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**Government  
of South Australia**

# Health Performance Council

## **2020-21 Annual Report**

HEALTH PERFORMANCE COUNCIL

Level 11, 99 Gawler Place, ADELAIDE SA 5000

Contact phone number: 08 7117 9932

Contact email: [healthhealthperformancecouncil@sa.gov.au](mailto:healthhealthperformancecouncil@sa.gov.au)

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**OFFICIAL**

To:

Hon Stephen Wade MLC

Minister for Health and Wellbeing

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Health Care Act 2008* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.


This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Health Performance Council by:

Professor Stephen Duckett

Chair, Health Performance Council

Date 16 September 2021

Signature  \_\_\_\_\_

## From the Chair

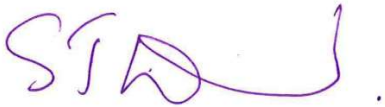


This report covers two periods. The first period up to 1 February 2021 when the final group of members of the previous Health Performance Council completed their terms, and the period from 2 February 2021 when I was appointed chair of the new Council. With the appointment of seven new members of the Health Performance Council in June 2021, the fifth term of the council began in full.

The new Health Performance Council is in the process of establishing its priorities and its work program for the 2021 to 2025 period. The intent of this term of the council is to operate in a rigorous, independent and relevant manner in fulfilling its obligations under the Act. As Chair, my plan is for the Health Performance Council to be a 'critical friend' of the South Australian health system. We aim to look in from the outside and identify where there are opportunities to improve.

The reporting period covered by this annual report therefore largely relates to the efforts and contributions of previous terms of the Health Performance Council. I thank them for their work and their reports which have sought to address significant issues within the South Australian health system. Their outputs address a number of important system performance and population health outcomes that affect access to health care and the equity, safety and quality issues arising in the delivery of those services to all South Australians. I'd like particularly to thank Steve Tully for his service as chair of the Council and Jane Austin as Director of the Health Performance Council Secretariat.

The Health Performance Council is the sole statutory external expert health system review body for South Australia. As such, the Council has an important role to play in the provision of advice to the Minister on the operation of the health system, health outcomes for South Australians and the effectiveness of methods used within the health system. Going forward, the Council will focus on ensuring that it continues to bring its expert advisory capability to bear on issues of significance to the health and wellbeing of South Australians.



Professor Stephen Duckett

**Chair**

**Health Performance Council**

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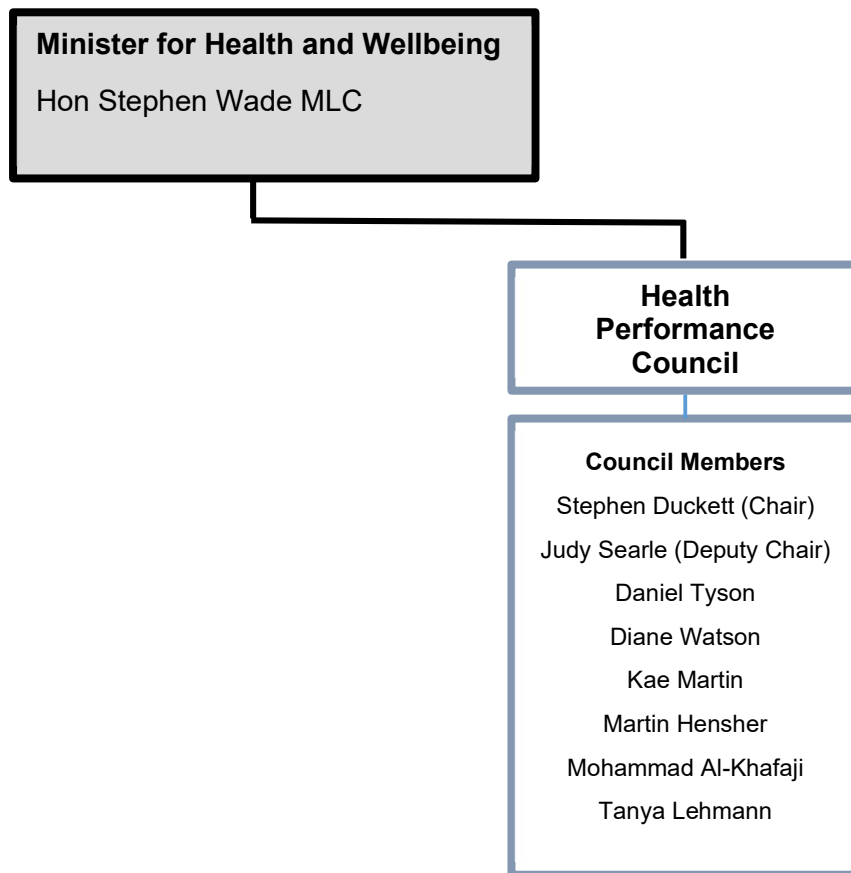
## Overview: about the Council

