



**Government of South Australia**

Yorke Peninsula Health Advisory  
Council Inc.

# YORKE PENINSULA HEALTH ADVISORY COUNCIL INC

## **2018-19 Annual Report**

Yorke Peninsula Health Advisory Council Inc

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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 Yorke Peninsula Health Advisory Council Inc by:

Dorothy Marschall

Presiding Member



Date \_\_\_\_\_ 16/09/2019 \_\_\_\_\_

Signature \_\_\_\_\_

## From the Presiding Members



It is with great pleasure that I present my report as Presiding Member of the Yorke Peninsula Health Advisory Council (YPHAC) for the year ending 2019.

I have the privilege to have some very talented and knowledgeable people who support me in the position as Presiding member and I am very grateful for their continuous encouragement. We have welcomed a new member to our team, Ms Irene King and I am sure that she will be a great asset. Our endeavour to have a member from council have been very disappointing, although interested in what is happening with “Yorke Peninsula Health Advisory Council” they have not been able to have a member of council join our team.

Roger Kirchner has attended our meetings when possible and his input has been very valuable, Cass McNeil keeps us informed with Community Health issues which is of great value and we are able to pass this information on to the public. Sharon Godleman & Tony Hughes have also joined the meetings.

The committee meet monthly across the three campuses, holding three forums per year, one in Yorketown, Minlaton and Maitland. It has been disappointing that the forums have been poorly attended. This has identified a need to pursue other avenues of contact and ways of involving the public in health issues and supporting their local hospitals and community centres.

I have introduced and published a quarterly newsletter from the YPHAC which contains information on the HAC and its function with the new Yorke and Northern Governing Board as well as the role it has to the public. This publication has been well received with further 100 copies required, 400 in total. A Facebook page has been established which has proved very popular and I continue to update this with news on health issues. A web page is being formulated at the present time and I look forward to getting this up and running. I continue to submit information regarding YPHAC activities to the local newsletter produced by the progress associations on Yorke Peninsula, this has been of great value and I have had phone calls asking about YPHAC and their relationship to the health services.

I continue to attend and support whenever possible with the Yorke Peninsula Service Planning Steering Group and Consumer Engagement meetings which has provided a great insight into the working and running of the many facets of the health system.

The property (house) at Junction Road, Maitland has been used regularly by visiting medical professionals, Thomas Street house has had a new fence erected for privacy and security. Although on the market and up for rent have had very little interest in the house due to oversaturation of houses for sale in Maitland area.

The committee is very excited in having acquired quotes for a new pergola area at “Chappell Wing” at Maitland Hospital at the cost of \$35,960 this has been a

12 month project, so are overjoyed that this has finally come to fruition with work expected to commence in the next few months.

### **Looking forward**

It has been a challenge at times to network with organisations that the Health Advisory Council work with. I will be working hard to break down these barriers so that we are able to work in a more congenial manner with positive outcomes for our stakeholders and staff.

We look forward to helping and supporting the hospitals in any way we can financially when funds are available at their request or look for ways to procure the funding for items that they require.

Areas that the YPHAC have identified that the public wish to support into the future include:

- Tinting of the widows in Chappell Wing lounge area.
- New BBQ for Chappell Wing.
- Secure training for 2 stoma nurses, one situated in Yorketown and one at Maitland Hospital.
- Improve and support of Mental Health counsellors on the Yorke Peninsula at Maitland and Yorketown Hospital.
- Working with the Friends of the Hospital committee to place blinds, ceiling fans and heaters in the new pergola area when complete.
- Look for ways of procuring full time Palliative Care nurse in Maitland and Yorketown.

These are issues that have been brought to our attention and with the aging population on Yorke Peninsula, these are service that are greatly needed especially when you have aged clients travelling from Yorketown to Wallaroo at great expense for the client. These services need to be available locally.

Our thanks go to Julie Searle who has conscientiously produced our minutes and has been a great support to me in my first year as Presiding Member. Helen Tucker with her wealth of knowledge of the health system and the other members of YPHAC. I would like to thank you all for your support and for making the year as successful as it has been, although at time very challenging. If I am privileged to be again elected as your Presiding member I look forward to the year with anticipation.

  
Dorothy Marschall

**Presiding Member**

Yorke Peninsula 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/YorkePeninsulaHAC">http://www.sahealth.sa.gov.au/YorkePeninsulaHAC</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/YorkePeninsulaHAC>

### 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

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



## 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.

Yorke Peninsula 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                            | 812                          | (812)                   | 893                          |
| Revenues                                 | 0                            | 74                           | 74                      | 1                            |
| <b>Net cost of providing services</b>    | <b>0</b>                     | <b>738</b>                   | <b>(738)</b>            | <b>892</b>                   |
| Net Revenue from SA Government           | 0                            | 0                            | 0                       | 0                            |
| <b>Net result</b>                        | <b>0</b>                     | <b>(738)</b>                 | <b>(738)</b>            | <b>(892)</b>                 |
| <b>Total Comprehensive Result</b>        | <b>0</b>                     | <b>(738)</b>                 | <b>(738)</b>            | <b>(5,393)</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                            | 57                           | 57                      | 56                           |
| Non-current assets                     | 0                            | 13,764                       | 13,764                  | 14,503                       |
| <b>Total assets</b>                    | <b>0</b>                     | <b>13,821</b>                | <b>13,821</b>           | <b>14,559</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>13,821</b>                | <b>13,821</b>           | <b>14,559</b>                |
| <b>Equity</b>                          | <b>0</b>                     | <b>13,821</b>                | <b>13,821</b>           | <b>14,559</b>                |

Yorke Peninsula 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                            | 31                           | (31)                    | 52                           |
| Revenues                                 | 0                            | 16                           | 16                      | 18                           |
| <b>Net cost of providing services</b>    | <b>0</b>                     | <b>15</b>                    | <b>(15)</b>             | <b>34</b>                    |
| Net Revenue from SA Government           | 0                            | 0                            | 0                       | 0                            |

| <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>Net result</b>                        | <b>0</b>                     | <b>(15)</b>                  | <b>(15)</b>             | <b>(34)</b>                  |
| <b>Total Comprehensive Result</b>        | <b>0</b>                     | <b>(15)</b>                  | <b>(15)</b>             | <b>(34)</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                            | 645                          | 645                     | 660                          |
| Non-current assets                     | 0                            | 0                            | 0                       | 0                            |
| <b>Total assets</b>                    | <b>0</b>                     | <b>645</b>                   | <b>645</b>              | <b>660</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>645</b>                   | <b>645</b>              | <b>660</b>                   |
| <b>Equity</b>                          | <b>0</b>                     | <b>645</b>                   | <b>645</b>              | <b>660</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.
- Member of the Yorke Peninsula Health Service Planning Steering Group, assisted with the facilitation of a Clinician Engagement Workshop held in May 2019. Undertook a community consultation/engagement process throughout July 2019.
- Held 3 forums per year open to public with guest speakers speaking on relevant topics that have been asked by the public.
- Formulated and distributed YPHAC newsletter informing public of HAC function and relationship with new board and changes that have happened since July 1<sup>st</sup>.
- Attended residents meetings and sought their advice on issues relating to their home and care.
- Attended “Friends of the Hospital” meetings forming a consistent relationship between committees.
- Consulted with GP’s, Health Professionals and the CEO on issues that are relevant to area needs in the community.
- Supported fund raising activities for the Yorketown and Maitland Hospital in conjunction with other community associations
- Actively sought support and help from service clubs in local area to support local Hospitals if with volunteer work or as guest speaker promoting YP HAC

### 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               |



| <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**