



**Government
of South Australia**

SOUTHERN ADELAIDE LOCAL HEALTH NETWORK 2019-20 Annual Report

Southern Adelaide Local Health Network

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Date presented to Minister: 29 September 2020

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 *Section 37 of the Health care Act 2008 (the Act)* 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 Southern Adelaide Local Health Network by:

Mr Mark Butcher

Chair, Southern Adelaide Local Health Network Governing Board

Date

24 Sept. 2020

Signature

Mark Butcher

From the Chief Executive Officer



More than ever, 2019-20 has tested the fabric of our society and the Southern Adelaide Local Health Network (SALHN) community has not been immune to the challenges brought on this year. SALHN faced increasing patient presentations to acute services during winter 2019, supported the State's response to the Bushfire crisis in late 2019 and now is in the midst of responding to the COVID-19 pandemic. Excellent patient care remains our focus through these extraordinary times and we demonstrated this with our successful accreditation against the National Standards for Safe and Quality Care (Version 2) in November 2019.

Our entire community – staff, volunteers, patient and family representatives, contractors and community members of SALHN – have worked together in new ways to look at every aspect of how we deliver care – and how we need to evolve and adapt to protect our community, our patients and our staff.

SALHN is uniquely positioned in the state. We provide health services across an individual's lifespan, from complex obstetrics, maternity and neonatal services to end-of-life care provided through hospital and community-based palliative services. We have a clear and united vision to deliver health care differently. Providing reliable and respectful healthcare is at the core of everything we do.

Our operating principle – To Listen, Act, Make Better, Together – guides our determination to build a system that means that each of our consumers, staff, partners and community members prosper, grow and feel safe in their healthcare journey through the southern health system. We have the highest proportion of elderly residents in the State and it is our responsibility to invest in services that will deliver optimal care and make the most of opportunities to prosper and grow. Southern Adelaide will be a great place to grow old. Our community can rely on us to act and they can expect us to plan, research, teach, connect and listen. Every patient can be confident that they will be respected and receive quality care at SALHN. Healthcare is at the centre of everything we do.

A handwritten signature in black ink, appearing to read 'Susan O'Neill'.

Professor Susan O'Neill

Chief Executive Officer

Southern Adelaide Local Health Network

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**Service improvements resulting from complaints or consumer suggestions
over 2019-20 included:28**

