get that information for you. We will take that on notice and get back to you.

#### **ANSWER:**

Local Health Districts are responsible for ensuring that the relevant skilled workforces are aligned with their local service demands and staffing levels for all types of staff vary from time to time to meet local requirements.

There are 6.60 (six point six) full-time equivalent clinical psychologists based at Cumberland Hospital.

### **Clinical Psychologists at Lismore Base Hospital**

#### **Question text from transcript**

##### **Transcript p5**

**The Hon. COURTNEY HOUSSOS:** Is there anyone else at the table who can answer how many full-time equivalent clinical psychologists are at Lismore Base Hospital mental health unit?

**Ms TANYA DAVIES:** We will take that on notice.

#### **ANSWER:**

There are three Mental Health Units as part of the Lismore Base Hospital campus.

These are an Adult Acute Inpatient Unit, a Child and Adolescent Inpatient Unit and an Older Persons Mental Health Inpatient Unit.

The number of full time Clinical Psychologist positions in these three units are:

Adult Acute Inpatient Unit	0.5 FTE
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Child and Adolescent Inpatient Unit	1 FTE
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Older Persons Mental Health Inpatient Unit	0.5 FTE
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### **Submissions to the Parliamentary Inquiry Into the Management of Health Care Delivery**

#### **Question text from transcript**

##### **Transcript p5**

**The Hon. COURTNEY HOUSSOS:** Are you aware of how many submissions were made to the committee?

**Ms TANYA DAVIES:** At this stage, no. I think we would need to take that on notice.

#### **ANSWER:**

Submissions made to the Parliamentary Inquiry into the Management of Health Care Delivery are publicly available at:

<https://www.parliament.nsw.gov.au/committees/inquiries/Pages/inquiry-details.aspx?pk=2423#tab-submissions>

### QLife hotline

#### Question text from transcript

##### Transcript p8

**The Hon. PAUL GREEN:** How do you ascertain from the QLife that it is about the plebiscite as opposed to some other hotline that deals with that? Is QLife directly attributable to plebiscite anxiety? How do you have statistics on that.

**Ms TANYA DAVIES:** I would have to refer to my colleagues to explain that further. I will take it on notice.

#### ANSWER:

The Ministry of Health does not have access to the content of calls taken by QLife, and this question should be directed to QLife.

### Staffing Lismore

#### Question text from transcript

##### Transcript p8

**Ms DAWN WALKER:** Minister, last month the NSW Nurses and Midwives' Association in Lismore confirmed that they would be forced to close mental health beds due to threats of staffing cuts. Are there any specific funds available in the budget to relieve the pressure on nursing staff at Lismore Base Hospital?

**Ms TANYA DAVIES:** In terms of the staffing workforce, we have 9,500 full-time equivalent staff working in mental health services across New South Wales. The Northern NSW Local Health District [LHD] mental health service, of which Lismore is a part, are redeveloping the 40-bed acute adult inpatient unit to create a 24-bed adult acute unit and a 16-bed older persons mental health unit. The proposed roster for the 24-bed adult acute unit is based on an allocation of six nursing hours per patient day. The proposed roster is consistent with the staffing levels required by the Public Health System Nurses' and Midwives' (State) Award.

The Northern NSW LHD is currently in conciliation with the NSW Nurses and Midwives' Association in regard to the nursing staff numbers. Temporary staffing arrangements have been put in place while the district and association hold further talks and a further report back before Commissioner Murphy of the Industrial Relations Commission of New South Wales is scheduled for 4 September, which was yesterday.

**Ms DAWN WALKER:** Does that represent a cut in staffing to that unit in Lismore?

**Ms TANYA DAVIES:** In terms of where it has been in previous years, the comparison year-on-year, I would need to take that on notice.

#### ANSWER:

The Adult Acute Inpatient Unit is staffed consistent with the Public Health System Nurses' and Midwives' (State) Award 2017.

I have been advised that there has not been an overall reduction in staffing. Two new roles have been established, a Nurse Practitioner in the 24 bed Adult Acute Unit and a Mental Health Patient Flow Bed Manager across the Local Health District.