### Our strategic focus

<p><b>Our Purpose</b></p>	<p>The Health Performance Council (HPC) is a statutory Ministerial advisory body and is South Australia's only review body providing expert monitoring of population health outcomes and health system performance that supports accountability, information transparency and public trust.</p> <p>Health Performance Council responsibilities under the <i>Health Care Act 2008</i> (the Act) are to:</p> <ol style="list-style-type: none"> <li>1. Provide advice to the Minister about: <ul style="list-style-type: none"> <li>• the operation of the health system</li> <li>• health outcomes for South Australians and, as appropriate, for particular population groups</li> <li>• the effectiveness of methods used within the health system to engage communities and individuals in improving their health outcomes.</li> </ul> </li> <li>2. Provide reports to the Minister in accordance with the requirements of the Act.</li> </ol> <p>The Health Performance Council recognises Aboriginal and Torres Strait Islander people as two separate groups. However, for the remainder of this document we refer to Aboriginal people in recognition that Aboriginal people are the original inhabitants of South Australia. We also acknowledge the complexity and diversity of the Aboriginal communities of South Australia, recognising each has its own beliefs and practice.</p> <p>The Health Performance Council acknowledges the Aboriginal peoples of South Australia and their ongoing contributions to and participation in the life of South Australia. We acknowledge and respect their spiritual relationship with their respective countries.</p> <p>We also acknowledge the diversity of Aboriginal people in South Australia. Our Australian continent is known to have been inhabited for at least 55,000 years. The first inhabitants comprised over 270 different Aboriginal language/cultural groups across Australia, with 40 independent groups living in South Australia. Each group occupied its own territory and had its own unique culture, beliefs, laws, language, stories, ceremonies and art (Reconciliation SA, 2017). Aboriginal peoples in their diversity have demonstrated resilience and have made significant contributions to South Australia despite the ongoing effects of colonisation and dispossession.</p>
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<p><b>Our Vision</b></p>	<p>South Australia has a safe, high quality, integrated health system with appropriate community engagement that contributes to optimal health outcomes for South Australians. Our vision is for South Australia to be recognised as having an independent and evidence based appraisal of its health system.</p>
<p><b>Our Values</b></p>	<p>The HPC will provide its independent expertise to contribute to the assessment of relevant performance aspects of the health system that are congruent with the strategic directions of the health portfolio.</p> <p>As distinct from an advisory council which the Act tasks with undertaking an advocacy role on behalf of the community, the HPC values its unique role of providing advice to the Minister which focuses on the broader performance, operation and outcomes of the health system.</p> <p>The HPC values the provision of relevant and useful input that can be effectively operationalised to achieve improvements in the provision of health services.</p>
<p><b>Our functions, objectives and deliverables</b></p>	<p>To provide independent advice to the Minister for Health and Wellbeing consistent with the legislated functions under the <i>Health Care Act 2008</i> (the Act) on improving the health status of South Australians and the overall performance of the health system including engagement of individuals and communities.</p> <p>On a 4-yearly basis, to furnish to the Minister a report that assesses the health of South Australians and changes in health outcomes over the reporting period and reports the key dimensions of health system performance from a state-wide population perspective using analysis of demographic, health services utilisation and health outcomes data in line with objectives in the Act.</p> <p>In 2018-19, Health Performance Council work objectives contributing to the 4-Yearly Review were to:</p> <ul style="list-style-type: none"> <li>• provide an authoritative resource that describes relevant population health outcomes and health system performance</li> <li>• expertly monitor and comment on changes over time</li> <li>• highlight areas where improvement is possible</li> <li>• contribute to improving measures of relevant population health outcomes and health system performance.</li> </ul>

## Our organisational structure



In 2020-21, Health Performance Council advisory groups included:

- Aboriginal Leaders' Forum Planning Group
- Disability and Health Outcomes Project Advisory Group

## Changes to the Council

During 2020-21 there were the following changes to the Council's structure:

- The 3<sup>rd</sup> term members finished their time on the Council on 1 August 2020.
- The 4<sup>th</sup> term Council were appointed from 2 August 2020 to 1 February 2021.
- The current Council were appointed from 1 June 2021 with the new Chair appointed from 2 February 2021.