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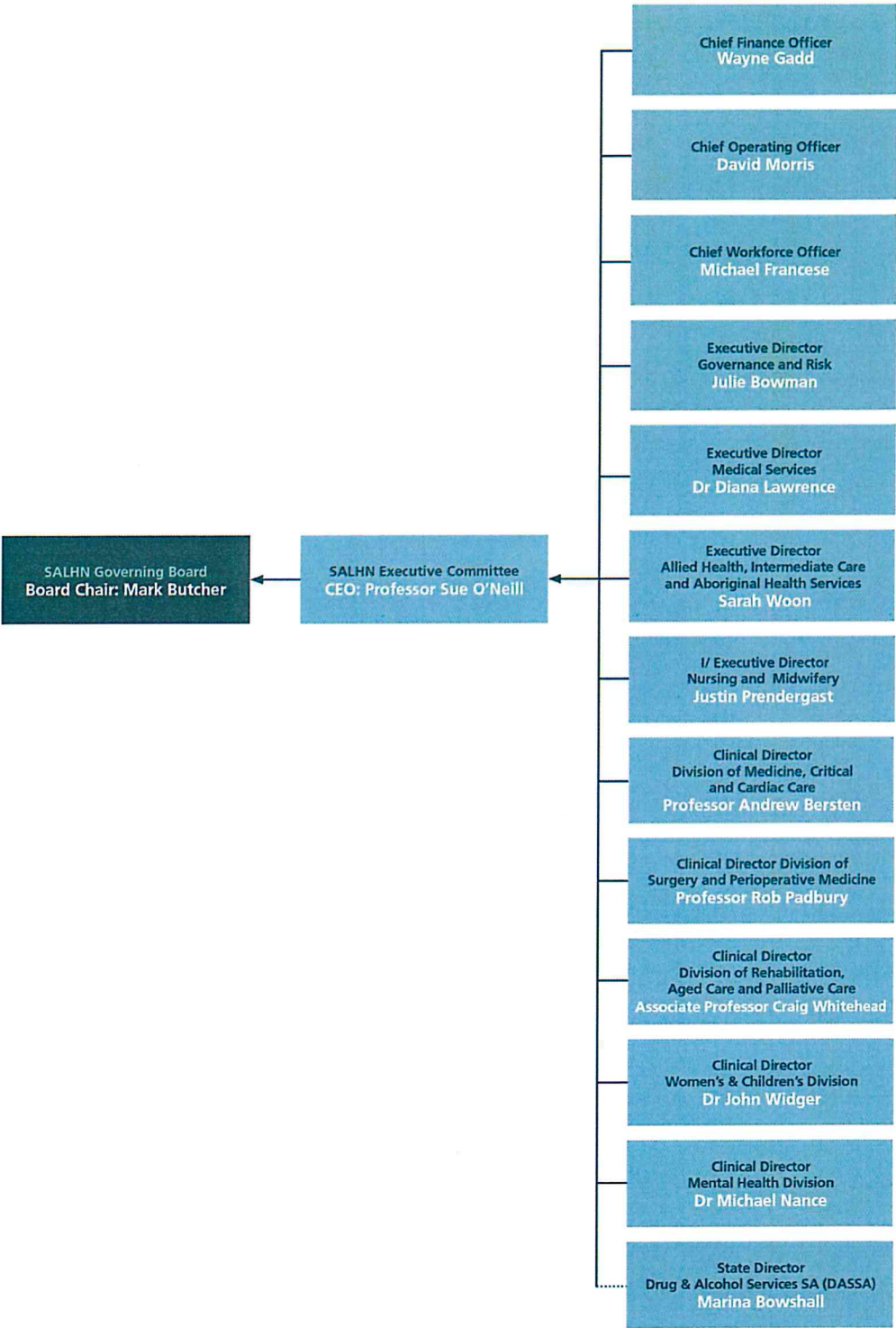
Overview: about the agency

Our strategic focus

Our Purpose	<p>At SALHN, we care for people who live in the southern suburbs of Adelaide and people from regional areas including the Fleurieu Peninsula, the Northern Territory and beyond, providing medical, surgical, rehabilitation, aged care, mental health, and women's and children's services.</p> <p>We care for our patients 'every step of the way'. Our focus extends to address the social determinants of health during the first 1,000 days and the last 1,000 days of a vulnerable person's life.</p> <p>We partner with community and non-government care providers to ensure all members of our community can access care and live meaningful lives.</p>
Our Vision	<p>To build a thriving community by consistently delivering reliable and respectful health care for, and with, all members of our community.</p>
Our Values	<p>The patient is the leading voice in decisions about their care.</p> <p>We provide services that give the best clinical outcomes and value to our patients.</p> <p>Our services are sustainable, reliable and respectfully delivered.</p> <p>We help patients and their support networks to manage their health needs in their own home or the best alternative environment possible.</p> <p>Our clinical services are informed by evidence and research.</p> <p>We believe in supporting all members of our community to thrive. Our commitment is to improve the health and well-being of our community members experiencing vulnerability.</p>
Our functions, objectives and deliverables	<p>SALHN provides public health services including hospital, outpatient and community services to a population of more than 355,000 people across the southern Adelaide metropolitan region, as well as a range of state-wide services. SALHN is unique in the State public health system as we provide services across the lifespan, from obstetrics, maternity and neonatal services, to end of life care provided through hospital and community-based palliative services.</p> <p>Our goals include:</p> <ul style="list-style-type: none"> • A Healthy start to life; • Complex Care: Excelling at complex care treatment; • Integrated Care: Partnering to deliver more services in the

	<p>community closer to home;</p> <ul style="list-style-type: none">• Restorative Care: Enhancing wellbeing and independence; and• End of Life: Supporting a dignified end of life. <p>As well as clinical service delivery, we conduct a diverse range of research initiatives, and provide a tertiary-level clinical environment for under and post-graduate training in the medical, nursing and allied health professions.</p>
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Our organisational structure



Changes to the agency

SA Health's governance reforms came into effect during 2019-20. The SALHN Governing Board commenced 1 July 2019. A number of functions previously undertaken by the Department for Health and Wellbeing on behalf of SALHN were devolved to our network for local management. SALHN's former Health Advisory Council ceased to meet as SALHN transitioned to the reformed governance model.