### **Fair Work Commission decision**

#### **Question text from transcript**

##### **Transcript p11-12**

**The Hon. COURTNEY HOUSSOS:** Minister, have you read the Fair Work Commission's decision that cut penalty rates for hundreds of thousands of women in New South Wales?

**Ms TANYA DAVIES:** No, I have not read that specific finding.

**The Hon. COURTNEY HOUSSOS:** Have you read any summaries of the decision?

**Ms TANYA DAVIES:** No, not at this point, unless—

**Mr COUTTS-TROTTER:** We are happy to take that on notice. We will check to see what work has been done on the issue.

#### **ANSWER:**

A summary of the Commonwealth Fair Work Commission's decision regarding penalty rates is available at:

<https://www.fwc.gov.au/documents/sites/awardsmodernfouryr/2017fwcfb3001-summary.pdf>

### **Fair Work Commission decision and impact on women**

#### **Question text from transcript**

##### **Transcript p12**

**The Hon. COURTNEY HOUSSOS:** You might want take the next question on notice. Has the department provided you with any briefings on the Fair Work decision and its impact on women in New South Wales?

**Ms TANYA DAVIES:** We will take those questions on notice and provide a response.

#### **ANSWER:**

Women NSW provides briefings to the Minister on matters relevant to NSW public policy.

### **Modelling/Research – Impact of wage cuts**

#### **Question text from transcript**

##### **Transcript p12**

**The Hon. COURTNEY HOUSSOS:** Has your department conducted any modelling or research on the impact of the wage cuts concerning the gender wage gap?

**Ms TANYA DAVIES:** We will take that on notice and provide a response in due course.

#### **ANSWER:**

The Fair Work Commission in making a determination considered a number of submissions including a submission by the Australian Government addressing the impacts of cutting penalty rates. Submissions can be viewed here: <https://www.fwc.gov.au/awards-and-agreements/modern-award-reviews/penalty-rates-case/submissions>. I am advised Fair Work decision to cut penalty rates does not apply to Family and Community Services staff or NSW Health Staff, including frontline health staff.

### **Relocation on Women NSW to FACS**

#### **Question text from transcript**

##### **Transcript p14**

**The Hon. COURTNEY HOUSSOS:** How much did the relocation from Health to FACS cost?

**Ms TANYA DAVIES:** Minimal. It is within the machinery of government.

**The Hon. COURTNEY HOUSSOS:** Are you able to provide a figure to the Committee as to how much this relocation cost?

**Mr COUTTS-TROTTER:** I am happy to take it on notice.

#### **ANSWER:**

Refer to Question on Notice LC 1690.

### **Women NSW staffing**

#### **Question text from transcript**

##### **Transcript p14-15**

**The Hon. COURTNEY HOUSSOS:** You might want to throw to one of your bureaucrats to answer this question. How many were employed when it was previously at the Department of Health?

**Mr COUTTS-TROTTER:** We would need to take that on notice.

#### **ANSWER:**

23 staff were employed at Ministry of Health.

### **Women NSW relocation date**

#### **Question text from transcript**

##### **Transcript p15**

**The Hon. COURTNEY HOUSSOS:** That is fantastic. Thank you. It moved from the Department of Health to the Department of Family and Community Services in April. When did it move to the health department? Obviously this question predates your time as Minister so someone else may want to answer the question.

**Ms TANYA DAVIES:** We would have to take that on notice and confirm the date.

#### **ANSWER:**

Women NSW moved from the Department of Family and Community Services to the Ministry of Health in July 2015.

### **Director of Women NSW**

#### **Question text from transcript**

##### **Transcript p15**

**The Hon. COURTNEY HOUSSOS:** How long have you been in the role, Ms Norton?

**Ms NORTON:** I started in June this year.

**The Hon. COURTNEY HOUSSOS:** And your predecessor?

**Ms NORTON:** As Natasha da Silva was my predecessor, someone else might be better at answering how long she was in that role.

