



Government  
of South Australia

# Whyalla Hospital and Health Services

## Health Advisory Council

### 2019-20 Annual Report

Whyalla Hospital and Health Services Health Advisory Council

Whyalla Hospital and Health Services

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**OFFICIAL**

To: Honourable Stephen Wade MLC  
Minister for Health and Wellbeing

This Annual Report will be presented to Parliament to meet the statutory reporting requirements of *Public Sector Act 2009*, *the Public Finance and Audit Act 1987* and *the Health Care Act 2008* 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 Whyalla Hospital and Health Services Health Advisory Council by:



Sandra Plew

**Presiding Member**

**Whyalla Hospital and Health Services Health Advisory Council**

24 September 2020

## From the Presiding Member



This year has presented some interesting challenges with the onset of COVID-19 on how to stay in touch with our community as part of our engagement responsibilities while respecting social distancing. Social media has assisted as we were able to share daily information and updates from SA Health and the SA Government on our Facebook page.

At our AGM in November we elected a Deputy Presiding Member, Dr Gary Misan, as part of a succession plan for the future and to partner with the Presiding Member on undertaking various committee responsibilities.

All Health Advisory Council and community members are encouraged to actively participate on the various hospital committees, such as Partnering with Consumers, Steering Planning, Governance Committees and staff training programs such as Service Matters. This enables a more balanced community focus to the provision of our health services.

The Presiding Member and Deputy Presiding Member participated on the Service Planning Steering Group in preparing the Flinders and Upper North Local Health Network Service Plan Stage One 2020 for Whyalla Hospital and Health Services and the Port Augusta Health Services.

All Presiding Members within the Flinders and Upper North Local Health Network contributed to the preparation of a gap analysis on how the changes to the governance structure in July 2019 had affected the implementation of the Partnership Framework across the Flinders and Upper North Local Health Network region. A work group has commenced working on an Action Plan to address the recommendations. This was presented to the Flinders and Upper North Local Health Network Board and has been approved for implementation. One of the areas we are addressing is to rewrite the Health Advisory Council Member Orientation Handbook and a Presiding Member Handbook to provide information that is current and useful to members in understanding their new role.

The Health Advisory Council were made aware of issues with the seating in the Cancer Centre waiting area, patients were finding it difficult to get up and out of the low seating. The Health Advisory Council arranged for several community members to come to the hospital and try a sample of a new chair that would be purchased. All members approved the model and the seating was replaced in the waiting area with these new chairs. The feedback we have received has been very positive.

We advocated on behalf of the community to the Federal Member for Grey, Rowan Ramsey, to support a submission for Infrastructure funding which would allow the relocation and co-location of the High Dependency Unit and the Accident and Emergency Department. This would provide a more streamline of services in a safe working environment. The Federal Government have generously allocated \$11.4 million to this project and we look forward to commencement of this project to the initial planning stage.

This year we said goodbye to Ros McRae who retired as the Flinders and Upper North Local Health Network Chief Executive Officer and we welcomed Craig Packard as our Acting Chief Executive Officer. Craig has now been permanently appointed as the Chief Executive Officer and we look forward to working with him in this new role.

We look forward to another engaging year advocating on behalf of our community and working in partnership the Flinders and Upper North Local Health Network Board. We thank the hospital staff for their assistance and support during the last twelve months.



Sandra Plew

**Presiding Member**

**Whyalla Hospital and Health Services Health Advisory Council**

22 September 2020

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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 via hyperlink listed below:  <a href="#">Whyalla Hospital and Health Services Health Advisory Council</a></p>
<b>Our Vision</b>	<p>Flinders and Upper North Local Health Network is proud to be transforming health care and actively delivering health benefits so that rural and remote South Australians live healthy lives.</p>
<b>Our Values</b>	<p>Not applicable.</p>
<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 (see comments):

- 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 (hyperlink):

[Whyalla Hospital and Health Services Health Advisory Council](#)

### Changes to the agency

During 2019-2020 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.