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 Governing Board



Mark Butcher is the Governing Board Chair for SALHN; Chair of the Capital Projects Sub-Committee and a member of the Community Engagement Sub-Committee. Mark has a strong background in corporate financing and professional services and brings considerable financial and business acumen to the SALHN Board.



Professor Chris Baggoley AO is a Board member and member of SALHN's Clinical Governance Sub-committee. Chris is a former Australian Government Chief Medical Officer and a respected clinician with a national reputation in the field of emergency medicine.



Virginia Hickey is a Board member; Chair of the Audit and Risk Sub-Committee and member of the Board's COVID-19 Response Team. Virginia is a corporate governance consultant, lawyer and company director.



Associate Professor Tamara Mackean is a Board member and member of SALHN's Clinical Governance and Community Engagement Sub-Committees. Tamara is a Waljen woman of the Goldfields region of Western Australia, has family connections within SA, and in her role with Flinders University, has research interests which span health equity, social and mental health, health systems and Indigenous Health.



Julie Mitchell is a Board member; Chair of the Community Engagement Sub-Committee and member of the Capital Projects Sub-Committee. Julie brings skills in community engagement, communications, and a passion for the aged care and primary health sector to the SALHN Board.



Jill Noble is a Board member and member of the Audit and Risk Sub-Committee. In addition to her SALHN responsibilities, Jill is Chief Financial officer and Company Secretary to the Nova group of companies.



Jennifer Richter AM is a Board member, Chair of the Clinical Governance Sub-Committee, member of the Capital Projects Sub-Committee and member of the Board's COVID-19 Response Team. Jenny has had a long and distinguished career in the public and private health sector and has significant health service management experience.

Our Executive team



Professor Susan O'Neill is the Chief Executive Officer. She is supported by the SALHN Executive, which provides the strategic direction, planning, monitoring of activity within the agreed policy, funding, activity and planning parameters as set by the Department for Health and Wellbeing and SALHN Governing Board.



Mr David Morris is the Chief Operating Officer, responsible for clinical services, planning and effective delivery management for SALHN.



Mr Wayne Gadd is the Chief Finance Officer, responsible for financial strategy, effective cost management and delivery of corporate services for SALHN.



Mr Michael Francese is the Chief Workforce Officer, responsible for culture and talent strategy and effective safety and people management.



Ms Julie Bowman is the Executive Director Governance and Risk, responsible for integrated governance and systems; enterprise risk and assurance for SALHN.



Dr Diana Lawrence is the Executive Director Medical Services, responsible for professional medical standards and training across all medical positions and experience levels across SALHN.



Mr Justin Prendergast is the Interim Executive Director Nursing and Midwifery, responsible for professional nursing and midwifery standards and training across all nursing and midwifery positions and experience levels across SALHN.



Ms Sarah Woon is the Executive Director Allied Health, Intermediate Care and Aboriginal Health Services, responsible for professional standards across the 10 allied health professions, and training across all allied health positions and experience levels across SALHN. The role oversees the Intermediate Care services and Aboriginal Health services



Professor Andrew Bersten is the Clinical Director Division of Medicine, Cardiac, and Critical Care, responsible for the division's vision and performance in accordance with SALHN strategic directions and service agreement obligations, across all five management domains.



Professor Robert Padbury is the Clinical Director Division of Surgery and Perioperative Medicine, responsible for the division's vision and performance in accordance with SALHN strategic directions and service agreement obligations, across all five management domains.



