

OFFICIAL



Drug and Alcohol Services South Australia
(DASSA)

SERVICE AGREEMENT

1 July 2023 – 30 June 2024



Government
of South Australia

SA Health

Version Control

Version No.	Changes Made	By Whom	Date
V1	Draft Service Agreement	J Browne	30 March 2023
V1.2	Minor edits	J Browne	21 April 2023
V1.3	Addition of Funding table	J Browne	28 June 2023

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CONTENTS

Part A: Purpose and Governance	4
Purpose	4
Governance	4
Part B: Services	5
Purpose	5
Service Profile	5
Part C: Obligations	6
Purpose	6
Part D: Delivery and Performance	8
Purpose	8
Performance Framework	8
Data and Reporting Requirements	9
Part E: Funding	10
Purpose	10
Signature	11

PART A: PURPOSE AND GOVERNANCE

Purpose

This Agreement outlines the services that the Department of Health and Wellbeing (DHW) will commission from Southern Adelaide Local Health Network (SALHN) for the provision of Drug and Alcohol Services and the associated responsibilities, funding and performance measures.

Governance

Due to the range of state-wide functions, incorporating whole of government strategies, state and national policy advice, and oversight of SA Health funding of non-government alcohol and other drug treatment services, the governance arrangements for Drug and Alcohol Services South Australia (DASSA) require a specific, collaborative approach between both Parties.

SALHN must support DASSA to ensure that:

- > all persons who provide a clinical service for which there is a national or South Australian legal requirement for registration, have and maintain current registration throughout their employment and only practise within the scope of that registration. This will be overseen on an operational basis by the DASSA Clinical Director with links to broader SALHN committees or reporting structures
- > all staff, contractors, visiting private practitioners, volunteers and students are appropriately credentialed. All paid staff included in the SA Health Credentialing Policies are to be entered into the SA Health Credentialing System to ensure visibility of credentials across LHNs and sites, ensuring safe quality practice for patients/clients of SA Health. This will be overseen on an operational basis by the DASSA Clinical Director with links to broader SALHN committees or reporting structures
- > clinical supervision is offered to DASSA's Clinical Director (Medical lead), Director of Nursing (Nursing lead) and Director, Outpatient Services (Allied Health lead)
- > the DASSA Clinical Governance Committee works with SALHN's overall clinical governance framework to foster clinical knowledge, experience and learning, including for research ethics approvals, medical records and infection control
- > any Rights of Private Practice are administered through SALHN's existing corporate management systems.

The DHW will support DASSA by:

- > executing contractual agreements for DASSA on behalf of SALHN as specified in any instrument of delegation to Section 8 (2) of the Health Care Act 2008
- > providing corporate systems to enable and support the activities of DASSA, including the provision of human resources, facilities management support, industrial relations, ICT support, legal advice, corporate records (including freedom of information responses), legislative compliance, risk management, insurance, emergency management, maintenance of the overseas travel register, and work health and safety compliance and management
- > providing oversight for the financial performance of DASSA, including any audits and performance against relevant Acts and Regulations, with this advice provided through the DASSA State Director and DASSA Director Business Services to SALHN on a monthly basis. The DASSA Director Business Services will work with SALHN to prepare its statutory financial statements to discharge financial stewardship and accountability obligations within the relevant timeframes laid down by SA Health and the [Public Finance and Audit Act 1987](#)

PART B: SERVICES

Purpose

Without limiting any other obligation, Part B sets out the key services that DASSA is required to deliver under the terms of the Agreement.

Service Profile

DASSA is a state-wide health service that provides services and policy advice for tobacco, alcohol and other drug issues, including illicit drugs. SALHN has responsibility for the provision and coordination of the following:

- > providing a range of state-wide treatment services for people with problematic use of alcohol and other drugs, including a 30 bed inpatient alcohol and other drug withdrawal unit based at Glenside Health Services and a 24 bed therapeutic community (the Woolshed), as well as outpatient services across the metropolitan area and in regional areas throughout South Australia
- > providing consultation and liaison services, providing support and development assistance to primary health care, hospitals, non-government and private sectors to facilitate provision of a wide range of treatment and support services
- > providing and coordinating a range of population programs to address tobacco, alcohol and other drug related problems in South Australia, including tobacco social marketing programs, the police drug diversion program, peer harm reduction programs and the clean needle program for South Australia
- > providing policy and planning advice to the Chief Executive of the DHW and the Minister for Health and Wellbeing related to tobacco, alcohol and other drug issues, under the direction of the DHW
- > providing for the commissioning of a range of non-government alcohol and other drug treatment services, including funding, monitoring and reviewing services to ensure services are evidence based and effective.

