



Government of South Australia

SA Health

Central Adelaide Local Health Network

2017-18 Annual Report

Central Adelaide Local Health Network

Port Rd, ADELAIDE SA 5000

www.sahealth.sa.gov.au

Contact phone number 7074 0800

Contact email HealthCALHNOCEOCorrespondence@sa.gov.au

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Date presented to Minister: 28 September 2018

To:

Hon Stephen Wade MLC

Minister for Health and Wellbeing

This annual report is to be presented to Parliament to meet the statutory reporting requirements of *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 Central Adelaide Local Health Network by:

Jenny Richter

Chief Executive Officer



Signature

28/9/18

Date

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Section A: Reporting required under the *Public Sector Act 2009*, the *Public Sector Regulations 2010* and the *Public Finance and Audit Act 1987*

Agency purpose or role

Central Adelaide Local Health Network (CALHN) is responsible for promoting and improving the health of the central metropolitan Adelaide and broader community by providing integrated health care and hospital services.

CALHN brings together five hospitals; Royal Adelaide Hospital (RAH) as a major quaternary facility, TQEH as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre (HRC) and St Margaret's Rehabilitation Hospital (SMRH), Glenside Hospital for acute and community mental health rehabilitation, and a significant number of primary health care (PHC) services.

CALHN also governs a number of Statewide services including SA Dental Service (SADS), SA Prison Health Service (SAPHS), SA Cancer Service (SACS), BreastScreen SA (BSSA), DonateLife SA (DLSA), and Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging (SAMI) and SA Pharmacy.

The primary catchment for CALHN is the central Adelaide metropolitan region; however, a substantial number of people who access services in CALHN come from outside the geographic boundaries of CALHN, including people from rural, remote, interstate and overseas locations. The proportion of patients accessing services from outside the network catchment area is due to the need to access highly specialised, state-wide services.

Objectives

CALHN is transforming public health services by improving access and flow for patients within the Central Adelaide region ensuring a quality service is delivered.

Key strategies and their relationship to SA Government objectives

Key strategy	SA Government objective
Continually improve quality, safety and access to health services by investing in infrastructure, technology, research and resources	SA Economic Priorities Global leader in health & ageing

Key strategy	SA Government objective
<p>Improve patient access and flow by implementing health service reforms and developing new Models of Care</p>	<p>Seven Strategic Priorities</p> <p>Safe Communities, healthy neighbourhoods: keeping our communities safe and our citizens healthy</p> <p>SA Health Strategic Plan Goals</p> <p>We assist people to deal with all forms of illness and to live satisfying lives where they can contribute to their community</p>

Agency programs and initiatives and their effectiveness and efficiency

Program name	Indicators of performance/effectiveness/efficiency	Outcome for South Australia
<p>1. Transition to the new Royal Adelaide Hospital (RAH)</p>	<p>The ramp down of the old RAH was successful in decreasing the number of patients to under half of the old RAH's capacity in the week of the move.</p> <p>The move took place over 2.5 days, with no adverse events taking place.</p> <p>The new RAH opened on 5 September 2017. All Local Health Networks and SA Ambulance Services were involved in the move to the new hospital.</p>	<p>The 800 bed new RAH was planned, designed and built around the needs of the patient.</p> <p>The new RAH provides a comprehensive range of complex care across medical, surgical, emergency, acute mental health, outpatient and diagnostic services.</p>
<p>2. Completing decommissioning (old RAH)</p>	<p>Plans developed and implemented with oversight from CALHN New RAH Activation Committee</p>	<p>Old Royal Adelaide Hospital site has been successfully decommissioned</p>
<p>3. Reconfiguration of clinical services</p>	<p>In the 2017/18 financial year, CALHN:</p> <ul style="list-style-type: none"> • Purchased 16 (external) beds to support its Care Awaiting Placement Model of Care 	<p>This project is ongoing and has a number of different facets. CALHN will continue reconfiguration in the 2018/19 financial year</p>

Program name	Indicators of performance/effectiveness/efficiency	Outcome for South Australia
4. The Queen Elizabeth Hospital Redevelopment (TQEH)	Planning for TQEH Redevelopment commenced.	TQEH will continue to provide a comprehensive range of care across medical, surgical, emergency, acute mental health, outpatient and diagnostic services in new environs that support the needs of the patient and reflect international best practice in hospital design.

Legislation administered by the agency

None.

