



**Government
of South Australia**

**MID NORTH HEALTH ADVISORY COUNCIL
INC
2019-20 Annual Report**

MID NORTH HEALTH ADVISORY COUNCIL INC

C/- Jamestown Hospital and Health Service
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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 Mid North Health Advisory Council Inc by:

Steve Richmond

Presiding Member

A handwritten signature in black ink, appearing to be 'S. Richmond', written in a cursive style.

Date 21 September 2020

Signature

From the Presiding Member

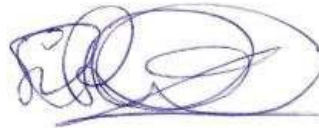
- Kerrie Robinson joined the Mid North HAC at the AGM in November as a community representative for Jamestown after the retirement of Ruth O'Grady, who had relocated to Adelaide.
- Expenditure of MNHAC funds in 2019/2020
- Contribution towards the repainting of the interior of the Booleroo Centre Hospital
- Supply and installation of cupboards in the Nurses Station at Booleroo Centre
- In collaboration with the Jamestown Hospital Auxiliary, have made a contribution towards the fence extension for Symonds Wing (RAC attached to the Jamestown Hospital – to allow access to the garden areas for Residents).
- In collaboration with the Jamestown Hospital Auxiliary renovated Wards 3 and 4 at the Jamestown Hospital, all funds for this project are as a result of community fund raising, with no financial support from SA Health or the YNLHN.
- Purchased a used ride on lawn mower for the Booleroo Centre Hospital.
- Completed a Licence to Occupy for the Peterborough Men's Shed to use land long term at the Peterborough Soldiers Memorial Hospital
- Completed a Licence to Occupy for the Peterborough Community Garden to use land long term at the Peterborough Soldiers Memorial Hospital.
- A lease agreement for Goyders Line Medical Practice to use the Medical Centre on the grounds at the Peterborough Soldiers Memorial Hospital is proving problematic, and is now still unresolved after a number of years.
- Have attempted to purchase land from DPTI with street frontage in Peterborough, adjacent to the Peterborough Soldiers Memorial Hospital, so that an independent power supply can be delivered to the Peterborough Men's Shed, street access to both the Men's Shed and Community Garden can be gained without traveling across the Hospital grounds and meeting traffic associated with the Peterborough Soldiers Memorial Hospital, Goyders Line Medical Centre, and Ambulance related traffic. The purchase would allow for an aging in place precinct to be created at the site. A lease is proposed, but is problematic due to proposed market rates, the night cart lane at the rear of the blocks- adjacent to the hospital land, the proposed overhead power line, and the long term vision of the MNHAC.
- Have been attempting to progress the development of Nalya Lodge (RAC) and site plans for the new RAC wing attached to the Peterborough Soldiers Memorial Hospital, to take advantage of the RAC licences won for the site in the last ACAR. The outcomes of the Aged Care Royal Commission are being needed, so that the design meets any new aged care standards as determined by the outcomes of the Royal Commission. It is also being flagged that RAC beds are in excess in the YNLHN, while this might be true, at Peterborough, a rurally isolated town with low levels of wealth, and high levels of poverty, accessing these other available beds out of the town is not an option, as families will have no means of

visiting relatives relocated to other areas of the region or State. It is vitally important a RAC is retained in Peterborough, however the existing Nalya Lodge will soon not meet the required standards to host Aged Care. The MNHAC does not want to see Nalya Lodge forcibly closed before the new facility is built.

- Have been providing the community with COVID 19 information via its Facebook Page.
- Julie Arthur, long term EO/DON at Booleroo Centre retired at the end of June 2020
- Acting EO/DONM at Jamestown and Peterborough appointed until Feb 2021.

Steve Richmond

Presiding Member
Mid North Health Advisory Council Inc



Date: 21 September 2020

Signature

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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 – http://inside.sahealth.sa.gov.au/MidNorthHAC</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 (see comments):

- Up to eight community members
- One Local Government nominee
- A local Member of Parliament, or their nominee
- Up to two Medical Practitioner members
- One employee from the Booleroo Centre District Hospital and Health Services, or Jamestown Hospital and Health Service or Orroroo and District Health Service, or Peterborough Soldiers' Memorial Hospital and Health Service.

A list of current members is available at:

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

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

Northern Yorke Peninsula 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

Agency objectives	Indicators	Performance
Not applicable	Not applicable	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	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	562
Total Expenses	0	1,121	(1,121)	1,078
Net Result	0	(1,121)	(1,121)	(516)
Total Comprehensive Result	0	(1,121)	(1,121)	(516)

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	18,115	18,115	19,236
Total assets	0	18,115	18,115	19,236
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	18,115	18,115	19,236
Equity	0	18,115	18,115	19,236

Mid North 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	22	22	25
Total Expenses	0	32	(32)	165
Net Result	0	(10)	(10)	(140)
Total Comprehensive Result	0	(10)	(10)	(140)

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	464	464	474
Non-current assets	0	0	0	0
Total assets	0	464	464	474
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0

Total liabilities	0	0	0	0
Net assets	0	464	464	474
Equity	0	464	464	474

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.

- The MNHAC has a Facebook page which is updated weekly with information from a range of health sources.

Encourage community participation in programs.

- Via the Facebook Page

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

- None have made representation to the MNHAC, instead dealing directly with the YNLHN
- An approach was made by a member of the community, however the provided email address provided was inappropriate, the person was asked to consider changing their email address (so as not to offend), the applicant provided no further follow up

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

- Participated on the interview panel for the Acting EO/DONM role at Jamestown and Peterborough, however was over looked for the interview panel for the EO/DON position at Booleroo Centre, which has caused the MNHAC concern that this did not happen.

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

- MNHAC is excluded from the development of budgets and associated discussions. We are made aware of the budget position, but have no influence etc on budgets are their appropriateness to meet the service needs of the community.
- There is extreme financial hardship in our rural communities after three years of significant drought. In these circumstances large scale fund raising is not appropriate. Small scale fund raising from tourists has continued, in conjunction with the Jamestown Hospital Auxiliary, to fund the renovation for the Jamestown Hospital, however with COVID 19 these have also now ceased.

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](#).

A whole of Yorke and Northern Local Health Network response will be 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](#)

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

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