



**Government
of South Australia**

**PORT AUGUSTA, ROXBY DOWNS &
WOOMERA HEALTH ADVISORY COUNCIL
2018-19 Annual Report**

**Port Augusta, Roxby Downs & Woomera Health Advisory
Council**

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Port Augusta SA 5700

[www.sahealth.sa.gov.au/Port Augusta Roxby Downs Woomera HAC](http://www.sahealth.sa.gov.au/Port-Augusta-Roxby-Downs-Woomera-HAC)

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To:

Hon Stephen Wade MLC

Minister for Health and Wellbeing

This annual report is presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, the *Public Finance and Audit Act 1987* and the *Health Care Act 2008* and 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 **Port Augusta, Roxby Downs & Woomera Health Advisory Council** by:

Ann Screen

Presiding Member

Date 20 September 2019

Signature



From the Presiding Member



The Presiding Member

Karyn Reid resigned as Presiding Member and HAC member due to a conflict of interest with her position as a Board Member of the LHN in May 2019. Ann Screen was nominated as Presiding Member at a Special Meeting on May 27th this nomination has subsequently been accepted by the Hon Stephen Wade Minister of Health.

Recruitment of new Members

- We have vacancies and are currently actively recruiting new members,
- A position has been reserved and the utilisation of the “special member” of clause of the rules will be utilised for an Aboriginal representative. The inability to recruit an Aboriginal person to the Port Augusta Roxby Downs Woomera Health Advisory (HAC) is a disappointment and an ongoing issue. Many strategies have been tried and extensive consultation has been conducted with the Aboriginal Directorate and will continue.

Incorporation

The Port Augusta Roxby Downs and Woomera HAC have elected to become an Incorporated Body and the process is underway.

Community Engagement Activities

- An information session was included re New Stroke Management Strategies as a part of the 2018 AGM with approximately 20 community members attending, this was well received.
- Karyn Reid, Anne O'Reilly and Chez Curnow attended several meetings with Country Health Connect Leadership in 2018-2019 staff to provide a community perspective on the proposed move of Child Development Team from community site to hospital. (completed in November 2018).
- Orientation of 8 Community Network Participants in February 2019 was conducted with Karyn Reid and Port Augusta Hospital Staff.
- Visit to Roxby Downs. HAC members Karyn Reid, Anne O'Reilly and Mel Watts visited Roxby Downs for the Health Expo in late member and met many members of the community – most of the issues and comments they received related to issues with Patient Assisted Transport scheme (PATS).
- In June Ann Screen and Melodie Watts accompanied staff member Judy Dawson to deliver the “Service Matters” training to staff of Roxby Downs Health Service. In the evening Ann was invited to the Roxby Downs Health

Forum to explain the Role of the Port Augusta Roxby Downs and Woomera Health advisory Council (HAC). This was an exciting development as we have tried for several years to organise a visit to Roxby Downs to coincide with their bi-monthly meetings. Angela Lafferty the local Roxby Downs representative of the Health Advisory Council HAC member organised this. From now onwards the Health Forum and HAC will send each other their respective Minutes.

- General Practitioner (GP) Shortage Workgroup - Anne O'Reilly continues to represent the HAC and is Joint chairperson with local GP Amanda Bethel. (Anne and Karyn Reid have represented the HAC since the inception of this committee but Karyn stepped down when she resigned from the HAC.) This workgroup was established by the HAC in association with Doctor Amanda Bethel to address this situation as no other body was prepared to "own" it. There have been a number of meetings and Port Augusta is still not considered as a Non-District of Workforce Shortage Priority for GPs. As from July 2019 a new system of classification will replace the current system but at the meeting Lyn Poole confirmed that the decision re DPA status for Port Augusta will not impact on the current DWS status that is in place until June 2020. The 5 positions/provider numbers that were made available still exist. The committee have been in contact with Rowan Ramsey, the local Federal Member of Parliament, on a number of occasions and continue to lobby him and other Federal Members of Parliament in particular the Federal Minister for Health Greg Hunt and Mark Coulson Minister the Federal Minister for Regional Services and Professor Brendan Murphy, Chief Medical Officer, Australian Government. The Local member Dan van Holst Pellekaan and the State Minister of Health Stephen Wade have also been lobbied and are aware of the issues and supportive.
The recruitment and retention of doctors interested in working in General Practice in Port Augusta is an ongoing issue.
The GP shortage is a critical issue for the community and in turn impacts upon Hospital Medical Services especially the Accident and Emergency Department.
- Visit from the Minister of Health Stephen Wade and Local Member Dan van Holst Pellekaan 26/03/2019. The members met with some of the HAC members and some GP's who discussed the GP Work Force Shortage and the issues relating to PATS. In the evening they both attended a Public Meeting to discuss this with senior managers from PATS in attendance. Karyn Reid and Ann Screen attended, along with approximately 300 people. Many issues were raised.
 - Karyn Reid later took part in 2 telephone link ups with Minister Wade to discuss:
 - Review priorities
 - Continuity of Care issues
 - Waiting times in the Region
 - Change wording and tone in their documentation when refusing a claim
 - Place for GPs to write why they are not referring to the local speciality.

