



**Government
of South Australia**

**FAR NORTH
HEALTH ADVISORY COUNCIL
2018-19 Annual Report**

Far North Health Advisory Council
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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 Far North Health Advisory Council by:

Matthew Key

Presiding Member

Date: 27 September 2019

Signature:



From the Presiding Member



This year has been a successful time for the Far North Health Advisory Council (HAC). We have had a focussed effort on community engagement and increasing our own understanding of the issues facing our whole community.

As a part of this we have held monthly community consultations at the local supermarket in which HAC members discuss health issues in Coober Pedy. We have received a lot of important feedback regarding communication, the Patient Assistance Transport Scheme and aged care. The consultation process has led to many important discussions within our HAC meetings.

We have also launched a Facebook page which reaches approximately 600 community members with each post and is shared with local discussion boards in both Coober Pedy and Oodnadatta.

As a HAC our key priorities have been supporting a review of the Patient Assistance Transport Scheme in Coober Pedy, supporting our aged care strategies both within the hospital and in-home care support, staff appreciation and retention and supporting a coordinated approach to positive mental health support in Coober Pedy.

To support these priorities as a HAC we have invited guests to our meetings including Nava and Melanie from Umoona Tjutagku Health Service, the Administrator for the District Council of Coober Pedy, representatives from the Primary Health Network, Kim from Country & Outback Health and Mr Eddie Hughes, Member for Giles, amongst others. Their insight into the local context and activity has proven valuable and increased the visibility of the HAC outside our local community.

We have also supported the Oodnadatta Hospital & Health Service with the purchase of important furniture, and are working with Coober Pedy Hospital staff to improve staff facilities which have not been updated for decades.

As Presiding Member I have had the opportunity to discuss local health issues with Mr Rowan Ramsey, Member for Stuart, the Hon Stephen Wade MLC, Minister for Health and Wellbeing, and Ms Verity Paterson, Chief Executive Officer, Eyre and Far North Local Health Network.

I have been really impressed with our new permanent Director of Nursing at the Coober Pedy Hospital, Sue Jackson. She has kept the HAC involved in decision making processes and ensured our contribution to local events. An example of this is the fantastic work done for NAIDOC week at the hospital, including having a mural painted and making the waiting space an indigenous art exhibition area. Engaging our indigenous community is key to having a successful and inclusive health structure and I commend the hard work that Sue has made in this area.

We are excited about the shift to an Eyre and Far North Health Board and look forward to having a more direct line of communication in board decision making through the Community, Consumer and Clinician Engagement Committee.

The opportunity to regularly meet with other Presiding Members, and work directly with the board is an exciting development for our HAC and we hope this continues to build to better outcomes for our community.

I would like to thank all the members of the HAC for their commitment, passion and expertise that they bring to our meetings, the hard work from Hayley Rudd in supporting the administration of the HAC and for the Far North communities who are sharing and engaging with us in a positive way.

A handwritten signature in black ink, appearing to read 'M Key', is positioned above the name of the signatory.

Matthew Key

Presiding Member

Far North Health Advisory Council

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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 www.sahealth.sa.gov.au/Far North</p>
Our Vision	Not applicable.
Our Values	Not applicable.
Our functions, objectives and deliverables	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 worker from the Local Health Network

A list of current members is available at:

www.sahealth.sa.gov.au/Far North

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

The Hon Stephen Wade MLC is the Minister for Health and Wellbeing. The Minister oversees the health, ageing and mental health and substance abuse responsibilities.

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)

Ceduna Health Advisory Council Inc

Eastern Eyre Health Advisory Council Inc

Lower Eyre Health Advisory Council Inc

Mid-West Health Advisory Council Inc

Port Lincoln Health Advisory Council

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

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2018-19 are attached to this report.

Statement of Comprehensive Income	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Expenses	0	0	0	0
Revenues	0	0	0	0
Net cost of providing services	0	0	0	0
Net Revenue from SA Government	0	0	0	0
Net result	0	0	0	0
Total Comprehensive Result	0	0	0	0

Statement of Financial Position	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	0	0	0
Total assets	0	0	0	0
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	0	0	0
Equity	0	0	0	0

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	Not applicable

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

Consultancies	Purpose	\$ Actual payment
Not applicable	Not applicable	Not applicable
	Total	Not applicable

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	Not applicable

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

Contractors	Purpose	\$ Actual payment
Not applicable	Not applicable	Not applicable
	Total	Not applicable

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	Not Applicable

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*:

Nil.

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
Health Care Act 2008	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.
- Consult with other bodies that are interested in the provision of health services.
- 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 (unincorporated HAC).

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](#).

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
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 2018-19
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: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

Appendix: Audited financial statements 2018-19

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.