



**Government
of South Australia**

**LOWER NORTH HEALTH ADVISORY
COUNCIL INC
2019-20 Annual Report**

LOWER NORTH HEALTH ADVISORY COUNCIL INC

C/- Snowtown Hospital

South Terrace, Snowtown 5520

[sahealth.sa.gov.au/Lower North HAC Inc.](http://sahealth.sa.gov.au/Lower_North_HAC_Inc)

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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 *Public Sector Act 2009*, the *Public Finance and Audit Act 1987* and the *Health Care Act 2008 (insert relevant acts and regulations)* 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 Lower North Health Advisory Council Inc by:

Darryl Venning

Presiding Member

A handwritten signature in black ink, appearing to read 'Darryl Venning', with a stylized flourish at the end.

Date 21 September 2020

Signature

From the Presiding Member

Our Lower North Health Advisory Council (LNHAC) members have done another wonderful job as a Health Advisory Council this year. They understand they have limited powers, but continue to keep the public informed, follow up on any issues raised by the community or identified needs at the three sights we represent- Burra, Clare and Snowtown. I believe our three hospitals provide a professional service and staff are doing a great job managing in these difficult times, especially in the second part of the year with COVID 19. The LNHAC has a good variety of members who are very dedicated and passionate about providing this support to the community.

Changes are always happening and we now have a Board that overrides the Health Advisory Council (HAC). We are working with the Board to determine ways we can work more closely together.

There has been some activity with Burra Hospital receiving a new roof upgrade and new generator. Construction of the Snowtown Lumeah Homes Residential Aged Care Facility will soon commence as part of an upgrade costing around \$3.4m which is planned to commence by end of August and should be completed in mid-2021.

The LNHAC has continued to work to our vision and mission statement to be the most dedicated and proactive advisor to the local health network and to creatively engage our communities.

I would like to acknowledge all staff and HAC members for their continued support over the last twelve months with our new members fitting in well.

Special thanks to Richard Pledge for taking over as Presiding Member while I was recuperating from surgery. COVID 19 has turned everything upside down, but hopefully things will soon start getting back to normal.

Many thanks to Cristine Goddard for her hard work taking the minutes and the extra support she provides.



Darryl Venning

Presiding Member

Lower North Health Advisory Council Inc.

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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 – sahealth.sa.gov.au/Lower North HAC Inc.</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 can include (see comments):

- Up to eight community members
- One Local Government nominee
- A local Member of Parliament or their nominee
- Up to two Medical Practitioner members
- One employee from the Burra Hospital, Snowtown Hospital or Clare Hospital

A list of current members is available at:

sahealth.sa.gov.au/Lower North HAC Inc.

Changes to the agency

During 2019-20 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- Country Health SA Local Health Network was dissolved on 30 June 2019.
- As a result of governance reform, YNLHN became a legal entity on 1 July 2019, governed by a Board of Directors

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 Executive team

Not applicable

Legislation administered by the agency

Not applicable

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

Yorke and Northern Local Health Network Inc

Balaklava Riverton Health Advisory Council Inc

Mid North Health Advisory Council Inc

Northern Yorke Peninsula Health Advisory Council Inc

Port Broughton District Hospital and Health Service Health Advisory Council Inc

Port Pirie Health Service Advisory Council

Southern Flinders Health Advisory Council

Yorke Peninsula Health Advisory Council Inc

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

Agency objectives	Indicators	Performance
Not applicable	Not applicable	Not applicable

Corporate performance summary

Not applicable

Employment opportunity programs

Program name	Performance
Not applicable	Not applicable

Agency performance management and development systems

Performance management and development system	Performance
Not applicable	Not applicable

Work health, safety and return to work programs

Not applicable

Executive employment in the agency

Not applicable

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. Full audited financial statements for 2019-20 are attached to this report.

Lower North Health Advisory Council Inc

Statement of Comprehensive Income	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Total Income	0	0	0	94
Total Expenses	0	1,142	(1,142)	1,133
Net result	0	(1,142)	(1,142)	(1,039)
Total Comprehensive Result	0	(1,142)	(1,142)	(1,039)

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	21,977	21,977	23,119
Total assets	0	21,977	21,977	23,119
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	21,977	21,977	23,119
Equity	0	21,977	21,977	23,119

Lower North Health Advisory Council Inc Gift Fund Trust

Statement of Comprehensive Income	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Total Income	0	37	37	42
Total Expenses	0	49	(49)	89
Net result	0	(12)	(12)	(47)
Total Comprehensive Result	0	(12)	(12)	(47)

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	966	966	978
Non-current assets	0	0	0	0
Total assets	0	966	966	978
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0

Total liabilities	0	0	0	0
Net assets	0	966	966	978
Equity	0	966	966	978

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	\$0

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

Consultancies	Purpose	\$ Actual payment
Not Applicable	Not Applicable	\$0
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

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	\$0

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

Contractors	Purpose	\$ Actual payment
Not Applicable	Not Applicable	\$0
	Total	\$0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

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

Not applicable

Fraud detected in the agency

Category/nature of fraud	Number of instances
Not applicable	0

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 Yorke and Northern Local Health Network Inc.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

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/country-health-sa-local-health-network>

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

Encourage community participation in programs.