Organisation of the agency

- Primary Health Care
- SA Dental Service
- BreastScreen SA
- SA Prison Health Service
- Statewide Clinical Support Service (SA Pathology, SA Medical Imaging, SA Pharmacy)
- DonateLife SA
- Office of the Chief Executive Officer
- Finance Directorate
- People and Culture Directorate
- Office of the Executive Director of Nursing
- Office of the Executive Director, Medical Services
- Allied Health Directorate
- Clinical Directorates (Surgical, Medical, Critical Care, Cancer and Renal and Mental Health)

Other agencies related to this agency (within the Minister's area/s of responsibility)

- Department for Health and Wellbeing
- Central Adelaide Local Health Network Advisory (Governing) Council
- SA Ambulance Service
- MedSTAR
- Drug and Alcohol Services SA
- Southern Adelaide Local Health Network
- Country Health SA Local Health Network
- Northern Adelaide Local Health Network
- Women's and Children's Local Health Network
- Office for the Ageing

Employment opportunity programs

Program name	Result of the program				
Transition to Professional Practice Program (TPPP)	<p>Recruited through a whole of Health approach, the TPPP is a 12 month temporary RN1 contract designed to assist in the transition of University graduates, registered by AHPRA as a Registered Nurse, from a University training environment into acute clinical environment. They are included within approved RN1 FTE/budget for areas and commence in a staggered approach to ensure there is no annual overlap for FTE and to ensure areas maintain skill/experience mix as well.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2">No. of FTE in TPPP 2017/18</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>154.24</td> </tr> </tbody> </table>	No. of FTE in TPPP 2017/18		Total	154.24
No. of FTE in TPPP 2017/18					
Total	154.24				
South Australian Public Sector Aboriginal Employment Register	CALHN is currently promoting the SA Health Aboriginal and Torres Strait Islander Workforce Framework and SA Health Aboriginal and Torres Strait Islander Cultural Learning Framework and, is actively working on imbedding Aboriginal and Torres Strait Islander Workforce Initiatives to compliment the Framework. CALHN actively monitors the Public Sector 2% target and participates to increase employment of Aboriginal people across the South Australian public sector. CALHN encourages Aboriginal and/or Torres Strait Islander people to apply for employment via the South Australian Public Sector Aboriginal Employment Register.				
Flexibility for the Future	New program launched in 2017-2018 to support a more flexible, diverse and agile workforce. Increased opportunities for existing and future public sector employees to access flexible workplace arrangements and invest in the creation of additional new positions for trainee and graduates.				
SA Public Sector Graduate & Traineeship Program	New program launched in 2017-2018 to replace the Jobs 4 Youth program. Entails finding opportunities for South Australians as trainees or graduates as such opportunities are viewed as important in increasing our diversity and secures the future of a strong public sector.				

Program name	Result of the program
SA Pharmacy Internship Program	12 month SA Pharmacy Internships are offered across all metropolitan and country hospitals with onsite pharmacy services. The program includes rotations through different areas of pharmacy practice, complemented by mentored learning plans, including exposure to manufacturing and medicines information and aims to produce employees of the future for SA Pharmacy.
SA Pharmacy Residency Program	Success of the SA Pharmacy Residency Program has led to an expansion with increased Residency placements and the addition of a country Residency facilitating rotations to country sites. This program is a structured, formalised, supported and accredited national two-year program for pharmacists in their foundation years. The program facilitates the development of a competent general level pharmacist. Residents demonstrate their advancement through the program by compiling a portfolio reflective of the practice based experiential training, learning and evaluation against associated competencies.
SA Pharmacy Operational Services (OPS) Grants	SA Pharmacy supports Pharmacy Assistant Development through the provision of in-work time and financially. The support has been to attend conferences, specific workshops and training or to undertake formal qualifications such as Certificate IV. In addition, SA Pharmacy has implemented a competency based training package that supports the OPS1 to OPS2 career progression.
SA Pharmacy Student Placement	All University of South Australia Pharmacy undergraduates undertake a structured hospital pharmacy placement at a metropolitan or country hospital. The placement allows students to experience the range of activities undertaken in hospital pharmacy. These placements build on fundamentals taught at university enabling students to put their knowledge into practice as future pharmacists. Additionally honours projects for students are offered to further develop skills in optimising patient outcomes.
Jobs 4 Youth	This program ceased in CALHN in September 2017. During the 4 year program CALHN employed 121 Trainees and Graduates.
Dental Assistant Traineeship Program	SA Dental Service offers a 12 month Dental Assistant Traineeship which if successfully completed includes a TAFE SA qualification in Certificate III in Dental Assisting. SA Dental Service currently contracts 28 Dental Assistant trainees per annum (commencing in February each year) located in various SA Dental Service clinics across country and metropolitan areas.
House Dentist Program	A short-term, 7 week program run at the Adelaide Dental Hospital between January and February. New graduates provide general patient care in a supportive and learning environment in addition to rotations to Oral Surgery and study group / mentoring sessions with Senior Dentists.
Basic Physician Trainees	Basic Physician trainees continued to be attracted through this program in the past financial year. These were complimented with several advanced trainees.