## Our Minister



### **Hon Stephen Wade MLC Minister for Health and Wellbeing**

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.

## Current Council Members

### **Dr Stephen Duckett, Chairperson of the HPC**

Appointment from 2 February 2021 until 1 February 2025 (Chair) and previously a Member from 2 August 2016 until 1 August 2020 pursuant to the provisions of the *Health Care Act 2008*.

Stephen is Director of the Health Program at Grattan Institute in Melbourne, Emeritus Professor of Health Policy at La Trobe University and is one of two interstate Council members with the Health Performance Council of South Australia. He has held senior health care leadership positions in Australia and Canada, with a reputation for creativity, evidence-based innovation and reform in areas as diverse as hospital funding (introduction of activity-based funding for hospitals) and quality (new systems of measurement and accountability for safety of hospital care).



Stephen is an economist with a Masters and PhD in Health Administration from the University of New South Wales and a higher doctorate, the DSc, awarded on the basis of his scholarly contributions, from the Faculty of Medicine of the same University. He is a Fellow of the Academy of the Social Sciences in Australia, the Australian Academy of Health and Medical Sciences and the Institute of Company Directors.

**Professor Judy Searle**

Appointment from 2 September 2021 until 31 May 2025 (Deputy Chair) and 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Judy's resume demonstrates a diverse range of skills and experiences, she started her career as a medical specialist before moving primarily into leadership and management positions in academe both in Australia and the UK. She then took up the opportunity to expand her experiences more broadly as she moved to senior health advisory positions within Government both Federal and Territory and then to CEO of a national and cross-Tasman professional organisation.



Currently, she provides leadership and independent expertise in the health and aged care sectors as a Non-Executive Director with particular skills in governance, risk management and safety and quality. This includes providing governance and financial oversight of a large, complex \$1.7B public hospital and health service as the Board's Deputy Chair and Chair of its Safety and Quality Committee. She also provides independent advice on health system performance and medical practitioner regulation at a state government level.

**Dr Daniel Tyson**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Dan is chief executive officer (CEO) of Desert Knowledge Australia (DKA) and Managing Director of the Desert Knowledge Research Institute (DKRI) in Alice Springs. These organisations aim to improve the wellbeing of Desert Peoples, support economic development, and work towards environmental sustainability in the desert regions of Australia.



Previously he was CEO of Aboriginal community-controlled Sunrise Health Service Aboriginal Corporation based in Katherine, which provides comprehensive primary health and related services to 4,000 Aboriginal people in a large area immediately south of Arnhem Land. Along with having been a director of the peak body Aboriginal Medical Services Alliance of the NT (AMSANT), and director and vice-chair of Katherine Regional Aboriginal Health and Related Services. Dan continues as an independent Indigenous Member of the AMSANT Research Sub-Committee. He is a member of the Central Region Executive of the Chamber of Commerce, NT, and a board director of the Commonwealth-funded 'Inspiring Australia' organisation.

**Dr Diane Watson**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Diane is the Chief Executive of the Bureau of Health Information in NSW. She has led the establishment of three reporting agencies in Australia that use big data to drive decisions on healthcare provision nationally and locally. Dr Watson was the inaugural Chief Executive Officer of the Victorian Agency for Health Information between 2016 and 2018. She was the inaugural and only Chief Executive of the National Health Performance Authority, established by the Australian Government in 2012 to monitor, and report on, the performance of 1000+ public and private hospitals and 300+ health regions.



Dr Watson was the inaugural Chief Executive of the Bureau of Health Information from 2009 to 2012. She has held senior management positions for more than 25 years measuring, monitoring and reporting on the performance of healthcare systems to drive improvements in health, patient care and productivity.