Associate Professor Craig Whitehead is the Clinical Director Division of Rehabilitation, Aged Care, and Palliative Care, responsible for the division's vision and performance in accordance with SALHN strategic directions and service agreement obligations, across all five management domains.



Dr John Widger is the Clinical Director Division of Women's and Children's, responsible for the division's vision and performance in accordance with SALHN strategic directions and service agreement obligations, across all five management domains.



Dr Michael Nance is the Clinical Director Mental Health, responsible for the division's vision and performance in accordance with SALHN strategic directions and service agreement obligations, across all five management domains.



Ms Marina Bowshall is the State Director of Drug and Alcohol Services SA, and leads the whole-of-government approach to prevent the use of illicit drugs and misuse of licit drugs; and treatment services for people with problematic use of alcohol and other drugs.

Legislation administered by the agency

Not applicable

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

Department for Health and Well-being
Central Adelaide Local Health Network
Northern Adelaide Local Health Network
Women's and Children's Local Health Network
South Australian Ambulance Service
Barossa Hills Fleurieu Local Health Network
Eyre and Far North Local Health Network
Flinders and Upper North Local Health Network
Limestone Coast Local Health Network
Riverland Mallee Coorong Local Health Network
Yorke and Northern Local Health Network.
Wellbeing SA
Commission on Excellence and Innovation in Health

The agency's performance

Performance at a glance

- We accommodated 90 per cent of our population's health needs, more than any other health service in the State.
- We provided care for 122,961 presentations to our Emergency Services. Flinders Medical Centre's Emergency Department is the busiest emergency department in the State.
- We conducted 22,704 elective and emergency surgery and procedures, and 6,872 endoscopy procedures on site.
- 97,910 patients were cared for in our hospitals, and a further 3009 patients were cared for by our 'Hospital in the Home' service.
- We provided 294,995 outpatient consultations.
- We provided care for 3,322 mothers and the 3,386 babies born at Flinders Medical Centre.

Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	Nursing and Midwifery Renewal program Nursing and Midwifery Transition to Professional Practice
Lower costs	Improved efficiencies were gained through redesigning service models to better meet patient needs and improving effective use of resources. Costs in 2019-20 were impacted in response to COVID-19 pandemic and the necessity to build capability and create capacity in the health system.

Key objective	Agency's contribution
Better services	<p>The Southern Health Expansion Plan is designed to increase the capacity of the FMC Emergency Department; and increasing the clinical service capability at Noarlunga Hospital in the areas of geriatric medicine, orthopaedics and surgery.</p> <p>An assessment of current and future population demographics has informed planning of future services for women and children at the Noarlunga Health Precinct.</p> <p>A SALHN-WCHN collaboration has been established to develop an integrated model of care to underpin future maternal and child health service delivery, and paediatric eating disorder services.</p> <p>Reforms to Adult Community Mental Health Services were implemented.</p> <p>In accordance with the government's election commitments, SALHN has continued to support McLaren Vale and Districts War Memorial Hospital in infrastructure improvements to support better services for the community.</p> <p>Activation of plans to establish the Specialist Advanced Dementia Unit for people with dementia and complex care needs based at the Repat Health Precinct.</p> <p>Establishment of COVID-19 testing clinics and other initiatives to support the SA Health system COVID-19 pandemic response.</p>

Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p>We care for people who live in the southern suburbs of Adelaide and people from regional areas including the Fleurieu Peninsula, the Northern Territory and beyond.</p> <p>Our core health services include medical, surgical, rehabilitation, aged care, mental health, and women's and children's services</p> <p>Our state-wide services include liver transplant and cochlear implant services, eye bank, adult eating disorder services, gambling therapy, veteran's mental health, obstetric trauma and Drug and Alcohol Services South Australia.</p>	<p>More than 7,500 staff across 20 sites, including:</p> <p>Flinders Medical Centre: A beginning of life to end-of-life hospital.</p> <p>Noarlunga Hospital provides specialised dementia and geriatric services, an expanding range of medical and surgical services, and is adapting to the growing needs of the wider community including continuing the development of a health precinct for mothers and babies.</p> <p>GP Plus centres at Noarlunga, Marion and Aldinga provides a range of health promotion, disease prevention, early intervention, treatment and specialist medical services.</p> <p>Jamie Larcombe Centre provides state-wide Veteran's Mental Health services from within the Glenside Health Precinct.</p> <p>Aboriginal Family Clinics provide health services for Aboriginal and Torres Strait Islander peoples from two locations, Noarlunga and Clovelly Park.</p> <p>Community care and support is provided to patients in their homes.</p> <p>Drug and Alcohol Services South Australia provides a state-wide alcohol and other drug treatment services.</p>	<p>We accommodated 90 per cent of our population's health needs, more than any other health service in the State.</p> <p>We provided care for 122,961 presentations to our Emergency Services. Flinders Medical Centre's Emergency Department is the busiest emergency department in the State.</p> <p>We conducted 22,704 elective and emergency surgery and procedures, and 6,872 endoscopy procedures on site.</p> <p>97,910 patients were cared for in our hospitals, and a further 3009 patients were cared for by our Hospital in the Home service.</p> <p>We provided 294,995 outpatient consultations.</p> <p>We provided care for 3,322 mothers and the 3,386 babies born at Flinders Medical Centre.</p>

Agency objectives	Indicators	Performance
<p>Delivering on our operating principle: "To listen, act, make better together"</p> <p>Ensuring person and family-centred care</p>	<p>Launch of the Consumer Engagement Framework in July 2019. A key piece of work delivered in 2019/20 was the co-design of the Shared Decision Making Toolkit.</p> <p>Ongoing development of the Aboriginal and Torres Strait Islander Consumer and Community Advisory group with the implementation of a monthly community only forum. Achievements include a community newsletter, COVID-19 wellbeing packages, development of a COVID-19 screening clinic in the outer south of Adelaide.</p> <p>Leadership and governance provided by SALHN's Aboriginal Health Steering Committee including members of local Aboriginal and Torres Strait Islander communities.</p>	<p>In November 2019, SALHN was successful in achieving 3 years of accreditation status against the National Safety and Quality Health Care Standards 2nd Ed.</p> <p>The Partnering with Consumers Advisory Group reports directly to SALHN Executive; Governing Board Sub-Committee, and Clinical Council.</p> <p>Patient and Family representatives are embedded across the clinical divisions and work units.</p> <p>Development and launch of the SALHN "Innovate" Reconciliation Action Plan in December 2019, with the plan endorsed and monitored through Reconciliation Australia.</p> <p>Development of Level 2 Cultural Training in accordance with the SA Health Aboriginal Cultural Learning Framework. 88% compliance across all SALHN staff achieved with Level 1 online training.</p> <p>Improvement project for "Aboriginal Patients Discharge Against Medical Advice" completed with 4.2% result being within state benchmarks.</p>

Corporate performance summary

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Employment opportunity programs

Program name	Performance
Aboriginal and Torres Strait Islander employment program	<p>Implemented referral to Aboriginal Employment Register for appointment to non-clinical roles with the aim to:</p> <ul style="list-style-type: none"> • Provide opportunities for Aboriginal and/or Torres Strait Islander candidates to be considered for employment within SALHN; and • A modest increase Aboriginal and Torres Strait Islander employment (0.2%).
Flexibility at Work program	<p>Provided access to flexible workplace arrangements, embedding arrangements as part of SALHN workforce profile and planning considerations.</p>
Aboriginal Health Practitioner Program	<p>Welcomed the first two Cardiac Aboriginal Health Practitioners to provide care for Aboriginal and Torres Strait Islanders and support their cultural, emotional and physical wellbeing, embedding a stronger and more sustainable approach to the provision of culturally safe care, treatment and support of Aboriginal patients in hospital.</p>

Agency performance management and development systems

Performance management and development system	Performance
SALHN implements the SA Health Performance Review and Development program which includes six-monthly reviews. Compliance is measured through weekly reporting to the Senior Management team and provision of fortnightly reports to Divisions. Divisions implement local strategies to meet this requirement.	<p>SALHN achieved 86% in November 2019, in the lead up to the assessment of SALHN to the National Safety and Quality Health Service Standards.</p> <p>There has been a decrease in compliance due in part to the COVID-19 pandemic, with the rate as at 30 June 2020 at 49%.</p>

Work health, safety and return to work programs

Program name	Performance
Worksite Safety Inspections	95% of SALHN Services participated in an environmental safety audit.
Slips, Trips Falls Safety	A safety campaign was launched in 2019-20 about use of mobile devices whilst in transit. This campaign resulted in a 11% reduction in associated workplace incidents.