Agency performance management and development systems

Performance management and development system	Assessment of effectiveness and efficiency																	
<p>Action 1.22 of the National Safety & Quality Health Service Standards (NSQHSS) is a core action, which is considered fundamental to safe practice, and requires that the clinical workforce participates in regular performance reviews that support individual development and improvement.</p>	<table border="1"> <thead> <tr> <th data-bbox="647 416 1042 454">Employee Performance Review</th> <th data-bbox="1058 416 1203 454">Headcount</th> <th data-bbox="1211 416 1394 454">% Workforce</th> </tr> </thead> <tbody> <tr> <td data-bbox="647 461 1042 499">July-Dec 2017</td> <td data-bbox="1058 461 1203 499">2233</td> <td data-bbox="1211 461 1394 499">16</td> </tr> <tr> <td data-bbox="647 506 1042 544">Jan-Jun 2018</td> <td data-bbox="1058 506 1203 544">4073</td> <td data-bbox="1211 506 1394 544">29</td> </tr> <tr> <td data-bbox="647 551 1042 589">No Review</td> <td data-bbox="1058 551 1203 589">7774</td> <td data-bbox="1211 551 1394 589">55</td> </tr> <tr> <td data-bbox="647 595 1042 633">TOTAL</td> <td data-bbox="1058 595 1203 633">14080</td> <td data-bbox="1211 595 1394 633">100</td> </tr> </tbody> </table>	Employee Performance Review	Headcount	% Workforce	July-Dec 2017	2233	16	Jan-Jun 2018	4073	29	No Review	7774	55	TOTAL	14080	100		
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<p>CALHN undertook an exercise as part of the 2017 Accreditation to improve compliance rates captured in CHRIS 21 resulting in achieving a higher than target result. The most recent Accreditation in Feb 2018 again showed an increase to compliance levels up 2% from the previous year across all clinical and non-clinical staff.</p> <p>CALHN Executive Management team are committed to ongoing improvement through regular reporting and improvement initiatives</p>																		

Work health, safety and return to work programs of the agency and their effectiveness

Program name and brief description	Effectiveness
Manual Tasks Program	<p>The manual tasks program consists of the following:</p> <ul style="list-style-type: none"> ○ consultancy about the management of manual tasks ○ manual tasks education and training resources ○ consultancy about manual tasks hazard identification, risk assessment and effective hazards control, and training in these processes. ○ equipment trials and advice about equipment procurement ○ ergonomic consultancy associated with building infrastructure renovation and/or development ○ advice about rehabilitation management of injured workers, including identification of suitable duties ○ ergonomic consultancy about modifications to work tasks/the environment to reduce the risk of manual task injury ○ job and task analysis for both physical and psychological job demands ○ functional capacity evaluations ○ development of safe work procedures ○ statistical analysis of manual handling incident trends across high risk work areas <p>The effectiveness of the program is evidenced by a reduction in new manual task claims by 12% (from 144 to 127 claims) and an 11% decrease in new manual task costs (from \$822 681 to \$735 775) in the 2017-18 financial year compared to the previous financial year.</p>
Mental Health Initiatives	<p>This program in early stages of implementation which includes:</p> <ul style="list-style-type: none"> ● One CALHN organisational psychologist has been employed to lead initiatives (0.9FTE) (with a further position to be filled). <p>Other activities in progress:</p> <ul style="list-style-type: none"> ● Development of a workplace wellbeing framework, activities, implementation and evaluation plan to be presented for endorsement by the CALHN executive. ● Program approach to enhance respectful behaviour and integrate these behaviours as part of the CALHN culture <p>Program effectiveness unavailable at this time.</p>

Program name and brief description	Effectiveness
<p>Incident Reporting and Investigation</p>	<p>Number of notifiable incidents for CALHN pursuant to WHS Act Part 3 reported to SafeWork SA (12). All matters investigated and closed.</p> <p>Number of notices served pursuant to WHS Act Section 90, Section 191 and Section 195 (Provisional improvement, improvement and prohibition notices) (4). All matters investigated and closed.</p> <p>KPI: percentage WHSIM reports include strategies to address risks 100% (target 100%).</p> <p>SLS trends for incidents and risks are reported to the Work Health Safety and Injury Management Governance Committee quarterly, and the Work Health Safety Consultative Committees at least quarterly.</p> <p>Number of notifiable incidents for SCSS pursuant to WHS Act Part 3 reported to SafeWork SA (0).</p> <p>SLS incidents and risks are reported to the Executive Management Team quarterly.</p>
<p>Injury Management</p>	<p>1800 phone number for reporting of injuries within 48 hours: 82% average for the June 2017 quarter for CALHN. SCSS had 76% average for the same period. The SA Health and Wellbeing target is 80%.</p> <p>Daily lost time injury reporting is actioned by return to work staff on receipt.</p> <p>The number of job seekers for CALHN as at June 2017 was eight, and further nine job seekers have been placed in temporary or ongoing funded positions For SCSS two job seekers have been placed in temporary positions as at June 2017.</p>