**Ms Kae Martin**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Kae has worked over 40 years within the health and community services areas and has included roles within clinical, management, policy at health service (rural and metropolitan), regional and corporate levels. Kae’s leadership and management style stems from a philosophy that views the people of the organisation as its greatest asset, tempered by the belief that business and customer services must be effective, efficient and afforded within the parameters and resources available.



Kae has had extensive experience in strategic, capital and clinical service planning for a range of health and community programs across the continuum of care for public and non-government sectors.

**Associate Professor Martin Hensher**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Martin is Associate Professor of Health Systems Financing and Organisation in Deakin University’s Institute for Health Transformation, and Deputy Director of Deakin Health Economics.



Martin has over thirty years' experience in health management, planning and financing in the UK, Australia, Africa, Europe and Central Asia. Martin has worked as a senior policy maker and public servant in South Africa, England and Australia, and has been commissioned to work as an expert for WHO and the World Bank. His areas of expertise include health economics and financing, macroeconomics, health system performance, health planning and public health. His current research includes the economic evaluation of telehealth and digital health initiatives; strategies and interventions to reduce overuse and low value care; minimising the ecological footprint of healthcare; investigating the long-term health consequences of COVID-19; and investigating the evidence for effective preventive interventions by private health insurers.

### **Mr Mohammad Al-Khafaji**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Mr Mohammad Al-Khafaji is the CEO of the Federation of Ethnic Communities' Councils of Australia (FECCA), the peak national body representing Australians from culturally and linguistically diverse (CALD) backgrounds. Fluent in three languages, Mohammad's personal experiences as a former refugee from Iraq and as a migrant also mean he can uniquely relate to so many issues facing multicultural communities.



In addition to his experience working with numerous multicultural groups and on many community boards, Mohammad has a Bachelor of Software Engineering and worked for several years in the corporate sector. He has also served on the SBS Community Advisory Committee and the Advertising Standards Bureau community panel and is a member of the newly established CALD Health Advisory Group on COVID-19, advising the commonwealth government.

### **Ms Tanya Lehmann**

Appointment from 1 June 2021 until 31 May 2025 (Member), pursuant to the provisions of the *Health Care Act 2008*.

Ms Tanya Lehmann has over 23 years' experience leading large scale organisation and systems change within the rural health and aged care sectors in Australia. Tanya is a Consultant in her own business, Aurora Meliora Pty Ltd, and as an Associate with CulturAlchemy, Pique Global, Leadership and Board Accord.

Tanya specialises in culture change, leadership development and strategic alignment. As Regional Director of health and aged care services in rural and remote South Australia, Tanya was responsible for the strategic leadership and governance of 12 hospitals (including 11 integrated residential aged care facilities); community aged care, nursing and allied health services; and 2 medical practices.



Whilst Regional Director, Tanya led the development and implementation of an integral Performance Framework for all of country South Australia, which was recognised with a SA Health Award.

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## **Former Health Performance Council Members**

### **Mr Steve Tully, Chair of Health Performance Council**

Appointment from 29 May 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Mr Steve Tully is the immediate past South Australian Health and Community Services Complaints Commissioner. Before this role and for many years, Steve was the state Electoral Commissioner in South Australia and Victoria. Steve has many years' experience in the executive service within the state public service in SA, principally within the arts, mental health, and the Department for Local Government. Steve over six years has aimed to improve the safety and quality of health and community services in South Australia, through the provision of a fair and independent means for the assessment, conciliation, investigation and resolution of complaints; as well as the expert evaluation, investigation and reporting on systemic issues of concern.



### **Members were appointed from 2 August 2020 until 1 February 2021**

- Professor Jennene Greenhill (Deputy Chair)
- Ms Ellen Fraser-Barbour
- Ms Lyn Dean

### **Members were appointed from 2 August 2016 until 1 August 2020**

- Ms Mary Patetsos, Deputy Chair
- Mr Richard (Rick) Callaghan
- Professor Lisa Jackson Pulver AM
- Professor David Roder AM
- Mr Brett Rowse
- Professor Jennene Greenhill
- Ms Ellen Fraser-Barbour (Appointment from 14 March 2019)

### **Legislation administered by the agency**

*Health Care Act 2008*

## The Council’s performance

### Performance at a glance

The Health Performance Council;

Produced a statistical paper on Mental Health access and outcomes in South Australia:

