

PH:

Phone Complaints/Enquiries

Day: FRI

Date: 5/8/11

Time: 2.20

DOB:

Name & Phone Number	QH District / PLO	Consent
RBWH		<input checked="" type="checkbox"/> QH <input type="checkbox"/> No: <input type="checkbox"/>
Bomb Threat	RBWH	<input type="checkbox"/> MP via Ministerial
		<input checked="" type="checkbox"/> Advisor <input type="checkbox"/> No: <input type="checkbox"/>

Background and Outcomes

Email from mobile RBWH re possible bomb threat from disarmed person discharged early hours of evening with no taxi involved. / A/DLO acknowledged + filed / referred to recent complaint by an irate male

Email from RBWH
 " to " with c.c. SACO
 " to SACO
 " from RBWH
 " to RBWH attaching email.
 " from RBWH
 " to SACO attaching above email
 c.c. " from Technician Carra Grant Metro NH

email from SDLO attached
 " from RBWH PLO to MD16 c.c. DLO resent.
 reply will charge working -

12/8
19/8
15/8

Dlo Dlo - Re: ANONYMOUS THREATENING CALL

From: Dlo Dlo
To: RBWH-Patient Liaison Service.Herston-PO11.BNS@health.qld.gov.au
Subject: Re: ANONYMOUS THREATENING CALL
CC: Sdlo

Thanks Alison

You might want to refer to the email sent to MD16 yesterday (4/8 at 10.17am). The man friend who phoned on behalf of the patient, discharged in the early hours of the morning with no taxi voucher, was quite irrate before Amandine calmed him down.

Regards
Linda
A/DLO

RBWH-Patient Liaison Service 5/08/2011 2:03 pm
Dear all,

I would like to advise you that the RBWH-Patient Liaison Service has received a threatening anonymous phone call in relation to "discharge after midnight" with no taxi voucher. No other details provided.

The person used bad language in an abusive and threatening manner, he stated he would take all nursing staff down and go to the ministers office, and tell them all about the RBWH.

I have informed Peter King, Manager of Security Services, who has recorded the message, as well as Tony Nesbitt, Acting Executive Nursing Director.

I will follow up on discharges post midnight and see what we come up with, and Peter King will follow up from the security perspective

Kind regards

Alison

Alison

Alison Love
Acting - Senior Patient Liaison Officer
Medical Services
RBWH
Phone: 3636 1255

Dlo Dlo - Fwd: [47(3)(b)] D.O.B: [47(3)(b)] Mobile: [47(3)(b)]

From: Dlo Dlo
To: Sdlo
Subject: Fwd: [47(3)(b)] D.O.B [47(3)(b)] Mobile: [47(3)(b)]

Handwritten notes:
✓ 0 47 0334

Hi Guys

F Y I - Refer to previous email from RBWH - threatening call

Dlo Dlo 4/08/2011 10:17 am
Address: [47(3)(b)]
Friend: [47(3)(b)]

RBWH

Dear Staff,

Red stamp: \$ @

[47(3)(b)] has phoned the HM office with concerns of [] friend [47(3)(b)] been discharged from RBWH at 1:30 am this morning.

[47(3)(b)]

[Large redacted area]

[47(3)(b)] then at 6:15 left the RBWH to catch the 6:30 am bus home.

47(3)(b)

Thank you.
Kind Regards,

Amandine
A/DLO
Gwen Poelstra
Departmental Liaison Officer
Queensland Health
Phone: 323 40617
Fax: 322 52462

ALL EMAILS PLEASE
TO DLO ADDRESS.

Email for DLO:
DLO@health.qld.gov.au

RTI Release

From: Dlo Dlo
To: RBWH-Patient Liaison Service.Herston-PO11.BNS@health.qld.gov.au
Date: 5/08/2011 2:59 pm
Subject: Re: ANONYMOUS THREATENING CALL
Place: RBWH-Patient Liaison Service.Herston-PO11.BNS@health.qld.gov.au
Attachments: 47(3)(b) D.O.B: 47(3)(b) Mobile: 47(3)(b)

Hi Alison

Pls refer to attached email. May just be a coincidence remember.