Program name and brief description	Effectiveness														
Fitness for Work	<p><u>CALHN Fit Testing Program</u></p> <p>3029- CALHN clinical staff that are required to undertake additional precautions are fit to P2/N95 masks</p> <p>935- Total Fit Tests for CALHN at the RAH & TQEH for July 1 2017 – June 30 2018</p> <p>652- Clinical staff were tested for RAH</p> <p>76- of these were REFITS as a previous N95 mask was no longer manufactured</p> <p>283- Clinical staff were tested for TQEH</p> <p><u>CALHN Health Care Worker Influenza Immunisation Program</u></p> <p>HCW Influenza Vaccination Compliance has improved in 2018.</p> <p>The total number CALHN employees that received an influenza vaccination for 2018 was <u>7,177</u> (48%) out of total 14,879 staff (As of July 2018).</p> <p>*All influenza vaccination data entered into CHRIS to date.</p> <table border="1" data-bbox="598 1093 1273 1594"> <thead> <tr> <th data-bbox="598 1093 1054 1153">AGENCY</th> <th data-bbox="1054 1093 1273 1153">HEADCOUNT</th> </tr> </thead> <tbody> <tr> <td data-bbox="598 1153 1054 1214">CALHN</td> <td data-bbox="1054 1153 1273 1214">6062</td> </tr> <tr> <td data-bbox="598 1214 1054 1314">Statewide Clinical Support Services</td> <td data-bbox="1054 1214 1273 1314">315</td> </tr> <tr> <td data-bbox="598 1314 1054 1375">SA Pathology</td> <td data-bbox="1054 1314 1273 1375">800</td> </tr> <tr> <td data-bbox="598 1375 1054 1435">Total CALHN staff</td> <td data-bbox="1054 1375 1273 1435">7177</td> </tr> <tr> <td data-bbox="598 1435 1054 1536">Contractors / Volunteers / Students</td> <td data-bbox="1054 1435 1273 1536">1707</td> </tr> <tr> <td data-bbox="598 1536 1054 1594">Total flu vaccinations given</td> <td data-bbox="1054 1536 1273 1594">8884</td> </tr> </tbody> </table>	AGENCY	HEADCOUNT	CALHN	6062	Statewide Clinical Support Services	315	SA Pathology	800	Total CALHN staff	7177	Contractors / Volunteers / Students	1707	Total flu vaccinations given	8884
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Program name and brief description	Effectiveness
	<p><u>Pre-Employment Health Screenings/ Medicals</u></p> <p>1380- 2017/2018 Pre-Employment Immunisation Assessments occurred. (17% of total staff). CALHN Procedure Mandatory Requirement.</p> <p>876- Pre-employee Health Assessments were completed for the RAH</p> <p>504- Pre-employee Health Assessments were completed for TQEH</p> <p>15- Asbestos medicals</p> <p>25- Hyperbaric medicals</p> <p>37- Cytotoxic Medicals</p>

Work health and safety and return to work performance

	2017-18	2016-17	% Change (+ / -)
Workplace injury claims			
Total new workplace injury claims	277	274	+1.1%
Fatalities	0	0	
Seriously injured workers*	0	0	
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	15.2	13.95	+8.4%
Work health and safety regulation			
Number of notifiable incidents (<i>WHS Act 2012, Part 3</i>)	12.0	8.0	+50.0%
Number of provisional improvement, improvement and prohibition notices (<i>WHS Act 2012 Sections 90, 191 and 195</i>)	8.0	6.0	+33.3%
Return to work costs**			
Total gross workers compensation expenditure (\$)	\$5,241,117	\$8,034,325	-34.8%
Income support payments – gross (\$)	\$2,447,045	\$3,078,429	-20.5%

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the *Return to Work Act 2014 (Part 2 Division 5)*

**before third party recovery

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	0

Strategies implemented to control and prevent fraud

SA Health Supplier Interaction and Engagement Protocols;
 SA Health Procurement Policy Directives/Principles;
 Code of Ethics for the South Australian Public Sector;
 Management reviews and audit;
 SA Health Financial Delegations Authority;
 Risk assessments.

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

Whistle-blowers' disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistle-blowers' Protection Act 1993* 0

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

Executive employment in the agency

Executive classification	Number of executives
EXEC0A	6
EXEC0B	0
EXEC0C	1
EXEC0D	0
SAES1	10
SAES2	4

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

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

Consultants

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken and the total cost of the work undertaken.

