



**Government  
of South Australia**

**PORT AUGUSTA, ROXBY DOWNS &  
WOOMERA HEALTH ADVISORY COUNCIL  
2019-20 Annual Report**

PORT AUGUSTA, ROXBY DOWNS & WOOMERA  
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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 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 Port Augusta, Roxby Downs & Woomera Health Advisory Council by:

**Ann Screen**

**Presiding Member**

Date 22/9/2020

Signature



## From the Presiding Member




This last year 2019 – 2020 has proved challenging for this Health Advisory Council in many ways. In 2019 there was change in Presiding Member and 2 members resigned for personal reasons and despite advertising by several means and lobbying the appropriate groups we have been unable to attract a person of Aboriginal Descent to our membership. Consideration has been given to how the Port Augusta Roxby Downs and Woomera Health Advisory Council can best support the needs of the Roxby Downs and Woomera Community due to the distance factors and other issues.

The change in Governance Structure has had an impact on the Health Advisory Council and it is extremely pleasing that the FUNLHN Board and Executive Staff have shown a strong commitment to Consumer Engagement Strategies and Partnerships. The Presiding Members of the Combined Health Advisory Councils have worked well together and have continued to provide strong support and networking strategies within the FUNLHN. It is sincerely hoped that when the COVID-19 Crisis abates there will be opportunities for the Health Advisory Councils to pick up on the networking opportunities that were lost in the process of regionalisation with the other Health Advisory Councils in Country SA

A GAP Analysis relating to the Partnership Framework previously developed by the Former SA Health Presiding Members Forum was conducted by the Presiding Member in association with the other Presiding Members of the FUNLHN after adapting and modifying the tool to accommodate the new Governance Structure. This was endorsed by the FUNLHN Board in April 2020 and a Working party formed to address and resolve the needs and issues that were identified. The Presiding Members of the Port Augusta Roxby Downs Woomera and Whyalla Regional Health Service Health Advisory Councils are members of this group. Most of these issues have been addressed resulting in the implementation of strategies that have been set up to ensure designated administrative support for each of the HACs and processes to facilitate the smooth coordination of HAC role and functions. As a part of this these Presiding Members have developed a new Orientation Package for Health Advisory Members following modifications of the previous one and it is recommended that all HAC Members receive this Orientation. A package entitled “FUNLHN Presiding Members Handbook” has also been developed as a new initiative. Both will be rolled out in mid to late 2020.

The regular meetings have continued throughout COVID-19 restrictions by teleconference. Information relating to the FUNLHN and other community related health issues and “Out of Session Business” has been conducted electronically and followed through at the regular meetings.



**Presiding Member  
Ann Screen**

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## 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 Wellbeing 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 rules are available at –  <a href="#">Port Augusta Roxby Downs Woomera HAC Rules</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 (see comments):

- Up to Nine resident members of the community
- 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:

[Port Augusta Roxby Downs Woomera HAC Membership](#)

### Changes to the agency

During 2019-20 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)**

Hawker District Memorial Health Advisory Council

Leigh Creek Health Services Health Advisory Council

Quorn Health Services Health Advisory Council

Whyalla Hospital & Health Service 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

Agency objectives	Indicators	Performance
Not applicable		

### Corporate performance summary

Not applicable

### Employment opportunity programs

Program name	Performance
Not applicable	

### Agency performance management and development systems

Performance management and development system	Performance
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

As the Port Augusta, Roxby Downs & Woomera Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders & Upper North Local Health Network 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		

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

Consultancies	Purpose	\$ Actual payment
Not applicable		
	Total	

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	Not applicable

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Not applicable		
	Total	\$ Total payments

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	

*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 Flinders & Upper North 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

*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.*

The Presiding Member is a member of the following Committees and Workgroups:

- Community Engagement Committee of the FUN LHN Committee of the Board
- Community Engagement Development Strategy Workgroup of the FUN LNH
- Chairperson of the FUN LHN Combined Presiding Members Forum
- Health Advisory Presiding Member representative on the FUN LHN Partnering with Consumers Governance Committee
- GAP Analysis Working Party
- NAIDOC Working Party

These Meetings have continued to be held by teleconference throughout the COVID-19.

- *Encourage community participation in programs.*

In 2019 opportunities for community consultation forums and other such activities were limited by the work commitments of the remaining members but:

- Community members were invited to the Health Advisory Annual General Meeting
- Health Advisory Members attended a community forum in Roxby Downs
- the Presiding Member attended a meeting of the Roxby Downs Health Forum
- The Health Advisory Council Members participated in strategies for obtaining feedback from community members about Health Services as part of the Whyalla Port Augusta Regional Service Planning Committee stage 1 Working party initiative

This has been somewhat challenging due to the constraints of COVID-19 in 2020 but the SA Health COVID-19 updates have been circulated to the Health Advisory Council Members and the Roxby Downs Health Forum Members for information and sharing with their relevant networks.

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

The Presiding Member was a Community Representative on the Whyalla Port Augusta Regional Service Planning Committee stage 1 Working party

throughout 2019. From this the need for Transport was identified and the Transport Issues report was written by the Presiding Member after extensive consultation with Community Members and Service Providers.

The PHN Business Report Regional Coordinator is a regular guest speaker at the Health Advisory Council Meetings.

- *Provide advice to the Minister about any matter referred to it by the Minister or CE.*

The Transport Issues Report written by the Presiding Member in December was tabled to the FUNLHN Board and endorsed by them in December 2019. This has been further actioned by the FUNLHN Board and discussed with the Local Member the Hon. Dan van Holst Pellekaan for Port Augusta and Eddie Hughes for Whyalla and is ongoing.

The HAC has strong representation on the GP Workforce Working Party relating to Port Augusta not having DPA Status and letters from the Presiding Member have been tabled to the relevant Federal Ministers with copies to Hon. Stephen Wade MLC Minister for Health and Wellbeing in South Australia who has sent supportive letters to the appropriate Federal Minister and the Local Member the Hon. Dan van Holst Pellekaan. .

- *Participate in consultation or assessment process associated with the selection of senior staff.*

The Presiding Member has been a panellist on a senior management selection process. (NB there have been few such appointments during this financial year).

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

Not applicable

- *Provide advice about the management of resources for health services; and provide assistance with fundraising activities (unincorporated HAC).*

Although this HAC is unincorporated it has never engaged in fund raising activities as such but has set up a process with the local Funeral Service that enables the donation of gifts to the Port Augusta Health Service to be processed in a sensitive and timely manner and administered under the HAC GFT Funds.

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

The *Carers' Recognition Act 2005* is deemed applicable for the following:  
Department of Human Services, Department for Education, Department for Health and Wellbeing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

*Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.*

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
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	Not applicable



<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2019-20</b>
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>	

<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: [Department for Health and Wellbeing](#)

**Service Improvements resulting from complaints or consumer suggestions over** Not applicable