Regards
Linda
A/DLO

>>> RBWH-Patient Liaison Service 5/08/2011 2:26 pm >>>
Sorry Linda,

I was moving office and didn't have email access until late in the day, Judy was checking the RBWH-Patient Liaison Account - could you resend to me pls.

Thank you

Alison

Alison Love
Acting - Senior Patient Liaison Officer
Medical Services
RBWH
Phone: 3636 1255

>>> Dlo Dlo 8/5/2011 2:16 pm >>>
Thanks Alison

You might want to refer to the email sent to MD16 yesterday (4/8 at 10.17am). The man friend who phoned on behalf of the patient, discharged in the early hours of the morning with no taxi voucher, was quite irrate before Amandine calmed him down.

Regards
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A/DLO

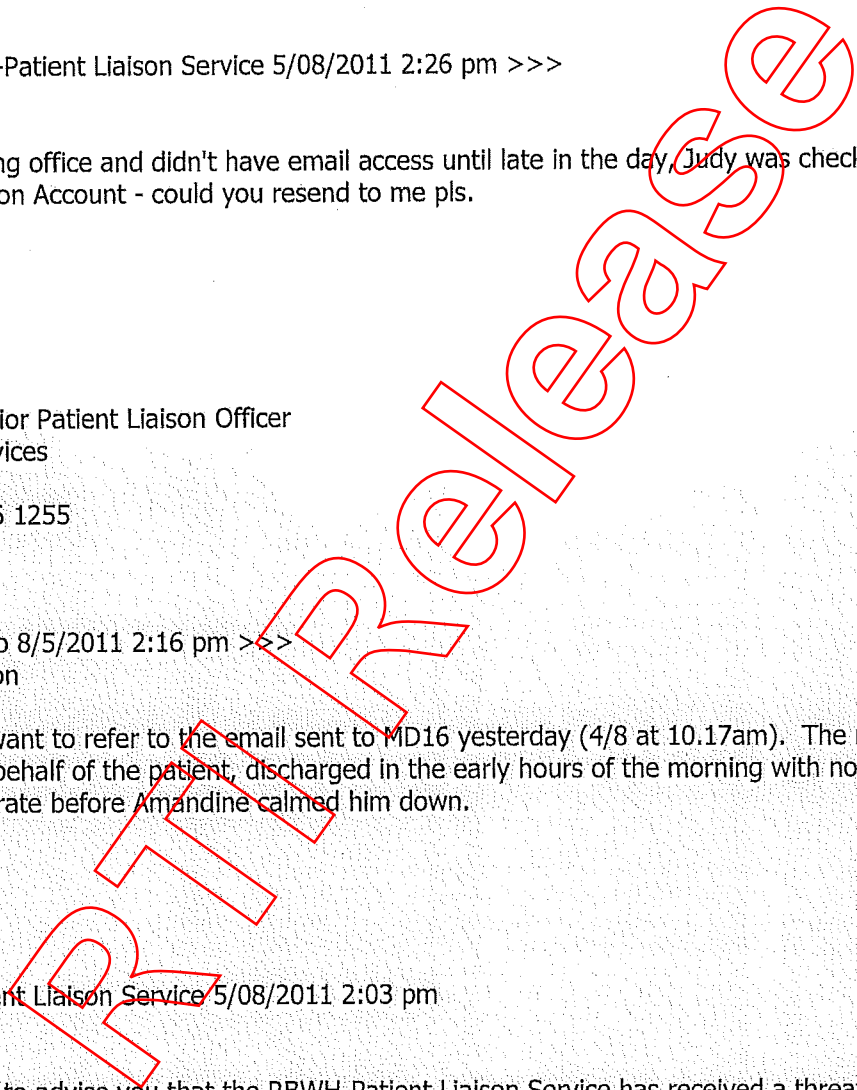
RBWH-Patient Liaison Service 5/08/2011 2:03 pm
Dear all,

I would like to advise you that the RBWH-Patient Liaison Service has received a threatening anonymous phone call in relation to "discharge after midnight" with no taxi voucher. No other details provided.

The person used bad language in an abusive and threatening manner, he stated he would take all nursing staff down and go to the ministers office, and tell them all about the RBWH.