Consultant	Purpose	Value (\$)
Ernst & Young	Manage, co-ordinate and implement recommendations associated with the efficiencies and effectiveness of SA Pathology services.	865,818
Carramar Consulting Pty Ltd	Preparation of options analysis report for Outpatient Services at the Royal Adelaide Hospital and The Queen Elizabeth Hospital.	141,321
AMEC Australia Pty Ltd	Risk assessment and design specification for Therapeutic Goods Administration and Good Manufacturing Practice Support for SA Pharmacy.	71,956
BDO Advisory (SA) Pty Ltd	Develop a business case to determine the financial viability of an Eye Hospital and Ambulatory Care as a separate facility.	49,950
Harris Orchard Services Pty Ltd	Design a strategic plan that provides a vision and path for Central Adelaide Local Health Network's future.	44,160
Ernst & Young	Provide financial accounting, modelling and GST advice in relation to commercial acceptance of the new Royal Adelaide Hospital.	36,222
Australian Valuation Solutions	Independent certified fair value assessment of the new Royal Adelaide Hospital land, buildings and site improvements compliant with annual statutory reporting requirements.	32,500
Pharmconsult Pty Ltd	Review the progress of the Country Health SA Pharmacy	32,170

Consultant	Purpose	Value (\$)
	services model and implementation of key recommendations.	
Ernst & Young	Provision of legal and financial advice in relation to proposed amendments to the new Royal Adelaide Hospital Project Agreement.	23,293
J Krassie & Associates	Conduct an external review of the Nutrition and Dietetics department as part of industrial dispute resolution.	19,006
National Consulting Group (SA) Pty Ltd	Review and provide expert advice on Medvet Science Pty Ltd donations policy, process and regulatory requirements.	18,044
Violet Platt Consulting	Review of Medical Oncology Services across Central Adelaide Local Health Network (CALHN).	13,700
Total all Consultancies		\$1,348,140.43

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Contractors

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken and the total cost of the work undertaken.

Contractor	Purpose	Value (\$)
Modis Staffing Pty Ltd	Provision of administration agency services	10,042
Shahlini Singham	Provision of medical officer agency services	10,720
Dr John L Gallichio	Provision of medical officer agency services	11,015
Roxby Downs Doctors Surgery	Provision of nursing agency services	11,232

Contractor	Purpose	Value (\$)
Neuro Monitoring Services Australia Pty Ltd	Provision of medical officer and salaried agency services	11,385
Workplace Solutions	Workforce relations advice	11,775
Global Health Source	Provision of allied health agency services	11,922
WDM Design & Advertising Pty Ltd	SAMI branding project	12,000
JCT Healthcare Pty Ltd	Provision of administration agency services	12,158
Patrick Chung Kay Tam	Provision of medical officer agency services	12,410
ZED Business Management	Provision of contract administration support services to the new Royal Adelaide Hospital	13,200
Steam Consulting Pty Ltd	Conduct a review of the Central Sterile Services Department (CSSD) at the new Royal Adelaide Hospital	13,619
Locher & Associates Pty Ltd	Provision of administration agency services	14,092
The Maxima Group	Provision of administration agency services	14,440
Destravis Group	Consulting services relating to the Blue Space review - survey design and workplace observations	14,700
Levi Ray & Shoup Inc	Provision of administration agency services	16,000
Fujitsu	Provision of salaried employees agency services	16,116
Uniting Communities	Provision of nursing assistant agency services	17,312
Joy Woodhouse	Conduct HR investigation	17,343
Son Vo	Provision of medical officer agency services	18,550
Kerry Ceradini	Provision of salaried employees agency services	19,327

Contractor	Purpose	Value (\$)
Adelaide Industrial Labour Service Pty Ltd	Provision of weekly paid agency services	19,410
Acuity Partners Pty Ltd	Provision of non-FFE procurement resources for the new Royal Adelaide Hospital	19,656
Bueti, Teresa	Provision of salaried employees agency services	20,000
Michael Geoffrey Cooke	Provision of salaried employees agency services	20,125
Executive Advisory Services Pty Ltd	Attendance at meetings and discussions as an eHealth independent Observer and advisor role	20,610
Associate Professor George Kiroff	Provision of medical officer agency services	20,745
Carramar Consulting Pty Ltd	Benchmarking of Anaesthetic Services rosters	20,764
Linda Fretwell	Provision of salaried employees agency services	21,750
CMC Labour Hire Pty Ltd	Provision of weekly paid agency services	22,321
McArthur Management Services (SA) Pty Ltd	Provision of nursing and weekly paid agency services	22,800
Ernst & Young	People logistics and induction coordinator roles provided to support the new Royal Adelaide Hospital state operational commissioning	23,250
Bronwyn Spartalis	Provision of salaried employees agency services	23,983
Sue Thomson	Provision of salaried employees agency services	24,045
BDO Advisory (SA) Pty Ltd	Undertake consumer costing analysis for the new Royal Adelaide Hospital	24,127
Careerlink People Solutions	Provision of administration agency services	24,351
Lloyds Register Quality Assurance Ltd	Engagement of safety advisors for Safety and Risk Advisory Services for the new Royal Adelaide Hospital	24,500