Engagement with local health sites and key regional and CHSALHN staff/processes

Country Health South Australia Committees

- Clinical Governance Committee - Karyn Reid was member of this committee until her resignation in May 2019.
- Health Transition SA Consumer Engagement in Health Research Action Group - Karyn Reid was member of this committee until her resignation in May 2019.
- Presiding Members Panel - Karyn Reid was an active member of this panel until it was discontinued due to the changes in Governance.

Regional Governance Committee Membership and other Committee Memberships

- Partnering with Consumers Governance Committee - Ann Screen is a member of this committee as the Port Augusta Presiding Member (along with Sandra Plew the Whyalla Presiding member) and was the proxy member for Karyn Reid when she was the Presiding Member so has attended many meetings. Melodie Watts is the proxy for Ann Screen. This committee also involves membership of a number of smaller workgroups.
- Clinical Governance Committee - Karyn Reid was the Regional HAC representative until her resignation.
- Regional Service Planning Committee - Karyn Reid was on this committee until her registration from the HAC. Ann Screen is now on this committee (along with Sandra Plew the Whyalla HAC PM).
- Combined Presiding Members Flinders and Upper North Region - This panel consists of the Presiding members from Hawker, Leigh Creek, Port Augusta, Quorn and Whyalla and members of the Regional health Executive, Karyn Reid represents the Port Augusta Roxby Downs and Woomera health advisory Council (HAC).

Service Matters

The Service Matters Going the Extra Mile Program has continued this year. Karyn Reid has had to resign as a community presenter, Ann Screen has continued and Mel Watts has joined the team. Sessions have been delivered in Port Augusta to staff from the areas of Nursing, Allied Health and Services the Session in June in Roxby Downs.

Participate in recruitment of key regional and local leadership positions. Karyn Reid was on the selection panel for three Regional Leadership Positions.

A big thank you is extended to the Executive Members: Ros McRae and Craig Packard and Joylene Noll, Executive Assistant.



Ann Screen
Presiding Member

Port Augusta, Roxby Downs & Woomera Health Advisory Council

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Overview: about the agency

Our strategic focus

Our Purpose	<p>The Health Advisory Council was established by the then Minister for Health and Ageing to undertake an advocacy role on behalf of the community and to provide advice in relation to health matters, amongst other functions.</p> <p>The constitution is available at www.sahealth.sa.gov.au/Port Augusta Roxby Downs Woomera HAC</p>
Our Vision	Not applicable.
Our Values	Not applicable.
Our functions, objectives and deliverables	The Health Advisory Council undertakes an advocacy role on behalf of the community.

Our organisational structure

Membership of the Health Advisory Council include:

- Up to nine Resident Members
- A local Member of Parliament or their nominee
- A Medical Practitioner member
- A Health Unit Employee member

A list of current members is available at:

[www.sahealth.sa.gov.au/Port Augusta Roxby Downs Woomera HAC](http://www.sahealth.sa.gov.au/Port-Augusta-Roxby-Downs-Woomera-HAC)

Changes to the agency

During 2018-19 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

The Hon Stephen Wade MLC is the Minister for Health and Wellbeing in South Australia.

The Minister oversees the health, wellbeing, mental health, ageing well, substance abuse and suicide prevention.



Our Executive team

Not applicable.

Legislation administered by the agency

Not applicable.

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

Country Health SA Local Health Network Inc

Country Health SA Local Health Network Health Advisory Council Inc (Governing Council)

Leigh Creek Health Service Health Advisory Council

Quorn Health Services Health Advisory Council

Whyalla Health and Health Services Health Advisory Council

Hawker District Memorial Health Advisory Council

The agency's performance

Performance at a glance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	Not applicable.
Lower costs	Not applicable.
Better Services	Not applicable.

Agency specific objectives and performance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

Agency objectives	Indicators	Performance
Not applicable.	Not applicable.	Not applicable.

Corporate performance summary

Not applicable.

Employment opportunity programs

The Health Advisory Council consists of volunteers who undertake an advocacy role on behalf of the community.

Agency performance management and development systems

Not applicable.

Work health, safety and return to work programs

Not applicable.

Executive employment in the agency

Not applicable.

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

As the Port Augusta, Roxby Downs & Woomera Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Country Health SA Local Health Network Health Advisory Council Inc.