- Released report to LHN Boards

Conducted an audit of institutional racism within South Australia’s Health Networks

- Released report to LHN Boards

Provided an audit of equity of health outcomes for people living with disability and engaging with health services:

- Delivered a Community Stakeholder Forum and produced findings
- Supporting development of an inquiry design for Aboriginal communities with regards to experiences of health services engagement with people with disability
- Produced and delivered a video for the WCHN Nursing and Midwifery Professional Forum

Conducted review of a statistical report on the health of people in South Australian Prisons:

- Draft final report provided to the Health Performance Council

Undertook examination of health system data for potentially preventable hospitalisations:

- Released report identifying geographic hotspots of potentially preventable hospital admissions

### Council contribution to whole of Government objectives

<b>Key objective</b>	<b>Agency’s contribution</b>
Better Services	Identified areas of outcomes of mental health to be addressed in future.
Better Services	Identified areas of outcomes across different geographic areas where health outcomes and use of services were noticeably different.



**Council specific objectives and performance**

<b>Council objectives</b>	<b>Indicators</b>	<b>Performance</b>
<p>HPC’s statistical paper on Mental health in South Australia - monitoring access and outcomes: a focused statistical analysis in State of Our Health population health resource</p>	<ul style="list-style-type: none"> <li>- disseminate the report findings with LHN Boards</li> </ul>	<p>Released report July 2020</p> <p>In this report, the Health Performance Council monitors mental health access and outcomes by selecting Report on Government Services 2020 mental health indicators that can be compared between states and territories and arranges them into broad topic areas.</p>
<p>HPC’s audit of Institutional racism: audit of South Australia’s Local Health Networks</p>	<ul style="list-style-type: none"> <li>- populate the audit tool for South Australia using desktop audit techniques</li> <li>- host two Aboriginal Leaders’ Forum meetings each year and convene the planning group</li> <li>- test the interim findings with stakeholders including South Australian Aboriginal Community Controlled Organisations Network ( SAACCON)</li> <li>- brief LHN boards and disseminate the report findings to LHN boards</li> <li>- disseminate the report</li> </ul>	<p>Released report September 2020</p> <p>This report summarises the outcome of the Health Performance Council’s work in this area in South Australia on the governance papers in local health networks and discusses the consequences of institutional racism that are widely recognised as needing to be addressed.</p>
<p>HPC’s Audit of equity of health outcomes for people living with disability</p>	<ul style="list-style-type: none"> <li>- conduct a community stakeholder event to test interim findings</li> <li>- publish output report from stakeholder event for community audience</li> </ul>	<p>Delivered community stakeholder forum in November 2020 .</p> <p>Released the community</p>

<p>and engaging with health services</p>	<ul style="list-style-type: none"> <li>- prepare project report for council approval</li> <li>- procure social researchers with Aboriginal researchers to design an inquiry for Aboriginal communities on experiences of health services engagement with people with disability in line with the SA Aboriginal Health Research Accord</li> </ul>	<p>stakeholder forum output report.</p> <p>Executed contract and scoped project plan with social research firm with Aboriginal researchers.</p>
<p>HPC's revisit of statistical report on health of people in South Australian prisons: a focused statistical analysis in State of Our Health population health resource</p>	<ul style="list-style-type: none"> <li>- analyse available administrative datasets to update indicators from 2018 report</li> <li>- test findings with key stakeholders and Data and Analysis Group network</li> </ul>	<p>Draft final report completed in January 2021.</p>
<p>HPC's examination of health system data for indicators of potentially preventable hospitalisations using Grattan 'Perils of Place' (2016) method</p>	<ul style="list-style-type: none"> <li>- maintain collaborative endeavour undertaken between the Department for Health and Wellbeing, the SA Health Performance Council, the Adelaide Primary Health Network, and the Country SA Primary Health Network</li> <li>- jointly release South Australian Areas to Act Report</li> </ul>	<p>SA Health's Areas to Act report released March 2021 that identifies geographic SA hotspots of potentially preventable hospital admissions and where action might be taken to improve it.</p>
<p>HPC's examination of outcomes for people with disability</p>	<ul style="list-style-type: none"> <li>- dissemination output from the first report: <a href="#">Nursing &amp; Midwifery Professional Forum - 25 Aug 2020 - presentation by Ellen Fraser-Barbour, HPC - YouTube</a></li> </ul>	<p>Video delivered to the WCHN Nursing and Midwifery Professional Forum by Ellen Fraser-Barbour as part of the overall HPC project.</p>



**Corporate performance summary**

Secretariat (including corporate) services for the HPC are provided by the Department for Health and Wellbeing which assumes all other legislative and regulatory responsibilities related to financial performance, audit and human resources.