Contractor	Purpose	Value (\$)
Nova Systems Consulting Pty Ltd	Development of Hospital Paging system	25,000
Euan T Walpole Medical Pty Ltd	Medical specialist - oncology department	26,169
Kangaroo Island Medical Clinic	Provision of nursing agency services	26,503
Dr Peng Gao - Hong & Peng Family Trust	Provision of nursing agency services	26,636
Medical HQ	Provision of nursing agency services	26,912
Jessica Stratford	Provision of medical officer agency services	27,000
Australian Defence Force	Provision of nursing agency services	27,033
Archblue Consulting (Aus) Pty Ltd	Provision of administrative and management services: Integrated Program Management Office (iPMO) for the new Royal Adelaide Hospital	27,360
Wavelength International Pty Limited	Provision of medical officer agency services	27,773
Matthew James	Provision of medical officer agency services	29,336
Edward Stephan	Provision of medical officer agency services	29,400
NEC Australia Pty Ltd	Provision of ICT resource for the new Royal Adelaide Hospital	30,411
Rosie Jardine	Provision of salaried employees agency services	31,119
Ernst & Young	Commercial and financial advice in relation to the new Royal Adelaide Hospital	31,451
Rehabilitation Tasmania Pty Ltd	Provision of medical officer agency services	33,557
Ernst & Young	Services provided in relation to the Royal Adelaide Hospital Supply Chain Solutions project	33,600
SA Group Enterprises Inc	Provision of salaried employees agency services	33,906

Contractor	Purpose	Value (\$)
Matt Donaldson	Provision of salaried employees agency services	34,430
Labxcell	Provision of salaried employees agency services	35,334
BDO Advisory (SA) Pty Ltd	Provision of biomedical technical and business analysis support for the new Royal Adelaide Hospital	36,435
Stillwell Select	Provision of administration agency services	40,511
Payline Data Services	Provision of payroll services for Medvet Science Pty Ltd	41,683
DPTI - Department Of Planning Transport & Infrastructure	Provision of services in relation to the redevelopment of The Queen Elizabeth Hospital	42,424
Altaira Nursing Services	Provision of nursing and weekly paid agency services	42,923
BDO Advisory (SA) Pty Ltd	Comparative financial analysis of PSSA (Patient Service Support Assistant) Services	43,941
DXC Technology Australia Pty Ltd	Provision of salaried employees agency services	44,951
D&M Forster Investments Pty Ltd	Leadership and management of FFE Transition and Logistics work-stream for the new Royal Adelaide Hospital	45,000
Carramar Consulting Pty Ltd	Undertake Go-No-Go Assessment in relation to the new Royal Adelaide Hospital	45,317
Taha Ali	Provision of medical officer agency services	46,715
The Checkley Group Pty Ltd	Post-implementation review of EPLIS	47,200
Shape Australia Pty Limited	Refit of Roma Mitchell House in preparation for relocation of staff	47,820
Department For Communities And Social Inclusion	Provision of nursing , weekly paid and salaried agency services	49,183
Skilled Medical Pty Ltd	Provision of medical officer agency services	49,887
Powerhealth Solutions	Provide patient costing and Casemix reporting to Royal Adelaide Hospital and The	51,493

Contractor	Purpose	Value (\$)
	Queen Elizabeth Hospital	
Chemtronics Biomedical Engineering	Provision of biomedical engineering services	51,645
Health-E Workforce Solutions	Generation of workforce profiles according to Models of Care & Staffing Ongoing refinement of workforce profiles to enable the most cost effective staffing combination	52,530
Leading Edge Safety Systems Pty Ltd	Provision of safety risk assessment for mental health unit of the new Royal Adelaide Hospital	52,817
ARUP PTY LTD	Provision of project director for the new Adelaide Dental Hospital	52,846
BDO Advisory (SA) Pty Ltd	Provision of financial analyst the new Royal Adelaide Hospital	59,320
BDO Advisory (SA) Pty Ltd	Provision of project management services to implement Tegriss Insight into the new Royal Adelaide Hospital	62,926
Tina Hutchings	Provision of salaried employees agency services	63,483
Davies Stewart Recruitment and Human Resources	Provision of weekly paid agency services	65,429
DXC Technology Australia Pty Ltd	Procure CSC Resource Work package for PQWMS Integration & Clinical Systems Support	67,927
Ernst & Young	Provision of procurement services to the new Royal Adelaide Hospital	69,900
Loftus It	Provision of administration agency services	75,091
V Humeniuk Pty Ltd	Provision of medical officer agency services	77,045
Velrada Capital Pty Ltd	Provision of ICT resource for the new Royal Adelaide Hospital	78,445
Medstaff (Division McArthur (SA) Pty Ltd)	Provision of nursing and weekly paid agency services	78,561