To support the prevention and management of alcohol, tobacco and other drug related issues across South Australia, DASSA is required to:

- > advise on a whole of government approach to prevent the use of illicit drugs and the misuse of licit drugs
- > advise on policy relating to tobacco, alcohol and other drugs and provide expert advice and support to South Australia's role in national policy development
- > provide or broker a range of prevention, intervention and treatment programs across the State with a particular focus on high risk groups and behaviours
- > advise on evidence-based practice and participate in research.

In conjunction with South Australia Police, DASSA is currently leading the development of the South Australian Alcohol and Other Drug Strategy 2022-2026.

DASSA also has responsibility for administering the Tobacco and E-cigarette Products Act 1997 and works in partnership with a range of government agencies to help implement the [South Australian Tobacco Control Strategy 2023-2027](#).

PART C: OBLIGATIONS

Purpose

This Service Agreement requires the DASSA and DHW to comply with all relevant legislation, regulations, State Government, and/or SA Health policies, directives, standards, instructions, circulars and determinations, including, but not limited to the following obligations.

[Australian Health Service Safety and Quality Accreditation \(AHSSQA\) Scheme](#)

[Bilateral Scheule on Mental Health and Suicide Prevention: South Australia](#)

[Better Placed: Excellence in health education](#)

[Civil Liability Act 1935](#)

[Charter of Responsibility](#)

[Child Safe Environments \(Child Protection\) Policy](#)

[Corporate Records Management Policy Directive](#)

[Department for Child Protections' Investing in their Future program](#)

Commonwealth Aged Care Quality and Safety Commission (where applicable)

[Disaster Resilience Policy Directive](#)

[Emergency Management Act 2004](#)

[Fifth National Mental Health and Suicide Prevention Plan](#)

[Freedom of Information Act 1991](#)

[Freedom of Information Policy](#)

[Health Care \(Governance\) Amendment Bill 2020](#)

[Health Care Act 2008](#)

[Health Record Management Policy Directive](#)

[Integrated Compliance Management Framework](#)

[National Agreement on Closing the Gap](#)

[National Clinical Governance Framework](#)

[National Health Reform Agreement](#)

National Partnership Agreements between the State and Commonwealth Government

[National Safety and Quality Health Service Standards](#)

[National Safety and Quality Primary and Community Healthcare Standards](#)

[NDIS Code of Conduct](#)

[NDIS Practice Standards and Quality Indicators](#)

[Office for the Ageing \(Adult Safeguarding\) Amendment Act 2018](#)

[Public Health Act 2011](#)

[PC012 Information Privacy Principles \(IPPS\) Instructions](#)

[Privacy Policy Directive](#)

[Return to Work Act 2014](#)

[System-wide Integrated Compliance Policy Directive](#)

[SA Health Gender Equality and Diversity Steering Committee: Strategic Directions 2020-2023](#)

[SA Health Policy Framework](#)

[SA Health Aboriginal Cultural Learning Framework](#)

[SA Health Aboriginal Health Care Framework](#)

[SA Health Aboriginal Workforce Framework 2023-2031.](#)

[SA Health Accreditation Policy Directive](#)

[SA Health Clinical Placement Requirements for Health Care Students](#)

[SA Health Clinical Services Capability Framework](#)

[SA Health Corporate Governance Framework Summary](#)

[Enterprise Data And Information \(EDI\) Data Requirements Bulletin](#)

[SA Health Performance Framework](#)

[SA Health Research Ethics Policy Directive](#)

[SA Health Research Governance Policy Directive](#)

[SA Medical Education and Training Principles](#)

[SA Mental Health Services Plan – 2020-2025](#)

[Service Agreement Amendment Fact Sheet](#)

[Service Agreement Dispute Resolution Fact Sheet](#)

[South Australian Health and Wellbeing Strategy 2020-2025](#)

Standards for General Practice (where applicable)

[State Emergency Management Plan](#)

[State Public Health Plan 2019-2024](#)

[State Records Act 1997](#)

[The Mental Health Act 2009](#)

All other [policies and directives applicable](#) to DHW

PART D: DELIVERY AND PERFORMANCE

Purpose

Part E outlines the performance indicators, associated reporting requirements and monitoring methods that apply to DASSA.