**Employment opportunity programs**

Program name	Performance
Staff providing secretariat services to the HPC participate in the Department for Health and Wellbeing employment opportunity programs	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>

**Agency performance management and development systems**

Performance management and development system	Performance
Staff providing secretariat services to the HPC participate in the Department for Health and Wellbeing performance management and development systems	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>

**Work health, safety and return to work programs**

Program name	Performance
Staff providing secretariat services to the HPC participate in the Department for Health and Wellbeing work health, safety and return to work programs.	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>

<b>Workplace injury claims</b>	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Total new workplace injury claims	0	0	0%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

\*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)

<b>Work health and safety regulations</b>	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	0	0	0%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0%

<b>Return to work costs**</b>	Current year 2020-21	Past year 2019-20	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

\*\*before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-work-health-and-safety>

**Executive employment in the Council**

<b>Executive classification</b>	<b>Number of executives</b>
Nil to report	0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-executive-employment>

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.

## Financial performance

### Financial performance at a glance

Financial matters relating to the Health Performance Council and the Health Performance Council Secretariat, being a division of the Department for Health and Wellbeing, are included in the department's Annual Report which can be found on the SA Health website.

\*\*\*A response is provided in the Department for Health and Wellbeing 2020-21 Annual Report, which can be accessed on the SA Health website.

<b>Statement of Comprehensive Income</b>	<b>2020-21 Budget \$000s</b>	<b>2020-21 Actual \$000s</b>	<b>Variation \$000s</b>	<b>Past year 2019-20 Actual \$000s</b>
Total Income	0	0	0	0
Total Expenses	0	0	0	0
<b>Net Result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Comprehensive Result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Statement of Financial Position</b>	<b>2020-21 Budget \$000s</b>	<b>2020-21 Actual \$000s</b>	<b>Variation \$000s</b>	<b>Past year 2019-20 Actual \$000s</b>
Current assets	0	0	0	0
Non-current assets	0	0	0	0
<b>Total assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
<b>Total liabilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Equity</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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.

\*\*\*Data for consultancies procured by the HPC's Secretariat, a division of the Department for Health and Wellbeing, are included in the department's 2020-21 Annual Report, which can be accessed on the SA Health website.

**Consultancies with a contract value below \$10,000 each**

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All consultancies below \$10,000 each - combined	Various	Refer to Department for Health and Wellbeing annual report

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

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
As above	As above	Refer to Department for Health and Wellbeing annual report

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-consultants>

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**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All contractors below \$10,000 each - combined	Various	Refer to Department for Health and Wellbeing annual report

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
As above	As above	Refer to Department for Health and Wellbeing annual report
	Total	\$ Total payments

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-contractors>

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

N/A

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil to report	0

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

### Strategies implemented to control and prevent fraud

The Health Performance Council members are provided with a copy of the Code of Conduct and complete a Conflict of interest declaration at onboarding. An agenda item at each meeting also asks members to declare any conflicts of interest.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-fraud>

### Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

**0**

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-whistleblowers-disclosure>

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

<b>Act or Regulation</b>	<b>Requirement</b>
<i>Not applicable</i>	Nil



## Public complaints

### Number of public complaints reported

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-21</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
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	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; 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 customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer 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 customer	0

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2020-21</b>
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		<b>Total</b>	<b>0</b>

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	Nil
Number of negative feedback comments	Nil
Total number of feedback comments	Nil
% complaints resolved within policy timeframes	N/A

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-public-complaints>

**Service Improvements**

Nil
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**Compliance Statement**

Health Performance Council is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y*
Health Performance Council has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y*

\*Provided by the Department for Health and Wellbeing.

## **Appendix: Audited financial statements 2020-21**

*Not applicable.*

Financial matters relating to the Health Performance Council and the Health Performance Council Secretariat, being a division of the Department for Health and Wellbeing, are included in the department's Annual Report which can be found on the SA Health website.