**Mr COUTTS-TROTTER:** We will take it on notice and confirm the dates.

**The Hon. COURTNEY HOUSSOS:** If you can tell me how long her predecessor was in the role as well that would be great.

**Mr COUTTS-TROTTER:** Sure.

#### **ANSWER:**

Ms Natasha de Silva was the Director of Women NSW from June 2016 to June 2017.  
Ms Carolyn Thompson was the acting Director of Women NSW from August 2015 to June 2016.

**Investing in Women Funding Program**

**Question text from transcript**

**Transcript p19**

**Dr MEHREEN FARUQI:** And how many successful applicants have there been this year?

**Ms NORTON:** We have not announced the 2017 recipients as yet. I would have to come back to you on how many received grants in 2016. But 2017 is pending.

**Dr MEHREEN FARUQI:** For the ones who have received grants last year, how many of them were focused on Aboriginal women or culturally and linguistically diverse [CALD] women?

**Ms NORTON:** On notice, we could provide you with a list of the successful applicants from last year that would cover off those different groups.

**ANSWER:**

There were nine recipients of 2016 Investing in Women grants. Three were focused on Aboriginal women or culturally and linguistically diverse [CALD] women.

1. Asian Women at Work Inc – Leadership Building for Migrant Women in Low Paid Employment
2. Muru Mittigar Limited – Turning Point
3. Sydwest Multicultural Services – Project CALD Small Business Women.

## **Elder Abuse Help Line**

### **Question text from transcript**

#### **Transcript p19**

**The Hon. COURTNEY HOUSSOS:** Is there any follow-up? If that person has taken the step of phoning the Help Line, is there any follow-up done by the Help Line or by any other part of the New South Wales Government? Is there any automatic reporting perhaps to the Federal Government?

**Ms ROGERS:** There is no automatic reporting, no. The Help Line is an information service. I understand the Help Line, as you would be aware, I think, is managed by CatholicCare on behalf of the Government. The Government funds it. As an information line it provides information, it provides advice. But I do understand that in the instances where it may be clear that it is a matter for the police, the police would be notified. We would have to take on notice the exact protocols the Help Line follows.

**The Hon. COURTNEY HOUSSOS:** I would be interested to see what the notification process is, if there is any follow-up to that process, and is there any automatic reporting then to the Federal agencies? As the Minister has pointed out, they have regulatory control of this. The Help Line is often a first port of call for people, but how are we minimising the trauma of picking up the phone and reporting a problem? Are we just making these people jump through bureaucratic hoops?

**Ms ROGERS:** I would have to take that on notice.

### **ANSWER:**

The Helpline provides confidential assistance to callers. Helpline consultants will request consent from callers prior to taking action on their behalf. They will assist an elderly person or family and friends or other concerned individuals to contact the appropriate reporting agency. The Helpline has established transfer processes, using conference calling, to connect callers with emergency services and the Aged Care Complaints Commission (ACCC). The transfer processes try to avoid placing the caller under further stress.

The Helpline's notification process varies according to the level of urgency.

For elderly people, family and friends, other concerned individuals the process is:

- If the caller has experienced an assault or is in immediate risk of harm the Helpline consultant would attempt to keep the caller on the phone and call emergency services (via conference call) or call emergency services on behalf of the Helpline caller.
- If there is no immediate danger for the older person, consultants would discuss the situation with the caller and then provide information and resources, and if required facilitate a conference call to the ACCC.

For residential aged-care staff the process is:

- If the older person has been assaulted (physically/sexually) or is in immediate danger of assault, with no action taken prior to calling the Helpline, consultants would advise the staff member to call emergency services immediately. Helpline consultants can assist the caller by either providing a warm transfer to emergency services or conference calling emergency services to support the caller through the process. Once the emergency has been dealt with, the Helpline would call the service back to

advise them of their responsibility to call the Commonwealth Department of Health mandatory reporting telephone number.

- If there is no immediate danger for the older person Helpline consultants listen to the caller's concerns and discuss what is happening for the older person. The staff member is provided with emotional support and encouraged to call the Department of Health's mandatory reporting telephone number or the ACCC. When the staff member is not willing to call other agencies, Helpline staff makes the call on their behalf and the caller remains anonymous.

