



**Government of South Australia**

Southern Flinders Health Advisory  
Council

# SOUTHERN FLINDERS HEALTH ADVISORY COUNCIL

## **2018-19 Annual Report**

Southern Flinders Health Advisory Council

C/- Crystal Brook and District Hospital

Edmund Terrace, Crystal Brook SA 5523

[www.sahealth.sa.gov.au/SouthernFlindersHAC](http://www.sahealth.sa.gov.au/SouthernFlindersHAC)

Contact phone number: 08 8636 1100

Contact email: [HealthSouthernFlindersHAC@sa.gov.au](mailto:HealthSouthernFlindersHAC@sa.gov.au)

ISSN: 1837-3186

Date presented to Minister: 27 September 2019

To:

Hon Stephen Wade MLC  
Minister for Health and Wellbeing

This annual report is presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, the *Public Finance and Audit Act 1987* and the *Health Care Act 2008* and meets the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

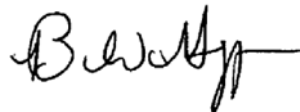
Submitted on behalf of the Southern Flinders Health Advisory Council by:

Brian Higgins

Presiding Member

Date 16/09/2019

Signature




## From the Presiding Members

The Southern Flinders Health Advisory Council (SFHAC) Annual General Meeting was held on 25<sup>th</sup> October 2018 at the Laura Hospital and all positions were filled.

We are continuing down the path to incorporation with the mandatory 4 week community consultation completed.

Projects funded by the SFHAC

- Wheelchair access ramp at the Crystal Brook Hospital part funded with support from Country Health SA
- Pergola at the rear of the Laura Hospital including updated Memorial Wall
- Part sponsored 2 undergraduate scholarship applicants
- Contributed to painting at the Laura Hospital
- Medication trolley purchased for residential care wing at Laura Hospital
- Landscaping of the Gladstone Health Centre front garden area
- Renovation of Doctor's residence at Laura
- Bariatric equipment (bed bath) for Laura Hospital



Brian Higgins

**Presiding Member**

Southern Flinders Health Advisory Council

## Contents

<b>Contents</b> .....	<b>4</b>
<b>Overview: about the agency</b> .....	<b>6</b>
Our strategic focus.....	6
Our organisational structure.....	6
Changes to the agency .....	6
Our Minister .....	7
Our Executive team .....	7
Legislation administered by the agency .....	7
Other related agencies (within the Minister’s area/s of responsibility).....	7
<b>The agency’s performance</b> .....	<b>8</b>
Performance at a glance .....	8
Agency contribution to whole of Government objectives.....	8
Agency specific objectives and performance .....	8
Corporate performance summary .....	8
Employment opportunity programs .....	8
Agency performance management and development systems.....	8
Work health, safety and return to work programs .....	8
Executive employment in the agency.....	8
<b>Financial performance</b> .....	<b>10</b>
Financial performance at a glance .....	10
Consultants disclosure.....	10
Contractors disclosure .....	10
Other financial information .....	11
Other information .....	11
<b>Risk management</b> .....	<b>12</b>
Risk and audit at a glance.....	12
Fraud detected in the agency.....	12
Strategies implemented to control and prevent fraud.....	12
Whistle-blowers disclosure.....	12
<b>Reporting required under any other act or regulation</b> .....	<b>13</b>
Health Care Act 2008.....	13

Reporting required under the *Carers' Recognition Act 2005*..... 13

**Public complaints**..... **14**

Number of public complaints reported (as required by the Ombudsman) ..... 14

## Overview: about the agency

### Our strategic focus

<b>Our Purpose</b>	<p>The Health Advisory Council was established by the then Minister for Health and Ageing to undertake an advocacy role on behalf of the community and to provide advice in relation to health matters, amongst other functions.</p> <p>The constitution is available at <a href="http://www.sahealth.sa.gov.au/SouthernFlindersHAC">www.sahealth.sa.gov.au/SouthernFlindersHAC</a></p>
<b>Our Vision</b>	Not applicable.
<b>Our Values</b>	Not applicable.
<b>Our functions, objectives and deliverables</b>	The Health Advisory Council undertakes an advocacy role on behalf of the community.

### Our organisational structure

Membership of the Health Advisory Council can include:

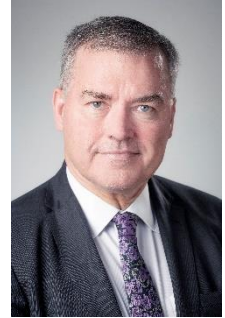
- Up to eight community members
- Nominee of Local Government
- A local Member of Parliament or their nominee
- A medical practitioner member
- A worker from the Local Health Network

A list of current members is available at:

[www.sahealth.sa.gov.au/SouthernFlindersHAC](http://www.sahealth.sa.gov.au/SouthernFlindersHAC)

### Changes to the agency

During 2018-19 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.



