



Government of South Australia

**Mid North Health Advisory Council
Inc.**

MID NORTH HEALTH ADVISORY COUNCIL INC.

2018-19 Annual Report

Mid North Health Advisory Council Inc.

C/- Jamestown Hospital and Health Service

South Terrace, Jamestown SA 5491

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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*.

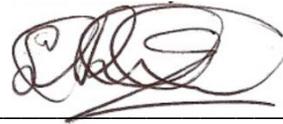
This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Mid North Health Advisory Council Inc. by:

Steve Richmond
Presiding Member

Date 16/09/2019

Signature

A handwritten signature in black ink, appearing to be 'S. Richmond', written over a horizontal line.

From the Presiding Members



The above photo is the official photo of the MNHAC, taken in 2018. Since that time Trevor Laskey has retired and Joylene Tapscott has joined the Mid North Health Advisory Council.

The 2018/19 year has again seen the Mid North Health Advisory Council (MNHAC) focus on community needs projects.

At Booleroo Centre the long standing Doctor Simon Stilgoe resigned and relocated interstate to be closer to family. Successful recruitment has a new doctor commencing in July 2019.

At this time the community renovated and replaced the garden at one of the Doctors houses to accommodate the locum doctors in a friendlier environment.

At Jamestown the newly refurbished theatre suite was officially opened by Minister for Health and Wellbeing, the Hon Stephen Wade. The Mid North theatre suite, located in Jamestown, was dedicated and opened by Dr J W Shepherd. Dr Shepherd had a long history of providing surgical services in the Mid North and could be considered the creator of the surgical services provided from Jamestown today.

Orroroo Hospital celebrated its Centenary in April with a well-attended community celebration. Small communities highly value their health care services and Orroroo is no exception.

The provision of medical services was strengthened with Goyder's Line Medical Practice (Jamestown and Peterborough) providing GP services under contract for the last six months of the financial year. With a successful trial being completed, Goyder's Line will officially take over in July 2019.

Peterborough has seen much progress taken in the area of Aged Care. In February the Federal Aged Care Minister visited Nalya Lodge (aged care facility). At the end of April, Nalya Lodge was awarded 9 additional federal aged care bed licences. This will allow the relocation of Nalya Lodge to a new wing constructed under the main roof of the Peterborough Soldiers Memorial Hospital. Work has commenced on drafting plans for the new wing.

The MNHAC has also explored the acquisition of land adjacent to the Peterborough Soldiers Memorial Hospital from DPTI to allow access to a shared car park for both the Peterborough Community Garden and Peterborough Men's Shed, and also allow for a cost effective mains power connection for the Peterborough Men's shed.

A handwritten signature in dark ink, appearing to read 'Steve Richmond', with a horizontal line underneath.

Steve Richmond

Presiding Member

Mid North Health Advisory Council Inc

Contents

Contents.....	5
Overview: about the agency.....	7
Our strategic focus.....	7
Our organisational structure.....	7
Changes to the agency	7
Our Minister	8
Our Executive team	8
Legislation administered by the agency.....	8
Other related agencies (within the Minister’s area/s of responsibility).....	8
The agency’s performance.....	9
Performance at a glance.....	9
Agency contribution to whole of Government objectives.....	9
Agency specific objectives and performance	9
Corporate performance summary	9
Employment opportunity programs	9
Agency performance management and development systems.....	9
Work health, safety and return to work programs	9
Executive employment in the agency.....	9
Financial performance	11
Financial performance at a glance	11
Consultants disclosure.....	12
Contractors disclosure	13
Other financial information	13
Other information	13
Risk management.....	14
Risk and audit at a glance.....	14
Fraud detected in the agency.....	14
Strategies implemented to control and prevent fraud.....	14
Whistle-blowers disclosure.....	14
Reporting required under any other act or regulation.....	15
Health Care Act 2008.....	15

Reporting required under the <i>Carers' Recognition Act</i> 2005.....	16
Public complaints	17
Number of public complaints reported (as required by the Ombudsman)	17
Appendix: Audited financial statements 2018-19	20-41

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 http://www.sahealth.sa.gov.au/MidNorthHAC</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:

- 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:

<http://www.sahealth.sa.gov.au/MidNorthHAC>

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)

Balaklava Riverton Health Advisory Council Inc

Lower 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

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

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2018-19 are attached to this report.

Mid North Health Advisory Council Inc

Statement of Comprehensive Income	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Expenses	0	1,078	(1,078)	754
Revenues	0	562	562	19
Net cost of providing services	0	516	(516)	735
Net Revenue from SA Government	0	0	0	0
Net result	0	(516)	(516)	(735)
Total Comprehensive Result	0	(516)	(516)	1,804

Statement of Financial Position	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	19,236	19,236	19,752
Total assets	0	19,236	19,236	19,752
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	19,236	19,236	19,752
Equity	0	19,236	19,236	19,752

Mid North Health Advisory Council Inc Gift Fund Trust

Statement of Comprehensive Income	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Expenses	0	165	(165)	20
Revenues	0	25	25	131
Net cost of providing services	0	140	(140)	(111)
Net Revenue from SA Government	0	0	0	0
Net result	0	(140)	(140)	111
Total Comprehensive Result	0	(140)	(140)	111

Statement of Financial Position	2018-19 Budget \$000s	2018-19 Actual \$000s	Variation \$000s	2017-18 Actual \$000s
Current assets	0	474	474	614
Non-current assets	0	0	0	0
Total assets	0	474	474	614
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
Total liabilities	0	0	0	0
Net assets	0	474	474	614
Equity	0	474	474	614

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	\$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
Not Applicable	Not Applicable	\$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.](#)

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	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 Country Health SA Local Health Network Inc,

Data for previous years is available at: 16T

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
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.
- Provide advice about relevant aspect of the provision of health services, and relevant health issues, goals, priorities, plans and strategic initiatives.
- Encourage community participation in programs.
- Consult with other bodies that are interested in the provision of health services.
- Provide advice to the Minister about any matter referred to it by the Minister or Chief Executive.
- Participate in consultation or assessment process associated with the selection of senior staff.
- Act as trustee and participate in budget discussions and financial management or development processes; and to undertake fundraising activities.
- Contributed to the planning and facilitation of the Orroroo Hospital Centenary held on the 5 April 2019
- Contributed to the pergola project and outdoor area at Orroroo Hospital
- Contributed to the new patient and resident lounge “Hammond Room” at the Orroroo Community Home
- Provided advice on a Community Home at Orroroo to be repurposed as student accommodation. A dining/lounge renovation along with 2 bedrooms and a bathroom.
- Contributed \$12000 towards the Arthur Street GP residence garden in Booleroo Centre, which greatly enhanced the overall aesthetics of the home.
- Involved in the consultation process for the new CHSA Midwifery Model of Care trial at Jamestown Hospital
- Project support and fundraising for the Jamestown theatre upgrade “Dr Jack Shepherd Suite” completed and opened in October 2018
- The patient lounge in Jamestown is being planned and designed with generous donations towards this from the Lions Club. Two patient rooms have also been refurbished as well as curtains in Symonds' Wing replaced and well received
- Providing advice with initial discussions for the Peterborough Hospital Centenary in 2020

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	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
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	Not applicable

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
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: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

Appendix: Audited financial statements 2018-19