### **Garrawarra Aged Care Centre**

#### **Question text from transcript**

##### **Transcript p22**

**The Hon. COURTNEY HOUSSOS:** Are you familiar with the Garrawarra centre?

**Ms TANYA DAVIES:** Could you give me a bit more information about them?

**The Hon. COURTNEY HOUSSOS:** The Garrawarra centre. You are not familiar with the Garrawarra centre? It is an aged care facility that is owned and operated by the New South Wales Government.

**Ms TANYA DAVIES:** I am not familiar with that particular centre.

**The Hon. COURTNEY HOUSSOS:** You might want to take this on notice then because I am going to ask you whether you can guarantee that that will remain in New South Wales Government hands.

**Ms TANYA DAVIES:** I will take that on notice.

#### **ANSWER:**

The operations of the Garrawarra Centre are the responsibility of the NSW Minister for Health. This matter should be referred to the NSW Minister for Health.

### **Death of Miriam Merten**

#### **Question text from transcript**

##### **Transcript p23**

**The Hon. COURTNEY HOUSSOS:** Minister, I have limited time. I am asking a specific question: Do you know how Ms Merten found out about how her mother died?

**Ms TANYA DAVIES:** I would have to go back to the records. We will take that on notice.

**The Hon. COURTNEY HOUSSOS:** I am informed that she was told by a nurse that her mother slipped in the shower but she found out from a journalist about how her mother died. Is that correct?

**Ms TANYA DAVIES:** I will need to take that on notice, and look at the records.

#### **ANSWER:**

It is assumed that Ms C Merten is the daughter referred to in the Budget Estimates question.

Northern NSW Local Health District Lismore Mental Health Service contacted Ms Miriam Merten's father, Mr Merten as the nominated next of kin to inform him of the events. Due to confidentiality, the Mental Health Service did not contact other members of the family as they were not jointly nominated as next of kin. The Medical Record indicates that Mr Merten did contact family members.

Disclosure of the incident commenced on the night of 2 June 2014 with a conversation between the Mental Health Network Manager and Mr Merten who was advised that Ms Merten had fallen multiple times during the seclusion event. Ms Merten was pronounced life extinct on 3 June 2014.

Ms Merten's Medical Record documents that both her daughters had been in contact with the Lismore Base Hospital. Ms Merten's daughter who lived in Tasmania had been contacted by her father and Ms C Merten visited her mother on 2 June 2014. The Medical Record notes that Ms C Merten was aware of the seriousness of her mother's injury and potential poor outcome.

Northern NSW Local Health District is unable to verify the reported conversation in regard to her mother having slipped in the shower but accepts that this may be the recollection of the daughter of the events at that time.

Northern NSW Local Health District is unable to confirm what information may have been provided to the Ms C Merten by a journalist.

Northern NSW Local Health District staff remain in regular contact with Mr Merten.

## **Women Funding Program**

### **Question text from transcript**

#### **Transcript p24**

**Dr MEHREEN FARUQI:** Has that had an impact on the differences in pay? Have you evaluated the impact of the programs over the past six years you have been in government?

**Ms TANYA DAVIES:** We are getting feedback from the particular projects that are funded. We would need to go back and analyse the grassroots level impact of those projects and then provide that to you on notice.

### **ANSWER:**

The Investing in Women funding program was launched in 2013. The objective of the program was to support projects that lead to increased economic participation of women through training and employment in non-traditional trades.

Since its introduction, the NSW Government has expanded the remit of the program, based on specialist advice provided by the NSW Council for Women's Economic Opportunity (NSW CWEO).

The 2017 Investing in Women funding program supports the economic empowerment and leadership of women by funding projects which meet the objectives of:

1. women's financial security and independence
2. equitable workplaces for women and men
3. women in small business
4. women in science, technology, engineering and mathematics (STEM) careers
5. women in male-dominated trades
6. women in leadership roles
7. leadership pathways for young women

Women NSW receives project reports and acquittals from successful applicants at the completion of their projects.

Women NSW is currently building the evaluation model for the 2017 program round, which will enable the demonstration of the impact of the Investing In Women program.