Performance Framework

The [SA Health Performance Framework 2023-24](#) sets out how the DHW, as the leader and steward of the public health system, monitors and assesses the performance of public health services and resources within South Australia. The Performance Framework uses performance indicators to monitor the extent to which the DASSA is delivering the high level objectives set out in the Agreement. DASSA should refer to the SA Health Performance Framework for further information about the performance assessment process.

DASSA will endeavour to meet performance targets for each KPI identified in the table below as described under the three domain areas: access and flow, productivity and efficiency, and people and culture.

A number of KPIs will be 'monitored' in year and may transition to Tier 1 or Tier 2 KPIs depending on the system's performance. Monitor KPIs do not contribute to the evaluation of DASSA's overall Performance Level but will inform opportunities for improvement.

More detailed information regarding the 2023-24 KPI architecture, including KPI descriptions, levels (Tier 1, Tier 2, and monitor), calculation methodology, targets and reporting frequency is available in the [2023-24 KPI Definition Document](#).

2023-24 KPI Architecture		
Subdomain	Tier 1	Tier 2
Access and Flow		
Activity	Outpatient Attendances	
	Inpatient Separations (non-hospital)	
	Completed Inpatient Episodes	
	Completed Outpatient Episodes	
Productivity and Efficiency		
		DASSA Outpatient Did Not Attend Rate
People and Culture		
Workforce	Percentage of Aboriginal and Torres Strait Islander workforce	Staff Turnover
	Employees with Excess Annual Leave Balance	Overtime hrs as proportion of total productive hrs.
	Completion of Performance Reviews in Line with the Commissioner's Determination	Sick/carers leave hrs as proportion of total productive hrs.
		New Workplace Injury Claims

Data and Reporting Requirements

DASSA will provide data to the DHW on the provision and performance of health services (including community and aged care data), in a timely manner and as required by the DHW Chief Executive. All data provisions are outlined in the [Enterprise Data and Information \(EDI\) Data Requirements, 2023-2024](#) Bulletin including routine monthly data submissions and ad hoc requests. It is essential that data is submitted by the date provided within the Bulletin.

Where new data indicators are developed and agreed by the Commonwealth and the State, DASSA and DHW will work to deliver appropriate data to meet these needs. DHW is committed to supporting DASSA with their data and reporting requirements.

DASSA is required to maintain up-to-date information for the public on its website regarding facilities and services. All other services are to maintain up to date information on their relevant intranet sites or on the SA Health public website. DHW is committed to working in year with DASSA establish routine public reporting across all domains.

PART E: FUNDING

Purpose

Part F sets out:

- > the sources of funding that the Agreement is based on and the manner in which these funds will be provided to DASSA
- > the funding provided for the delivery of the services.

Funding Sources			
Funding Source	Revenue (\$)	Expenditure (\$)	Net Result (\$)
DHW Recurrent Transfer	57,462,000	0	
ABF Operating, Statewide, Mental Health & Intermediate Care	3,197,000	60,659,000	
Capital	3,500,000	0	
Non-Cash Items	0	1,309,000	
Total DASSA Allocation	64,159,000	61,968,000	2,191,000


SIGNATURE

This is a Service Agreement (the Agreement) between the Chief Executive of the Department for Health and Wellbeing (Chief Executive) and the Southern Adelaide Local Health Network Incorporated (the Parties) which sets out the Parties' mutual understanding of their respective statutory and other legal functions and obligations through a statement of expectations and performance deliverables for the period of 01 July 2023 - 30 June 2024.

Through execution of the Agreement, the Local Health Network agrees to meet the service obligations and performance requirements as detailed in Parts A – E of the Agreement. The Chief Executive agrees to provide the funding and other support as outlined in the Agreement.

Mark Butcher

Chair
On behalf of
Southern Adelaide Local Health Network Inc. Governing Board

Signed:  Date: 14/09/2023


Dr Kerrie Freeman

Chief Executive Officer
Southern Adelaide Local Health Network Inc.

Signed:  Date: 14/09/2023

Dr Robyn Lawrence

Chief Executive
Department for Health and Wellbeing

Signed:  Date: 19 / 9 / 2023

For more information

**Drug and Alcohol Services South Australia 2023-24 Service Agreement
Commissioning and Performance**

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