Contractor	Purpose	Value (\$)
The Hospital Research Foundation	Provision of medical officer agency services	80,855
The Medical Room	Provision of medical officer, administration and operational agency services	87,704
Clarius Group Limited	Provision of administration agency services	90,326
APP Corporation Pty Ltd	Provision of project manager for Readiness and exercising	91,350
Enhance Occupational Therapy Pty Ltd	Provision of weekly paid and salaried agency services	91,890
Moira Clay Consulting	South Australian Health and Biomedical Precinct Strategy, Vision and Governance Project	92,084
Maxima Tempskill / Recruitment	Provision of salaried and administration agency services	96,815
PSI Asia Pacific Pty Ltd	Provision of Probity Services	97,340
Eckert & Ziegler Environmental Services Pty Ltd	Planning, preparation, acceptance, transport in the UK and disposal/recycling of radioactive inventory	102,834
Support Staff (Australia) Pty Ltd	Provision of weekly paid agency services	104,283
Smooth Hospital Move Pty Ltd	Provision of Director, Readiness and Exercising to the new Royal Adelaide Hospital	106,659
Houding Consulting	Provision of consulting services for the Supply of Services by the Strategic Manager, Activation Support for the new Royal Adelaide Hospital GO LIVE Strategy	120,650
DWS Advanced Business Solutions	Provision of ICT professionals for the new Royal Adelaide Hospital	129,360
Recruitment Solutions Group Australia Pty Ltd	Provision of weekly paid agency services	139,364
SMS Consulting Group Ltd	Provision of a director of change management the new Royal Adelaide Hospital	141,244
Health-E Workforce Solutions	licence fee, maintenance and support and hosting services for HWS software applications	141,278

Contractor	Purpose	Value (\$)
	(EFT profiler, budget profiler and yearly planner)	
Spotless Facility Services Pty Ltd	Provision of administration and operational agency services	145,452
Frie Tajai Sartori Pty Ltd	Provision of procurement services to the new Royal Adelaide Hospital	148,428
SMS Consulting Group Ltd	Provision of ICT business change analyst for the new Royal Adelaide Hospital	149,150
Claire Stevens	Provision of medical officer agency services	149,186
ASSC (SA) Pty Ltd	Provision of medical officer agency services	167,016
Hoban Recruitment	Provision of weekly paid and administration agency services	168,942
The University of Adelaide	Salary recharge for university staff	173,689
University Of South Australia	Provision of clinical academic and salaried agency services	175,934
Tracey Brunstrom & Hammond Pty Ltd	Forensic planning for the new Royal Adelaide Hospital	179,260
Ernst & Young	Provision of project manager for operational safety at the new Royal Adelaide Hospital	189,991
Ernst & Young	Provision of a state logistics manager and facility access coordinator to support the new Royal Adelaide Hospital state operational commissioning	190,625
DFP Recruitment Services	Provision of salaried and administration agency services	198,716
DWS Advanced Business Solutions	Provision of ICT professionals for the new Royal Adelaide Hospital	208,751
Gus Commerical Consulting (SA) Pty Ltd	Provision of procurement services to the new Royal Adelaide Hospital	214,450
KDN Services	Provision of procurement services to the new Royal Adelaide Hospital	230,880
Inside Infrastructure Pty Ltd	Provision of project manager for operational safety at the new Royal Adelaide Hospital	254,535

Contractor	Purpose	Value (\$)
Health Professionals To You Pty Ltd	Provision of medical officer agency services	258,311
Lendlease Building Contractors Pty Limited	Advisory support services in relation to modifications, non-conformances and defects for the new Royal Adelaide Hospital	267,993
The Trustee For Mudalige Family Trust	Provision of medical officer agency services	288,245
Finestkind Pty Ltd	Provision of medical officer agency services	315,458
Dialog Information Technology	Professional services in relation to Change Management Support System (CMSS) development project	320,305
ARUP PTY LTD	Provision of administrative and management services: Integrated Program Management Office (iPMO) for the new Royal Adelaide Hospital	335,290
Chandler Macleod Group Ltd	Provision of administration agency services	345,925
Community Living Project	Provision of nursing assistant agency services	349,437
Australian Medical Placements Pty Ltd	Provision of medical officer agency services	359,243
BDO Advisory (SA) Pty Ltd	Provision of procurement services to the new Royal Adelaide Hospital	361,185
Thomas Gunning Pty Ltd	Provision of medical officer agency services	375,665
Mr Quentin Ralph	Provision of medical officer agency services	385,750
Ajilon Pty Ltd	Provision of salaried and administration agency services	389,140
Aliakbar Estakhri	Provision of medical officer agency services	402,363
Timothy Mccullough Pty Ltd	Provision of medical officer agency services	403,898
Haisken Wichmann Pty Ltd	Provision of medical officer agency services	421,846