### **Our Minister**

Hon Stephen Wade MLC is the Minister for Health and Wellbeing in South Australia.

The Minister oversees health, wellbeing, mental health, ageing well, substance abuse and suicide prevention.

### **Our Executive team**

Not applicable.

### **Legislation administered by the agency**

Not applicable.

### **Other related agencies (within the Minister's area/s of responsibility)**

Country Health SA Local Health Network Inc

Country Health SA Local Health Network Health Advisory Council Inc (Governing Council)

Balaklava Riverton Health Advisory Council Inc

Lower North Health Advisory Council Inc

Mid North Health Advisory Council Inc

Northern Yorke Peninsula Health Advisory Council Inc

Port Broughton District Hospital and Health Service Health Advisory Council Inc

Port Pirie Health Service Advisory Council

Yorke Peninsula Health Advisory Council Inc

## The agency's performance

### Performance at a glance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

### Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	Not applicable.
Lower costs	Not applicable.
Better Services	Not applicable.

### Agency specific objectives and performance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

Agency objectives	Indicators	Performance
Not applicable.	Not applicable.	Not applicable.

### Corporate performance summary

Not applicable.

### Employment opportunity programs

The Health Advisory Council consists of volunteers who undertake an advocacy role on behalf of the community.

### Agency performance management and development systems

Not applicable.

### Work health, safety and return to work programs

Not applicable.

### Executive employment in the agency

Not applicable.



The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

## Financial performance

### Financial performance at a glance

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Country Health SA Local Health Network Health Advisory Council Inc.

### Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

#### Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
Not Applicable	Not Applicable	\$0

#### Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Not Applicable	Not Applicable	\$0
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

### Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

#### Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
Not Applicable	Not Applicable	\$0

**Contractors with a contract value above \$10,000 each**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Not Applicable	Not Applicable	\$0
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

**Other financial information**

Nil to report.

**Other information**

Not Applicable.

## Risk management

### Risk and audit at a glance

Not Applicable.

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Not Applicable	0

*NB: Fraud reported includes actual and reasonably suspected incidents of fraud.*

### Strategies implemented to control and prevent fraud

Health Advisory Councils have specific functions and powers as defined in the *Health Care Act 2008* and the Constitution (for incorporated Health Advisory Councils or Rules (for non incorporated Health Advisory Councils), including actions that cannot be undertaken without the approval of the Minister.

Health Advisory Councils are instrumentalities of the Crown and subject to relevant Department of Treasury and Finance Treasurers Instructions.

The Constitutions / Rules identify the actions to be undertaken in the event of a conflict of interest. All declared conflicts of interest are reported to the Minister for Health through Country Health SA Local Health Network Inc,

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

### Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

## Reporting required under any other act or regulation

Act or Regulation	Requirement
<b>Health Care Act 2008</b>	Part 4 Health Advisory Councils, Division 2 Functions and Powers, 18 Functions

- Act as an advocate to promotion the interests of the community.
- Provide advice about relevant aspect of the provision of health services, and relevant health issues, goals, priorities, plans and strategic initiatives.
- Encourage community participation in programs.
- Consult with other bodies that are interested in the provision of health services.
- Provide advice to the Minister about any matter referred to it by the Minister or Chief Executive.
- Participate in consultation or assessment process associated with the selection of senior staff.
- Provide advice about the management of resources for health services; and provide assistance with fundraising activities.
- Completed the mandatory community consultation for becoming an Incorporated Health Advisory Council
- Involved in the consultation process for the new CHSA Midwifery Model of Care trial at Crystal Brook Hospital
- Assisted with upgrades to the rails/ramp at the front of Crystal Brook Hospital with painting and marking disabled parking completed. Promotion of upgrades undertaken in the local media.
- Pergola at the rear of Laura Hospital including updating the Memorial Wall
- Part Sponsored 2 undergraduate scholarship applicants
- Supported painting undertaken at Laura Hospital
- Medication trolley for residential care section at Laura Hospital
- Renovation of Doctor's residence at Laura
- Bariatric bed bath purchased for Laura Hospital
- Landscaping of Gladstone Health Centre front garden area completed.

### Reporting required under the *Carers' Recognition Act 2005*

Not Applicable.

## Public complaints

### Number of public complaints reported (as required by the Ombudsman)

A whole of SA Health response will be provided in the 2018-19 Department for Health and Wellbeing Annual Report, which can be accessed on the [SA Health website](#).

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	Not applicable
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	Not applicable
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	Not applicable
Communication	Communication quality	Inadequate, delayed or absent communication with customer	Not applicable
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	Not applicable
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	Not applicable.
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	Not applicable
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	Not applicable.
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	Not applicable

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	Not applicable
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	Not applicable
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	Not applicable
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	Not applicable
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	Not applicable
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	Not applicable
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	Not applicable
		<b>Total</b>	Not applicable

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	Not applicable
Number of negative feedback comments	Not applicable
Total number of feedback comments	Not applicable
% complaints resolved within policy timeframes	Not applicable

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>