I have informed Peter King, Manager of Security Services, who has recorded the message, as well as Tony Nesbitt, Acing Executive Nursing Director.

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Acting - Senior Patient Liaison Officer
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Phone: 3636 1255

Gwen Poelstra
Departmental Liaison Officer
Queensland Health
Phone: 323 40617
Fax: 322 52462

ALL EMAILS PLEASE
TO DLO ADDRESS.

Email for DLO:
DLO@health.qld.gov.au

RTI Release

From: Sdlo
To: Dlo Dlo
Date: 12/08/2011 8:05 am
Subject: Re: Fwd: ANONYMOUS THREATENING CALL

PH 47(3)(b)

47(3)(b)

After reviewing all the emails, I can't find any reference to a bomb threat, mentioned in the summary on RecFind. All I could see were the words "he stated he would take all nursing staff down and go to the ministers office, and tell them all about the RBWH.". When SDLO saw that on Friday we took it to mean that he would ask all nursing staff to down to the minister's office.

Can you please confirm that there was no bomb threat ? was this just a data entry error on our part, or was there a separate phone call that indicated a bomb threat ?

Regards,
Chris

Chris Hall
Director - Departmental Liaison Unit,
Office of the Director-General,
19th Floor, QHB,
Queensland Health
Ph: 07 3234 1570
Fax: 07 3234 1482
Mob: 47(3)(b)

>>> On 12/08/2011 at 7:49 am, Dlo Dlo <DLO@health.qld.gov.au> wrote:
Chris

As per our phone call just now. Sorry to cut you off.

Here is the email sent by the Snr PLO Alison Love to David Alcorn, DLO, Humsha Naidoo, Judy Graves, Lesley Fleming.

Attached is Linda's reply back to Alison on 5/8/11, email to SDLO, and everything I could find.

Hope this helps Chris
Gwen

Gwen Poelstra
Departmental Liaison Officer
Queensland Health
Phone: 323 40617
Fax: 322 52462

ALL EMAILS PLEASE
TO DLO ADDRESS.

Email for DLO:
DLO@health.qld.gov.au

>>> RBWH-Patient Liaison Service 5/08/2011 2:03 pm >>>
Dear all,

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anonymous phone call in relation to "discharge after midnight" with no taxi voucher. No other details provided.

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Alison

Alison

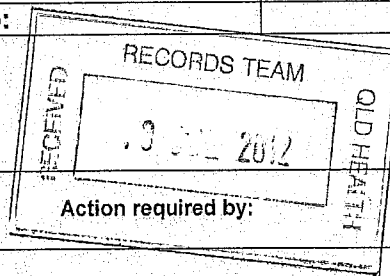
Alison Love
Acting - Senior Patient Liaison Officer
Medical Services
RBWH
Phone: 3636 1255

RTI Release

URGENT

Minister's Office RecFind No:	
Department RecFind No:	BR054690
Division/District:	North West HHS
File Ref No:	

Briefing Note for Noting Director-General



Requested by: SDLO

Date requested: 04 July 2012

SUBJECT: Mornington Island unrest - Threat against a member of staff

Proposal

That the Director-General:

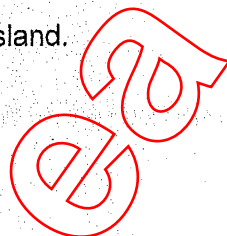
Note verbal and physical threats made against Dr ^{47(3)(b)} and potential riots in Mornington Island due to the death of ^{47(3)(b)} 2012.

Urgency

1. **Urgent** - due to potential unrest in Mornington Island.

Headline Issues

2. The top issues are:
 - Threats made against a member of staff.
 - Potential riots and physical attack.
 - Gap in medical cover in Mornington Island.



Key issues

3. ^{47(3)(b)}
- 4.

5. Mornington Island Director of Nursing received a telephone call at 8.25am on ^{47(3)(b)} 2012, from ^{47(3)(b)} informed the Director of Nursing that ^{47(3)(b)} would be presenting to the hospital to cause a riot and physically attack the doctor and has also stated that ^{47(3)(b)} will be informing the police of ^{47(3)(b)} intentions.