Contractor	Purpose	Value (\$)
Manpower Services (Australia) Pty Ltd	Provision of salaried and administration agency services	442,700
Harrison McMillan Pty Ltd	Provision of salaried and administration agency services	455,405
NSW Business Chamber Ltd	Provision of weekly paid, salaried and administration agency services	480,936
Penola Doctors	Provision of nursing agency services	486,188
FBE Pty Ltd	Provision of resources for biomedical engineering services	497,376
ZED Business Management	Professional services rendered in relation to the Getinge Services Current State Reconciliation for the new Royal Adelaide Hospital	530,516
Hudson Global Resources (Aust) Pty Limited	Provision of weekly paid, salaried and administration agency services	621,631
ZED Business Management	Provision of procurement services to the new Royal Adelaide Hospital	629,968
Paxus Australia Pty Ltd	Provision of salaried and administration agency services	647,045
South Australian Health Medical Research Institute	Provision of an individual to assist in the coordination and management of a variety of research studies	691,690
Allied Employment Group Pty Ltd	Provision of salaried and allied health agency services	733,088
Peoplebank Australia Ltd	Provision of weekly paid and administration agency services	737,012
HPS Pharmacies - Whyalla	Provision of pharmacy services at Whyalla hospital	748,816
RGH Pharmacy Consulting Services Pty Ltd	Provision of pharmacy services at Port Augusta hospital	789,982
Tracey Brunstrom & Hammond Pty Ltd	Provision of a range of procurement and professional services for the new Royal Adelaide Hospital	846,360
Talent International (SA) Pty Ltd	Provision of salaried and administration agency services	862,134

Contractor	Purpose	Value (\$)
Kemp Recruitment Pty Ltd	Provision of nursing and weekly paid agency services	914,275
Arcblue Consulting (Aus) Pty Ltd	Provision of procurement services to the new Royal Adelaide Hospital	998,110
Randstad Pty Limited	Provision of weekly paid, salaried and administration agency services	1,137,046
Medical Locum Services Pty Ltd	Provision of medical officer agency services	1,421,864
Hays Specialist Recruitment (Australia) Pty Limited	Provision of nursing, weekly paid, salaried, administration, allied health and operational agency services	2,041,566
Your Nursing Agency Pty Ltd	Provision of nursing , weekly paid and salaried agency services	2,876,195
The University Of Adelaide	Provision of nursing, weekly paid, clinical academic, salaried and health contract agency services	5,133,886
Mediserve Nursing Agency	Provision of nursing , weekly paid and salaried agency services	7,417,705
HCA- Healthcare Australia	Provision of nursing, medical officer, weekly paid, salaried and allied health agency services	14,830,476
Converge International	Provision of Employee Assistance Program	33,561.17
Total All Contractors		60,032,799.17

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/central-adelaide-local-health-network-calhn>

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

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

Financial performance of the agency

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2017-18 are attached to this report.

The move to the new Royal Adelaide Hospital was successfully completed on the 4th of September 2017. Accordingly, the significant increase in 2017-18 expenditure largely reflects the first operational year of the new Hospital.

The following table and charts provide a brief summary of the overall financial performance of CALHN. Audited financial statements for 2017-18 are attached to this report. During 2017-18, CALHN continued to streamline its financial statements in line with *AASB 101 Presentation of Financial Statement*.

CALHN three-year financial summary

Three-year financial summary (\$000)	2017-18	% ↑↓
Total expenses	2 695 077	↑ 22.4%
Total income	575 387	↑ 2.0%
Net cost of providing services	2 119 690	↑ 29.5%
Revenues from SA Government	2 133 036	↑ 30.3%
Net result for the period	13 346	↑ 1334700.0%
Net cash provided by operating activities	221 203	↑ 171.3%
Total assets	3 735 864	↑ 1.7%
Total liabilities	3 330 643	↑ 0.7%
Net assets	405 221	↑ 10.8%

Other financial information

Nil to Report

Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions

Nil to Report

Section B: Reporting required under any other act or regulation

None

Reporting required under the *Carers' Recognition Act 2005*

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.

The Carers Recognition Act 2005 requires all South Australian Government agencies to ensure that their organisation and their employees take action to reflect the principles of the Carers Charter in the provision of services to carers and the people they care for.

CALHN is actively supported by the Consumer Advocate Council (CAC) and other site based consumer committees and groups who advocate the needs of carers as partners, consumers and advocates. The CAC includes representatives from agencies including Veteran Health Alliance, Brain Injury Rehabilitation Community and Home Group, many of whom have caring responsibilities themselves. This ensures the carer perspective is included in clinical service reform and primary health care programs from the initial development stage.

Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject

A whole of SA Health response is provided in the Department for Health and Wellbeing 2017-18 Annual Report, which can be accessed on the [SA Health website](#).

Complaint outcomes

A whole of SA Health response is provided in the Department for Health and Wellbeing 2017-18 Annual Report, which can be accessed on the [SA Health website](#).

Appendix: Audited financial statements 2017-18