



ACT
Government
Health

To Mr Mark Jay,
Health Services Union
Mark.Jay@hsu.asn.au

Dear Mark,

Consultation on the ACT Virtual Care Strategy

I am writing to inform you that the ACT Health Directorate (ACTHD) has commenced consultation to develop an ACT Virtual Care Strategy (Strategy).

The four-year Care Close to Home (CC2H) Project was successfully completed in August 2022, with progress made towards expanding and strengthening Hospital in the Home (HITH) across the ACT. The evaluation of the CC2H Project, completed in November 2022, describes the value delivered by HITH services. The report suggested that virtual care is underutilised and emphasised the opportunities that virtual care will provide in the ACT. The report recommended developing a Virtual Care Strategy to leverage existing resources and enhance virtual care, now and into the future.

The ACT Health Services Plan 2022-30 was launched following extensive consultation to inform the priority actions. It supports expanding virtual care as a service delivery option, providing infrastructure to enable care close to home, collaboration with Non-Government Organisations and consumer advocacy groups on access to virtual care and to determine the unintended impacts, and to provide resources to support access to virtual care.

Nous Group have been engaged to develop the Strategy. Early targeted consultation has commenced to inform a needs assessment and the development of the first draft of the Strategy. A Project Control Group has been established to oversee the development of the Strategy. The draft Strategy is expected to be available early June 2024 and will undergo a 6-week consultation process. We would value your review and feedback on the draft Strategy.

If you would like earlier input into the draft Strategy or would like to discuss the process of developing the Strategy further, a meeting can be arranged with ACTHD and Nous Group. Please don't hesitate to contact me at ProgramSupportUnit@act.gov.au if you have any questions.

Yours sincerely,

Tania Dufty
A/g Executive Branch Manager, Health System Planning and Development
22 May 2024