6. Mornington Island Director of Nursing was informed by her staff that derogatory and aggressive messages are being posted on Facebook.

7. ^{47(3)(b)}
- 8.
- 9.
- 10.

Minister's Office RecFind No:	
Department RecFind No:	BR054690
Division/District:	North West HHS
File Ref No:	

11. District Inspector, Mount Isa Police, has been briefed about this matter and is investigating it further. He will be liaising with the Mornington Island Police and North West Hospital and Health Service.

12. ^{47(3)(b)}

13.

14. Mr Jim Guthrie, Principal Media Advisor, has prepared a media statement, which can be issued if need arises.

Background

15. ^{47(3)(b)}

16.

17.

Attachments

- 18. Attachment 1: Mornington Island ^{47(3)(b)} statement
- Attachment 2: File note with emails

RTI

Minister's Office RecFind No:	
Department RecFind No:	BR054690
Division/District:	North West HHS
File Ref No:	


Recommendation

That the Director-General:

Note verbal and physical threats made against Dr Ebele Chiememe and potential riots in Mornington Island due to the death of ^{47(3)(b)}

APPROVED/NOT APPROVED

NOTED


 DR TONY O'CONNELL
 Director-General

9.7.12

To Minister's Office For Noting

Director-General's comments

Author
Marek Klein

Acting Chief Executive

North West Hospital and Health Service

4764 0210
5 July 2012

Content verified by: (CEO/DDG/Div Head)
Marek Klein

Acting Chief Executive

North West Hospital and Health Service

4764 0210
5 July 2012

RTI RELEASE



Media statement

.. July 2012

Mornington Island ^{47(3)(b)} statement

Please attribute the following to North West Hospital and Health Service Executive Director of Medical Services Dr Greg Coffey.

We are working closely with the Mornington Island community to return medical services on the island to normal as quickly as possible.

We share the grief of the Mornington Island community at the recent death of a child from ^{47(3)(b)} after being transferred to Brisbane where all treatment options were exhausted.

I extend my sincere condolences to the family involved.

I cannot begin to understand the pain they are experiencing, and we will do everything we can to support them during this difficult time.

The death of anyone, and especially a child, is a devastating experience for everyone concerned – family and friends, as well as the clinical staff involved in the child's treatment.

They all share the pain.

^{47(3)(b)}

I can understand that emotions are running hot on Mornington Island as a result of this tragic event.

But the best interests of the Mornington Island community will not be served and everyone will suffer if a situation is created whereby medical officers fear for their safety and refuse to return to the island.



Media statement

We are more than happy to arrange for medical experts to sit down with the family involved at any time, explain the treatment and work through any issues and concerns they might have about their family member's treatment.

Meningococcal infection is a severe but uncommon infection caused by a bacterial germ and is not a virus.

About 10 per cent of people carry meningococcal bacteria in their throats and noses without having any symptoms.

The bacteria are spread via droplets from the nose or throat shed during coughing and sneezing, but close and prolonged contact with a carrier is usually needed to become infected.

It is important to emphasise that this is not a virus, and it does not spread easily.

Vaccination against the meningococcal C strain is recommended for all children at 12 months of age as part of the Australian Standard Vaccination Schedule. It is a free vaccine for young Queensland children.

However, there are other types of meningococcal disease not prevented by a vaccine.

For this reason, the public, especially parents, need to be aware of the main symptoms of the disease.

These include:

- a high fever
- severe headache
- vomiting
- muscle and joint pains
- drowsiness
- a rash that emerges and spreads rapidly. The rash initially looks like very small bruises just under the surface of the skin.

Often, many of the more severe and identifiable symptoms do not become apparent until some days after a person initially becomes sick.

It is therefore vitally important that people return to their doctor or their nearest medical facility for further treatment as soon as these symptoms become apparent.