- Men’s Sheds: COVID 19 restrictions and social distancing has provide a challenge for our men’s sheds, which are located in Clare, Snowtown and Burra.
 - Clare: Going very well, looking for another shed for the one they are in at present is too small for their growing members.
 - Snowtown: Wanting to expand their shed for welding. Numbers are slowly growing.
 - Burra: Covid-19 slowed down activity, but the men’s shed was back in action in July. Members are actively working on repairing garden seats and selling them. One member built a pergola for an aged lady in town.
- The LNHAC provides scholarships to community students. We are currently supporting two students, Sarah Boud and Neve Clark Dollman. I am pleased to report that both are doing well in their studies.

Consult with other bodies that are interested in the provision of health services.

- We have had various guest speakers attend our HAC meetings, including:
 - Michael Eades-Executive Director of Nursing & Midwifery;
 - Elise Bell – RN midwife from Clare Hospital;
 - Emma & Josie – Bendigo Bank; and
 - Jo Kelly – Clare Valley Children Centre & Food Hub Port Pirie
- The HAC Presiding Members is a member of the YNLHN Partnering With Consumers Committee.
- The LNHAC has maintained our Vision and Mission statement to be most dedicated and proactive advisor to CHSA LHN and to creatively engage our communities. Malcom and I attended the Annual HAC forum in Adelaide in August 2019.

Participate in consultation or assessment process associated with the selection of senior staff.

- Participated in the recruitment process for the position of Director of Nursing at Clare Hospital.
- We are keen to be more involved in these processes as opportunities arise.

Act as trustee and participate in budget discussions and financial management or development processes; and to undertake fundraising activities

- Unfortunately, both the Clare and Snowtown Auxiliary Groups have dissolved, and their great fundraising work will be sorely missed.
- The HAC is keen to take a bigger part in the budgeting process.

Provide advice about the management of resources for health services; and provide assistance with fundraising activities (unincorporated HAC).

- The LNHAC contributed to and supported many improvements and activities, including:
 - Burra Hospital and Holder Homes:
 - \$5000 to the Arid Garden Project undertaken by the Hospital auxiliary
 - Relocation of fire sprinkler to the hospital
 - Installation of suspended ceilings and new floor coverings
 - Clare Hospital and Kara House:
 - New Recliners and overway tables for Kara House
 - Sofa Bed and TV for Kara House
 - Anaesthetic Chair for Clare Hospital
 - New cabinet in the Nurses tea room
 - Snowtown Hospital and Lumeah Homes:
 - Renovation of ensuite bathroom
 - Replacement of floor coverings
 - New TV, lounge suite, mattress and painting for staff accommodation

Reporting required under the *Carers' Recognition Act 2005*

Not applicable

Public complaints

Number of public complaints reported

A whole of SA Health response will be provided in the 2019-20 Department for Health and Wellbeing Annual Report, which can be accessed on the [SA Health website](#).

A whole of Yorke and Northern Local Health Network response will be provided in the 2019-20 Yorke and Northern Local Health Network Annual Report, which can be accessed on the Yorke and Northern Local Health Network website.

Data for previous years is available at: [Department for Health and Wellbeing](#)

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	Not applicable
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	Not applicable
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	Not applicable
Communication	Communication quality	Inadequate, delayed or absent communication with customer	Not applicable
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	Not applicable
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	Not applicable
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	Not applicable
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	Not applicable

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	Not applicable
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	Not applicable
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	Not applicable
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	Not applicable
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	Not applicable
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	Not applicable
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	Not applicable
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	Not applicable
		Total	Not applicable

Additional Metrics	Total
Number of positive feedback comments	Not applicable
Number of negative feedback comments	Not applicable
Total number of feedback comments	Not applicable
% complaints resolved within policy timeframes	Not applicable

Data for previous years is available at: [Department for Health and Wellbeing](#)

Service Improvements resulting from complaints or consumer suggestions over 2019-20

A whole of Yorke and Northern Local Health Network response is provided in the 2019-20 Yorke and Northern Local Health Network Annual Report, which can be accessed on the [Yorke and Northern Local Health Network website](#).

Data for previous years is available at: [Department for Health and Wellbeing](#)

Appendix: Audited financial statements 2019-20