Workplace injury claims	Current year 2019-20	Past year 2018-19	% Change (+ / -)
Total new workplace injury claims	168	151	+11.3%
Fatalities	0	0	0.0%
Seriously injured workers*	1	1	0.0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	16.59	15.76	+5.3%

*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)

Work health and safety regulations	Current year 2019-20	Past year 2018-19	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	7	4	+75.0%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	2	1	+100.0%

Return to work costs**	Current year 2019-20	Past year 2018-19	% Change (+ / -)
Total gross workers compensation expenditure (\$)	\$5,741,440	\$6,440,921	-10.9%
Income support payments – gross (\$)	\$2,762,429	\$2,577,969	+7.2%

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/6b563792-d33a-4796-bb20-bc6c713588e6>

Executive employment in the agency

Executive classification	Number of executives
Chief Executive Officer	1
SAES1	7
SAES2	NIL
EXEC0A	NIL

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/6b563792-d33a-4796-bb20-bc6c713588e6>

The [Office of the Commissioner for Public Sector Employment](#) has a workforce information page that provides further information on the breakdown of executive gender, salary and tenure by agency. It is available at: <https://www.publicsector.sa.gov.au/about/Our-Work/Reporting/Workforce-Information>

Financial performance

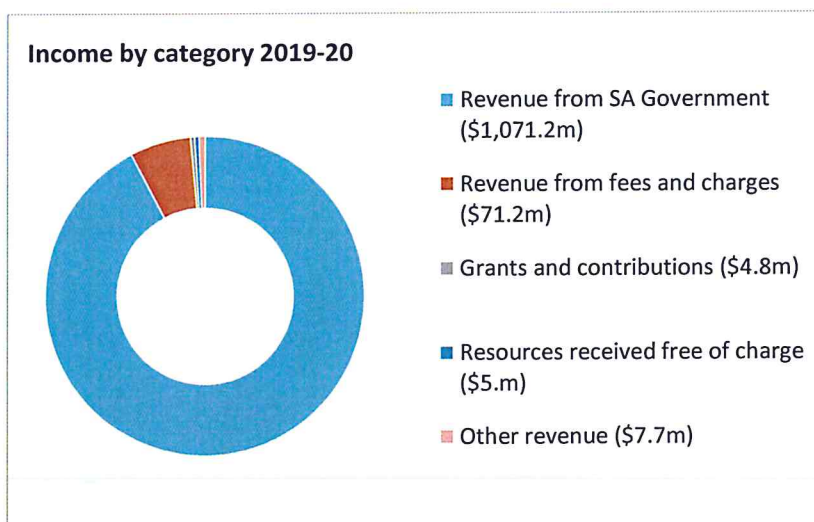
Financial performance at a glance

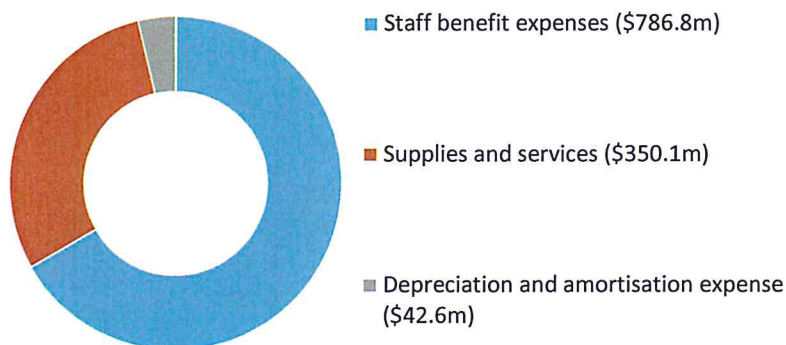
The following is a brief summary of the overall financial position of the agency. The information is unaudited. Financial statements for 2019-20 are attached to this report. The 2019-20 financial statements reflect for the first time adoption of AASB 16 - Leases and AASB 15 - Revenue from Contracts with Customers and AASB 1058 - Income of Not-for-profit-entities.