- **For more information on meningococcal disease, go to:**
<http://www.healthier.qld.gov.au/conditions-treatments/meningococcal-disease>

ENDS

Media statement



For further information contact:

James Guthrie
Principal Media Advisor, Rural and Remote
Media Unit
Integrated Communications
Queensland Health
(07) 3836 0961
Jim_Guthrie@health.qld.gov.au

FOR INTERNAL USE ONLY

Written by: [Jim Guthrie, Principal Media Advisor]

Date: 04/07/2012

Authorised by: [Dr Greg Coffey, North West HHS EDMS]

Date: xx

Authorised by: [Marek Klein, Acting North West HHS CEO]

Date: xx

Authorised by: [Paul Woodhouse, North West HHS Chair]

Date: xx

RTI Release

Pages 15 through 18 redacted for the following reasons:

Documents refused in full - s.47(3)(b) - contrary to public interest (relate to patients and members of the public)

DOH-DL-12/13-018

DG Dg correspondence - BR056547 FINAL - NOT APPROVED

From: DG Dg correspondence
To: SSS_Correspondence
Date: 4/19/2013 2:45 PM
Subject: BR056547 FINAL - NOT APPROVED
Attachments: BR056547 FINAL - NOT APPROVED.pdf



Good afternoon

Please find attached **BR056547 FINAL** which was NOT APPROVED by the DG on 18/4/2013, forwarded for your information and action as required.

* Please note comments from the D-G:

"What is the progress on Police investigations of death threats?"

Can you please provide an update for the D-G.

* Please note **DG070409** has been made NFA.

Thank you
Kind regards
Axele

Office of the Director-General / Executive Services
Queensland Health
Axele 3234 1553
Amanda 3234 1554
Email: DG_Correspondence@health.qld.gov.au

RTI Release

Department RecFind No:	BR056547
Division/HHS:	SSS Division
File Ref No:	FPL04632

Briefing Note for Approval

Director-General

URGENT

Requested by: Deputy Director-General
System Support Services

Date requested: 10 April 2013

Action required by: 18 April 2013

SUBJECT: 47(3)(b) Hospital and Health Service HHS) –
Disclosure of Executive Remuneration

Proposal

That the Director-General:

Note the 47(3)(b) and health Service (HHS) is the subject of anonymous abusive messages including death threats.

Note that disclosing the CEO's remuneration balance in the HHS Financial Statements may put the CEO at increased risk.

Sign the attached letter to the Under-Treasurer (UT), requesting approval for the HHS to be exempt from disclosing the remuneration of its key management personnel (including the CEO) in its Financial Statements for 2012-2013 (Attachment 1).

Note that not disclosing this information may cause the financial statements of HHS to be qualified.

Urgency

1. **Urgent** – A response from the Under-Treasurer is required before the Financial Statements of HHS can be completed.

Headline Issues

2. The top issues are:
 - The HHS CEO's personal safety is at risk.
 - Disclosing the CEO's remuneration may increase this risk.
 - HHS's Financial Statements may be qualified if the remuneration disclosure is absent.

Key Values

The key values that apply are the following:

- Better service for patients
- Better healthcare in the community
- Valuing our employees and empowering frontline staff
- Empowering local communities with a greater say over their hospital and local health services
- Value for money for taxpayers
- Openness

Key issues

3. All entities must disclose the remuneration balances paid to key executive management personnel. This disclosure is mandatory.
4. The risk to the CEO's personal safety may increase if the CEO's remuneration balance is disclosed.
5. HHS does not wish to disclose this information due to concern for the CEO's personal safety.

Department RecFind No:	BR056547
Division/HHS:	SSS Division
File Ref No:	FPL04632

6. The Financial Statements of HHS may be qualified by the Queensland Audit Office (QAO) if the disclosure is absent. Obtaining an exemption from the UT mitigates this risk.
7. An exemption has been sought for the entire executive management team, as it is believed that seeking an exemption for the CEO only may draw additional attention to the disclosure and may prove to be inflammatory.

Background

8. The CEO has received anonymous threatening messages for an ongoing period of time.

Consultation

9. The following comments were received from the QAO Audit Director (Mr David Adams) on 2 April 2013:
 - The circumstances are very unusual and any relaxation should not be interpreted by DoH or HHS as establishing a precedent.
 - QAO would support the disclosure exemption only on the proviso that DoH/ HHS sought and received exemption from the Treasurer.
 - HHS would still need to disclose in its annual financial report that it received exemption from disclosing this information by the Treasurer.
 - DoH/ HHS would still be required to provide to QAO full particulars of the CEO's remuneration as would ordinarily be disclosed had it not been for the exemption.
 - DoH/ HHS would be requested to provide to QAO some detail as to the nature of the exemption sought from the Treasurer (and subsequent approval).
 - While the QAO acknowledged that there are special circumstances underpinning this request, it is worth considering that the HHS community may already have an awareness of the quantum of the CEO's remuneration.

