



**Government  
of South Australia**

**QUORN HEALTH SERVICES HEALTH  
ADVISORY COUNCIL  
2018-19 Annual Report**

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ISSN: 1837-2759  
Date presented to Minister: 30/09/2019

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 Quorn Health Services Health Advisory Council by:

John Loechel

Presiding Member



Date: 27 September 2019    Signature

## From the Presiding Member

The Health Advisory Council has been involved in a number of time consuming projects this year:

- New Nurses Quarters have at last progressed to putting out tenders and the successful tender being Selecta Homes.

The contract has now been signed and deposit paid.

Selecta Home will need approximately 6 months for construction.

- A Bequest Action Group (which consists of two Flinders House Residents, two Flinders House staff, a Health Advisory Council Rep, Executive Officer/Director of Nursing, Admin and Facilities Services Officer) has been established to gather information and ideas on how best to utilize these funds that are being held in a Health Advisory Council Account.

From this group, two projects have been identified and brought to fruition:

1. Converting the old Flinders House swinging door to an automatic sliding door.
2. Concrete paths at the front of Flinders House.

Both these projects have been exceptionally well received and have contributed greatly to the mobility and accessibility of Residents.

- Dr Tony Lian-Lloyd raised the issue of a Doctor Succession plan for Quorn and asked if the Health Advisory Council could help with this. The Health Advisory Council held a number of discussions on this topic and it was decided that a Community succession planning group was more appropriate for handling this issue than the Health Advisory Council, as it is a total community issue.

I, as Presiding Member, helped to establish this group, which is largely now being run by the local Council

I would to thank Dr Tony for his continued dedication to our Health Services again this year as well as the valued input of Registrar Dr Chellaboina.

John Loechel

**Presiding Member**

Quorn Health Services Health Advisory Council

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## Overview: about the agency

### Our strategic focus

<b>Our Purpose</b>	<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 rules are available at <a href="http://www.sahealth.sa.gov.au/">http://www.sahealth.sa.gov.au/</a></p>
<b>Our Vision</b>	Not applicable.
<b>Our Values</b>	Not applicable.
<b>Our functions, objectives and deliverables</b>	<p>The Health Advisory Council undertakes an advocacy role on behalf of the community.</p>

### Our organisational structure

Membership of the Health Advisory Council can include:

- Up to eight community members
- Nominee of Local Government
- A local Member of Parliament or their nominee
- A medical practitioner member
- A worker from the Local Health Network

A list of current members is available at:

[Quorn Health Services Health Advisory Council:: SA Health](#)

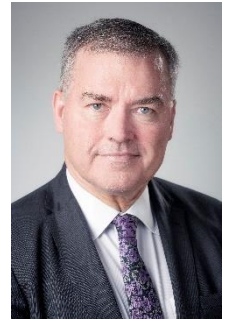
### Changes to the agency

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**

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)**

Country Health SA Local Health Network Inc

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

Port Augusta, Roxby Downs, Woomera Health Advisory Council

Hawker District Memorial Health Advisory Council

Leigh Creek Health Services Health Advisory Council

Whyalla Hospital and Health Services 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 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
Not Applicable	Not Applicable	Not Applicable

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

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

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
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.](#)

**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
Not Applicable	Not Applicable
Not Applicable	Not Applicable
Not Applicable	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: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

### 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: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

## Reporting required under any other act or regulation

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

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

- *Established a Bequest Action Group to best utilize the funds received under a Bequest*
- *Instigated a Doctor Succession Planning Group*
- *Presiding Member attended Presiding Member meetings*
- *Presiding Member attended the Statewide HAC Conference*

### 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](#).

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
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

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
		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
		<b>Total</b>	See above

<b>Additional Metrics</b>	<b>Total</b>
% complaints resolved within policy timeframes	Not applicable

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

## **Appendix: Audited financial statements 2018-19**