Statement of Comprehensive Income		2019-20 Budget \$'000s	2019-20 Actual \$'000s	Variation \$'000s	2018-19 Actual \$'000s
Expenses		1 168 998	1 180 615	(11 617)	1 122 670
Revenues		95 860	88 802	(7 058)	76 526
Net cost of providing services		1 073 138	1 091 813	(18 675)	1 046 144
Net Revenue from SA Government		1 068 891	1 071 169	2 278	957 731
Net result		(4 247)	(20 644)	(16 397)	(88 413)
Total Comprehensive Result		(4 247)	(20 644)	(16 397)	(88 451)

Statement of Financial Position		2019-20 Budget* \$'000s	2019-20 Actual \$'000s	Variation \$'000s	2018-19 Actual \$'000s
Current assets			56 342		39 892
Non-current assets			743 766		747 985
Total assets			800 108		787 877
Current liabilities			169 369		153 769
Non-current liabilities			214 739		196 765
Total liabilities			384 108		350 534
Net assets			416 000		437 343
Equity			416 000		437 343

* Budgets for the Statement of Financial Position are maintained for Whole of Health only



Expenses by category 2019-20**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	Not Applicable	NIL

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

Consultancies	Purpose	\$ Actual payment
Ernst & Young	Professional services for Research Governance Internal Audit	\$ 116,450
Ernst & Young	Professional services for Strategic Risk and Internal Audit Project	\$ 78,740
KPMG	Professional services for review of Biomedical Equipment services	\$ 83,811
Total		\$ 279,001

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/2e3c70e6-48bf-4c72-a0ed-727c80d5be63>

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	\$31,291

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

Contractors	Purpose	\$ Actual payment
ErnstYoung	Business Management Support services to support a capacity and capability program and analytical support for COVID-19	\$1,575,567
Wilson Parking	Management Fee Car Park	\$265,755
Price Waterhouse Coopers Consulting (Australia) Pty Ltd	Professional services to support implementation of a Daily Integrated Management System	\$181,550
FBE Pty Ltd	Provision of Biomedical Engineering services	\$87,708
KPMG	Professional services for General Practitioners' engagement	\$84,209
Walter Brooks & Associates Pty Ltd	Professional services for Repat Reactivation Master Plan	\$54,132
Business Health Consulting Services	Professional business finance services	\$44,200
Adelaide Procurement Pty Ltd	Professional services for Tobacco Control Procurement	\$42,000

Contractors	Purpose	\$ Actual payment
The Trustee For Jaksa Family Discretionary Trading Trust	Professional services for Flinders Fertility	\$25,585
Integrated AG Management	Management Fee Ashbourne Therapeutic Facility	\$13,828
Francis Health	Professional services for review of patient flow strategies	\$13,159
	Total	\$2,387,693

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/b209244a-2ee3-4f8a-85ef-481cea1661b4>

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

Fraud detected in the agency

Category/nature of fraud	Number of instances
Time keeping and attendance	4
Misuse of public resources	8
Non- compliance of research ethics and approvals	2
Utilising public resources for pecuniary interest and conducting unauthorised research	1
Failure to declare conflict of interest and receiving gain or favour	1
Inappropriate claims for recall	2

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

The Code of Ethics is issued to all new employees with their Contracts of Employment.

New employees attend SALHN's Corporate Orientation program which contains a section on employee responsibilities, including the requirement to abide by the Government Code of Ethics.

Code of Ethics is a mandatory training requirement for all employees.