Financial implications

10. There are no financial implications.

Legal implications

11. There are no legal implications.

Attachment

12. Attachment 1: Letter to the Under-Treasurer – DG070409

Department RecFind No:	BR056547
Division/HHS:	SSS Division
File Ref No:	FPL04632

Recommendation

That the Director-General:

Note the Chief Executive Officer (CEO) of HHS is the subject of anonymous abusive messages including death threats.


Note that disclosing the CEO's remuneration balance in the HHS Financial Statements may put the CEO at increased risk.

Sign the attached letter to the Under-Treasurer (UT), requesting approval for the HHS to be exempt from disclosing the remuneration of its key management personnel (including the CEO) in its Financial Statements for 2012-2013 (Attachment 1).

Note that not disclosing this information may cause the HHS to be considered not qualified.

APPROVED NOT APPROVED

NOTED


DR TONY O'CONNELL
 Director-General

181 4113

To Minister's Office for Approval
 for Noting

Director-General's comments

What is the progress on Police investigations of death threats.

Ask to close off brief on death threats. Thanks, Helen

Author Jaculyn Betts	Cleared by: Muku Ganesh	Content verified by: Tony Hendry	Content verified by: Susan Middleditch
A/Manager Technical Policy	A/Senior Director, Statutory and Advisory Services	Chief Finance Officer	Deputy Director-General, System Support Services
Finance Branch	Finance Branch	Department of Health	Department of Health
3247 4887 12 April 2013	3234 0007 15 April 2013	3234 0974 15 April 2013	3234 0622 17 April 2013



Queensland Health

Enquiries to: Mr Tony Hendry
Chief Finance Officer
Department of Health
Telephone: 3234 0974
Facsimile: 3836 0988
File Ref: FPL04632
DG070409

Ms Helen Gluer
Under-Treasurer
Queensland Treasury and Trade
GPO BOX 611
BRISBANE QLD 4001

Dear Ms Gluer

As Administrator of the 47(3)(b) Hospital and Health Service
 HHS), I am writing to you regarding a serious situation concerning the HHS Chief Executive
Officer (CEO).

For a number of months, the HHS CEO has been the subject of ongoing anonymous threats,
including death threats. Disclosing the CEO's remuneration in the HHS financial statements
may increase the risk to the CEO's personal safety.

I, therefore, seek your approval for the HHS to be exempt from disclosing the remuneration of
its key management personnel in its financial statements for 2012-2013. An exemption has been
sought for the entire executive management team, as it is believed that seeking an exemption for
the CEO only may draw additional attention to the disclosure and may prove to be inflammatory.

The HHS will continue to provide both Treasury and the Queensland Audit Office full particulars
of the remuneration as would ordinarily be disclosed.

Should you require further information, the Department of Health's contact is Mr Tony Hendry,
Chief Finance Officer, System Support Services Division, on telephone 3234 0974.

Yours sincerely

Dr Tony O'Connell
Director-General

Office
19th Floor
Queensland Health Building
147 - 163 Charlotte Street
BRISBANE QLD 4000

Postal
GPO Box 48
BRISBANE QLD 4001

Phone
3234 1553

Fax
3234 1482

Prepared by: Jaculyn Betts
A/Manager Technical Policy
Finance Branch
3247 4887
12 April 2013

Cleared by: Muku Ganesh
A/Senior Director, Statutory and Advisory Services
Finance Branch
3234 0007
15 April 2013

Cleared by: Tony Hendry
Chief Finance Officer
Department of Health
3234 0974
15 April 2013

Cleared by: Susan Middleditch
Deputy Director-General, System Support Services
Department of Health
3234 0622
17 April 2013

Document Name: DG070409 – Attached to BR056547
FPL04632 Attachment 1 - Letter to the UT - HHS Remuneration Disclosure

RTI Release