



**Government
of South Australia**

**NORTHERN YORKE PENINSULA HEALTH
ADVISORY COUNCIL INC
2019-20 Annual Report**

NORTHERN YORKE PENINSULA HEALTH ADVISORY COUNCIL INC

C/- Northern Yorke Peninsula Health Service

PMB 1, Wallaroo SA 5556

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To:

Hon Stephen Wade MLC

Minister for Health and Wellbeing

This annual report will be 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 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 Northern Yorke Peninsula Health Advisory Council Inc by:

Stewart McIntosh

Presiding Member



Date 21 September 2020

Signature

From the Presiding Member

The 2019-2020 year has been a challenge on a number of levels within the Yorke and Northern Local Health Network. The biggest challenge has been the new landscape post Covid-19, and how our HAC can continue to operate and contribute effectively and safely.

We have been involved in many discussions about the Medical Practitioner issues faced by the Wallaroo Hospital and had interactions with the Director of Nursing, Local, State and Federal Members of Government. We have provided support to the hospital by conveying information to the public and providing their feedback.

The locum model currently operating is far from ideal, but is at least providing a level of functionality to the hospital. Discussions with the Minister for Health are continuing with the community raising major issues in regard to the private hospital which co-exists on site.

As a HAC we have had a few members move on, but have also welcomed new members from different roles within the community. We have also welcomed Tim Garfield to the group as the Health Service Representative. Tim has been valuable addition to the group by sharing his knowledge of the workings of Community Health services across the Yorke and Northern Local Health Network.

As a HAC we have been fortunate to utilise the skills of one of our members, Luke Halls, who has further developed and enhanced the NYPHAC website, of which we are very proud. By using this in conjunction with our Facebook page, we are able to increase the mobility of information being conveyed to community, and have also started sharing interviews with staff volunteers and community to give the community some insight to the workings of the Wallaroo Hospital and Health Service.

As Presiding Member, I have been involved in the Presiding Member Group, and more recently as a member of the YNLHN Consumer and Community Board Committee. The Presiding Member Panel meetings have been a great platform to communicate with the new Governing Board, as well as gauge where the other HAC's are making progress and sharing experiences.



Stewart McIntosh

Presiding Member

Northern Yorke Peninsula Health Advisory Council Inc



Contents

Contents	4
Overview: about the agency	6
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
The agency’s performance	8
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	9
Financial performance	10
Financial performance at a glance	10
Consultants disclosure	11
Contractors disclosure	11
Risk management	13
Risk and audit at a glance	13
Fraud detected in the agency	13
Strategies implemented to control and prevent fraud	13
Public interest disclosure	13
Reporting required under any other act or regulation	14
Reporting required under the Carers’ Recognition Act 2005	14
Public complaints	15
Number of public complaints reported	15

**Service Improvements resulting from complaints or consumer suggestions
over 2019-20 17**

Appendix: Audited financial statements 2019-20 18

Overview: about the agency

Our strategic focus

Our Purpose	<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 – http://inside.sahealth.sa.gov.au/NorthernYorkeHAC</p>
Our Vision	Not applicable
Our Values	Not applicable
Our functions, objectives and deliverables	<p>The Health Advisory Council undertakes an advocacy role on behalf of the community.</p>

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
- Up to two Medical Practitioner members
- One employee from the Wallaroo Hospital and Health Service

A list of current members is available at:

<http://inside.sahealth.sa.gov.au/NorthernYorkeHAC>

Changes to the agency

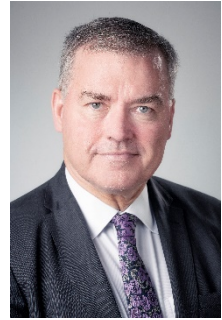
During 2019-20 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- Country Health SA Local Health Network was dissolved on 30 June 2019.
- As a result of governance reform, YNLHN became a legal entity on 1 July 2019, governed by a Board of Directors.

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)

Yorke and Northern Local Health Network Inc

Balaklava Riverton Health Advisory Council Inc

Lower North Health Advisory Council Inc

Mid North Health Advisory Council Inc

Port Broughton District Hospital and Health Service Health Advisory Council Inc

Port Pirie Health Service Advisory Council

Southern Flinders Health 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

Program name	Performance
Not applicable	Not applicable

Agency performance management and development systems

Performance management and development system	Performance
Not applicable	Not applicable

Work health, safety and return to work programs

Not applicable

Executive employment in the agency

Not applicable

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2019-20 are attached to this report.

Statement of Comprehensive Income	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Total Income	0	0	0	0
Total Expenses	0	6	(6)	7
Net result	0	(6)	(6)	(7)
Total Comprehensive Result	0	(6)	(6)	(652)

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	1,212	0	1,218
Total assets	0	1,212	0	1,218
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	1,212	0	1,218
Equity	0	1,212	0	1,218

Northern Yorke Peninsula Health Advisory Council Inc Gift Fund Trust

Statement of Comprehensive Income	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Total Income	0	0	0	0
Total Expenses	0	5	(5)	4
Net result	0	(5)	(5)	(4)
Total Comprehensive Result	0	(5)	(5)	(4)

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	101	101	106
Non-current assets	0	0	0	0
Total assets	0	101	101	106
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0

Total liabilities	0	0	0	0
Net assets	0	101	101	106
Equity	0	101	101	106

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
All consultancies below \$10,000 each - combined	Various	\$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
All contractors below \$10,000 each - combined	Various	\$0

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

Contractors	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>

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.](#)

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 Yorke and Northern Local Health Network Inc.

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

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

0

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

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

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

Provide advice about relevant aspect of the provision of health services, and relevant health issues, goals, priorities, plans and strategic initiatives.

- As a member of the YNLHN Consumer and Community Board Committee I have been able to discuss and participate in targeted consultation around community engagement, and filter this through the HAC and further to the local community.

Encourage community participation in programs.

- We have reached out to community and have welcomed new members to the group in recent months with reach into palliative care services and mental health.

Consult with other bodies that are interested in the provision of health services.

- We have maintained regular contact and meeting with Local Government, about the health service and community engagement/consultation.
- We are currently in discussions about partnering to deliver some amenities around the Wallaroo site in regard to parks and gardens.

Act as trustee and participate in budget discussions and financial management or development processes; and to undertake fundraising activities (incorporated HAC).

- The budget is discussed at every HAC meeting and through consultation with the site DON.
- We have contributed funding to support the purchase of equipment for the Accident and Emergency Department.

Reporting required under the Carers' Recognition Act 2005

Not applicable

Public complaints

Number of public complaints reported

A whole of SA Health response will be provided in the 2019-20 Department for Health and Wellbeing Annual Report, which can be accessed on the [SA Health website](#).

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
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

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
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
		Total	Not applicable

Additional Metrics	Total
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: [Department for Health and Wellbeing](#)

Service Improvements resulting from complaints or consumer suggestions over 2019-20

A whole of Yorke and Northern Local Health Network response is provided in the 2019-20 Yorke and Northern Local Health Network Annual Report, which can be accessed on the [Yorke and Northern Local Health Network website](#).

Data for previous years is available at: [Department for Health and Wellbeing](#)

Appendix: Audited financial statements 2019-20