Annual Statements of Interest are required by all Clinical and Executives.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/30ab8d86-20d1-43cf-aa64-ccd6920b0d50>

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*: 4

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/80ae2805-aae1-4780-b65f-c876b454e4b2>

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
<i>Carers' Recognition Act 2005</i>	<p>Reporting required under the <i>Carers' Recognition Act 2005</i></p> <p>The <i>Carers' Recognition Act 2005</i> 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.</p> <p>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.</p>

The important role that carers play in caring is highly valued and respected by SALHN. To improve carer experiences and build stronger support systems in 'caring for the carer' SALHN has:

- Expanded our Patient and Family Representative Model to 30 positions, to continue to actively seek both carers' and patients' feedback
- Introduced Short Message Service (SMS) initiated Consumer Experience Surveys, which includes the opportunity for carers to provide feedback
- Continued to promote the SA Health Partnering with Carers Strategic Action Plan and Key Priorities across SALHN
- Appointed a Carer as the Chairperson of SALHN's Partnering with Consumers Advisory Group
- Actively recruited Carer representative roles for our Aboriginal and Torres Strait Islander Consumer and Community Advisory Group, Partnering with Consumers Advisory Group, and Mental Health Consumer and Carer Advisory Group
- Engaged Carers in our COVID-19 Pandemic Management Plan development
- Sought advice from Carers in Research Project Plans
- Facilitated food satisfaction surveys and kitchen tours, including carer representatives
- Involved Carers in the acknowledgement of Patient Experience Week
- Appointed a Carer Representative to the SALHN Aboriginal Health Steering Committee
- Included Carer stories in staff education
- Encouraged SALHN staff to recognise themselves as carers on the CHRIS human resources system where relevant. Public complaints

Number of public complaints reported

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	139
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	4
Communication	Communication quality	Inadequate, delayed or absent communication with consumer	136
Communication	Confidentiality	Consumer's confidentiality or privacy not respected; information shared incorrectly	14
Service delivery	Systems/technology	System offline; inaccessible to consumer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to consumers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not consumer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages consumer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	36
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	2
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times	161

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
		(outside of service standard); timelines not met	
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	54
Service quality	Service responsiveness	Service design doesn't meet consumer needs; poor service fit with consumer expectations	0
No case to answer	No case to answer	Third party; consumer misunderstanding; redirected to another agency; insufficient information to investigate.	0
		Total	546

Additional Metrics	Total
Number of positive feedback comments	773
Number of negative feedback comments	1153
Total number of feedback comments	2031
% complaints resolved within policy timeframes	85%

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/southern-adelaide-local-health-network-salhn/resource/8366510c-e619-42c5-a107-7cf6258730bc>

Service improvements resulting from complaints or consumer suggestions over 2019-20 included:

- Additional public parking spaces were established at FMC. FMC car park improvements also included additional line marking for patients/visitors and an increased cleaning regime in response to COVID-19.
- Urology Unit has implemented a new process to improve monitoring and follow-up of all patients who have had a stent procedure.
- Improved written communication mechanisms between Cardiologists and patients' GPs, and improved user-friendly information sheets for patients and families.
- Food Services improvements have included menu changes, introduction of new equipment and new work flow design, expanded consumer engagement to improve services and inform service delivery.
- Noarlunga Hospital (NH) Emergency Department (ED) have implemented improvements in follow up procedures to confirm patient health status after self- discharge.
- Noarlunga Health Precinct Aboriginal Family Clinic reception staff undertook additional training in triaging consumers to support better access for Aboriginal and Torres Strait Islander peoples to medical assessment when indicated.
- Trainee Medical Officer Unit training program improvements to support improved patient-centred service delivery.
- The role of Paediatric Respiratory Physician was introduced to provide additional medical support to both Neonates and Paediatrics patients.
- Consumer Advisory Service wall mounted telephone were re-positioned for ease of access for consumers who use wheelchairs for mobility.
- Establishment of COVID-19 drive-through screening clinic at Aldinga GP plus in response to suggestions received from SALHN's Aboriginal and Torres Strait Islander Consumer and Community Group.

Appendix: Financial statements 2019-20