



**Government of South Australia**

Lower North Health Advisory  
Council Inc.

# LOWER NORTH HEALTH ADVISORY COUNCIL INC **2018-19 Annual Report**

Lower North Health Advisory Council Inc

C/- Snowtown Hospital

South Terrace, Snowtown 5520

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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 Lower North Health Advisory Council Inc by:

Darryl Venning

Presiding Member

Date 25/09/2019

Signature 

## From the Presiding Members

The Lower North Health Advisory Council (LNHAC) have had a very busy 2018-19 year.

The LNHAC have been supporting the Clare, Snowtown and Burra Hospital's with a number of renovations, refurbishments and purchases of equipment.

- Kara House, Clare, has had air conditioning units installed at a cost of \$35,000.
- Clare hospital maternity services have taken delivery of a brand new birthing bed at a cost of \$11,000.
- Snowtown Hospital accident and emergency has had ceiling repairs undertaken costing \$19,000.
- Leumeah Home (Snowtown) has also undergone refurbishment and renovations.
- Burra Hospital has received replacement guttering, ceiling replacement in the meeting room and new floor coverings. Total cost for these works is approximately \$70,150.

The LNHAC has also supported the hospital auxiliary to create an arid zone garden at Burra Hospital. We have also provided funding of \$5000 per annum for 3 years, to Ms Sarah Bond to assist with her gaining her physiotherapy degree at university.

The monthly meetings have seen an array of guest speakers. These have included the local Primary Health Network, Drug and Alcohol services, a representative from Uniting Care Westley speaking about homelessness in the area. SA Police Sergeant from Snowtown and Burra discussing drug and alcohol matters. Representatives from the Australian Government Medical Benefits Division discussing the new private health care changes as well as the Bendigo Bank regarding processes involved in opening a local branch in Burra.

The members of the HAC regularly undertake consumer surveys at Burra and Clare and are consistently receiving satisfactory feedback. The involvement of LNHAC members in the Men's Sheds is progressing well with members at Clare keen to extend the existing shed or find a new/larger premises. Burra members are applying for grants to extend the lunch room and the Snowtown group have recently secured funding from a grant to purchase a dust extractor.

Other initiatives that the Lower North HAC have been interested in are:

- Providing ongoing support to the Men's Shed's. The HAC feel that the men's sheds are an important men's health initiative.
- They are also investigating re-establishing the hospital auxiliaries. Currently only Burra Hospital has an auxiliary.
- The replacement of the roof on the RSL Building in Clare. The council view this building as a vital community asset and feel that it is being left to deteriorate.

- The required upgrade to the Clare emergency department. The LNHAC feel the current emergency department is substandard and not meeting community or hospital staff needs.
- Concern regarding the increasing mental health issues faced by youth and increased recreational drug use.
- The rising level of homeless people in the lower north area.

The LNHAC look forward to a strong working relationship with the new Yorke and Northern Local Health Network (YNLHN) Governing Board and would like to see members or a member attend board meetings and report back to the LNHAC.

We also look forward to working relationships with other HAC's in the YNLHN and stronger links with our local communities. The LNHAC are considering the possibility of \$2 million of the aged care deposit money, allocated against Leumeah home, to be used for Snowtown. This request is from the Yorke and Northern Executive.

The LNHAC also look forward to the forthcoming year, supporting the Clare, Burra and Snowtown Hospitals by approving the 2019-20 respective sites wish list for equipment and repairs.



Darryl Venning

**Presiding Member**

Lower North Health Advisory Council Inc.

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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 constitution is available at <a href="http://www.sahealth.sa.gov.au/LowerNorthHAC">http://www.sahealth.sa.gov.au/LowerNorthHAC</a></p>
<b>Our Vision</b>	Not applicable.
<b>Our Values</b>	Not applicable.
<b>Our functions, objectives and deliverables</b>	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/LowerNorthHAC>

### 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

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

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.

Lower North Health Advisory Council Inc

<b>Statement of Comprehensive Income</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Expenses	0	1,133	(1,133)	842
Revenues	0	94	94	91
<b>Net cost of providing services</b>	<b>0</b>	<b>1,039</b>	<b>(1,039)</b>	<b>751</b>
Net Revenue from SA Government	0	0	0	0
<b>Net result</b>	<b>0</b>	<b>(1,039)</b>	<b>(1,039)</b>	<b>(751)</b>
<b>Total Comprehensive Result</b>	<b>0</b>	<b>(1,039)</b>	<b>(1,039)</b>	<b>4,478</b>

<b>Statement of Financial Position</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Current assets	0	0	0	0
Non-current assets	0	23,119	23,119	24,158
<b>Total assets</b>	<b>0</b>	<b>23,119</b>	<b>23,119</b>	<b>24,158</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>23,119</b>	<b>23,119</b>	<b>24,158</b>
<b>Equity</b>	<b>0</b>	<b>23,119</b>	<b>23,119</b>	<b>24,158</b>

Lower North Health Advisory Council Inc Gift Fund Trust

<b>Statement of Comprehensive Income</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Expenses	0	89	(89)	41
Revenues	0	42	42	27
<b>Net cost of providing services</b>	<b>0</b>	<b>47</b>	<b>(47)</b>	<b>14</b>
Net Revenue from SA Government	0	0	0	0
<b>Net result</b>	<b>0</b>	<b>(47)</b>	<b>(47)</b>	<b>(14)</b>
<b>Total Comprehensive Result</b>	<b>0</b>	<b>(47)</b>	<b>(47)</b>	<b>(14)</b>

<b>Statement of Comprehensive Income</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
<b>Statement of Financial Position</b>	<b>2018-19 Budget \$000s</b>	<b>2018-19 Actual \$000s</b>	<b>Variation \$000s</b>	<b>2017-18 Actual \$000s</b>
Current assets	0	978	978	1,025
Non-current assets	0	0	0	0
<b>Total assets</b>	<b>0</b>	<b>978</b>	<b>978</b>	<b>1,025</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>978</b>	<b>978</b>	<b>1025</b>
<b>Equity</b>	<b>0</b>	<b>978</b>	<b>978</b>	<b>1025</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.

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

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Not Applicable	Not Applicable	\$0

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

<b>Consultancies</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>

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>
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	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: <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.
- 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.
- Supporting the re-establishment of hospital auxiliaries
- Supported and contributed funds towards the north western garden project at Burra Hospital.
- Involved in a working party formed to design garden area outside the Holder Homes veranda.
- Involved in the community forum and launch of the Lumeah Homes upgrade project concept plan in March 2019.
- Involved in the consultation process for the new CHSA Midwifery Model of Care trial at Clare Hospital.
- Contributed to the purchase of a labour ward bed at Clare Hospital
- Contributed to the purchase of individual air conditioning units at Kara House Clare.
- Contributed to the repairs of gutters, ceilings and provision of new floor coverings at Burra Hospital
- Contributed to the Snowtown Accident and Emergency ceiling repairs.

### 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	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



<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
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
		<b>Total</b>	Not applicable

<b>Additional Metrics</b>	<b>Total</b>
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**