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

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

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	Not applicable

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

Consultancies	Purpose	\$ Actual payment
Business name	Purpose	Not applicable
	Total	Not applicable

Data for previous years is available at: [insert hyperlink to specific data.sa page and ensure data sources are referenced.](#)

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	Not applicable

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

Contractors	Purpose	\$ Actual payment
Business name	Purpose	Not applicable
	Total	Not applicable

Data for previous years is available at: [insert hyperlink to specific data.sa page and ensure data sources are referenced.](#)

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.](#)

Other financial information

Nil to report.

Other information

Not Applicable.

Risk management

Risk and audit at a glance

Not Applicable.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Type of fraud	Not applicable
Type of fraud	Not applicable
Type of fraud	Not applicable

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

Strategies implemented to control and prevent fraud

Health Advisory Councils have specific functions and powers as defined in the *Health Care Act 2008* and the Constitution (for incorporated Health Advisory Councils or Rules (for non incorporated Health Advisory Councils), including actions that cannot be undertaken without the approval of the Minister.

Health Advisory Councils are instrumentalities of the Crown and subject to relevant Department of Treasury and Finance Treasurers Instructions.

The Constitutions / Rules identify the actions to be undertaken in the event of a conflict of interest. All declared conflicts of interest are reported to the Minister for Health through Country Health SA Local Health Network Inc,

Data for previous years is available at: [insert hyperlink to specific data.sa page and ensure data sources are referenced.](#)

Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at:

[Country Health SA Local Health Network - Whistle-blowers' disclosure – Port Augusta, Roxby Downs, Woomera Health Advisory Council - data.sa.gov.au](#)

Reporting required under any other act or regulation

Act or Regulation	Requirement
Health Care Act 2008	Part 4 Health Advisory Councils, Division 2 Functions and Powers, 18 Functions

Act as an advocate to promotion the interests of the community.

Community Engagement Activities

- An information session re New Stroke Management Strategies.
- Attendance at several meetings with Country Health Connect Leadership in 2018-2019 staff to provide a community perspective on the proposed move of Child Development Team from community site to hospital. (completed in November 2018)
- Orientation of 8 Community Network Participants in February 2019
- Visit to Roxby Downs in May 2019 to attend Health Expo. Many community members expressed concern with issues related to the Patient Assisted Transport scheme (PATs)
- In June 2019 Ann Screen attended a meeting with the Roxby Downs Health Forum to explain the Role of the Port Augusta Roxby Downs and Woomera Health Advisory Council (HAC. From now onwards the Health Forum and HAC will send each other their respective Minutes
- General Practitioner (GP) Shortage Workgroup - This workgroup was established by the HAC in association with Doctor Amanda Bethel to address this situation as no other body was prepared to “own” it. Karyn Reid and Anne O’Reilly have represented the HAC since the inception of this committee but Karyn stepped down when she resigned from the HAC. There have been a number of meetings and Port Augusta is still not considered as a Non-District of Workforce Shortage Priority for GPs. Contact re this with Federal and State Members of Parliament has been ongoing.
- Visit from the Minister of Health Stephen Wade and Local Member Dan Van Holst Pelikaan 26/03/2019. The Ministers met with some of the HAC members and some GPs who discussed the GP Work Force Shortage and the issues relating to PATs. In the evening they both attended a Public Meeting to discuss this with senior managers from PATs in attendance. Karyn Reid and Ann Screen attended, along with approximately 300 people. Many issues were raised. Karyn Reid later took part in 2 telephone link ups with Minister Wade to discuss means of improvement to the forms:

Country Health South Australia Committee Membership Karyn Reid was a member of the following Committees until her resignation:

- Clinical Governance Committee,
- Health Transition SA Consumer Engagement in Health Research Action Group,
- Presiding Members Panel

Regional Governance Committee Membership and other Committee Memberships and Activities

Representation by the Presiding Member and other members on the following:

- Partnering with Consumers Governance Committee
- Clinical Governance Committee
- Regional Service Planning Committee
- Combined Presiding Members Flinders and Upper North Region Meetings
- Service Matters Going the Extra Mile Program
- Participation in the recruitment of key regional and local leadership positions

Reporting required under the *Carers' Recognition Act 2005*

Not Applicable.

Public complaints

Number of public complaints reported (as required by the Ombudsman)

A whole of SA Health response will be provided in the 2018-19 Department for Health and Wellbeing Annual Report, which can be accessed on the [SA Health website](#).

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	See above
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	See above
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	See above
Communication	Communication quality	Inadequate, delayed or absent communication with customer	See above
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	See above
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	See above
Service delivery	Access to services	Service difficult to find; location poor; facilities/environment poor standard; not accessible to customers with disabilities	See above
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	See above
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	See above
Policy	Policy content	Policy content difficult to understand; policy unreasonable or	See above

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
		disadvantages customer	
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	See above
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	See above
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	See above
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	See above
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	See above
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	See above
		Total	See above

Additional Metrics	Total
% complaints resolved within policy timeframes	Not applicable

Data for previous years is available at:

[Port Augusta Roxby Downs Woomera HAC Summary of Complaints](#)