### **Our Minister**

Honourable 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)**

Flinders and Upper North Local Health Network

Hyperlinks:

[Hawker District Memorial Health Advisory Council](#)

[Leigh Creek Health Services Health Advisory Council](#)

[Port Augusta, Roxby Downs, Woomera Health Advisory Council](#)

[Quorn 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

Program name	Performance
Not Applicable.	

### Agency performance management and development systems

Performance management and development system	Performance
Not Applicable.	

### Work Health and 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.

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North 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

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North Local health Network Health Advisory Council Inc.

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

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North Local health Network Health Advisory Council Inc.

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

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North Local health Network Health Advisory Council Inc.

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

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North Local health Network Health Advisory Council Inc.

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**

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Flinders and Upper North Local health Network Health Advisory Council Inc.

### **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.	

*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 Flinders and Upper North 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*:

Nil.

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.

### **Provide advice about relevant aspect of the provision of health services, and relevant health issues, goals, priorities, plans and strategic initiatives.**

- The Presiding Member and Deputy Presiding Member participated as part of the Services Planning Steering Group in preparing the Flinders and Upper North Local Health Network Service Plan Stage One 2020 for Whyalla Hospital and Health Services and the Port Augusta Health Services.
- The Health Advisory Council provided a large brass bell in the Chemotherapy Unit as part of a ‘ring the bell’ initiative. On completing chemotherapy treatment cancer patients are invited to ring this bell. After the debilitating side effects from chemotherapy this initiative can be positive psychologically. The Whyalla Men's Shed kindly provided the backing board for the bell.
- During COVID-19 the Health Advisory Council Facebook page was an avenue to share health information and daily updates from SA Health and the SA Government.
- Health Advisory Council members were made aware of issues with the seating in the Cancer Centre waiting area, patients were finding it difficult to get up and out of the low seating. The Health Advisory Council arranged for several community members to come to the hospital and try a sample of a new chair that would then be purchased. All members approved the model and the seating was replaced in the waiting area with the new chairs. The feedback received has been very positive.
- The Presiding Members within the Flinders and Upper North Local Health Network prepared a Gap Analysis on how the changes to the governance structure in July 2019 had affected the implementation of the Partnership Framework across the Flinders and Upper North Local Health Network region. A work group has commenced working on an Action Plan regarding the recommendations. This was presented to the Flinders and Upper North Local Health Network Board and has been approved for implementation.
- The Deputy Presiding Member sits on the Flinders and Upper North Local Health Network Consumer and Community Engagement Framework Committee and was involved in developing an information flyer to be distributed for feedback from our community on how they would like to receive information on the health services provided.
- The Deputy Presiding Member is also the regional Health Advisory Council member representative on the Flinders and Upper North Local Health Network Performance Improvement Committee of the Board, which meets monthly. He brings a consumer perspective to the deliberations of this committee and reports back to Health Advisory Council members as necessary.

**Encourage community participation in programs.**

- Health Advisory Council and community members are encouraged to actively participate on the various hospital committees, such as Partnering with Consumers, Steering Planning, Governance Committees and staff training programs, such as Service Matters, Going the Extra Mile. This enables the community to have a voice at the consumer level.
- Volunteers are encouraged to have a presence in the Cancer Resource Centre when the visiting Oncologist is attending at the hospital. This allows for information and support to be offered to cancer patients and their families.
- A selection of community members were invited to look at signage within the older and new hospital areas to determine if this was adequate for them to navigate between suggested areas. Additional signage was added as a result of this exercise.

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

- This year has been challenging with COVID-19 and the need to social distance. In saying that we have still been able to link via electronic means.
- The Presiding Member was contacted by three Occupational Therapy UNISA students who were on a 10 week placement in our Local Health Network. Due to COVID-19 this was conducted via Zoom. The students explained they were using Telehealth to engage with some of the vulnerable clients due to COVID-19 and the need for social distancing. This presented some challenges for some clients who did not necessarily have much experience in this area. As we have an issue with transport in our Local Health Network the use of Telehealth assisted some clients who may not have been able to attend their appointments as access to transport was not available. This information may be of assistance post COVID-19.
- The Health Advisory Council Facebook page allows us to promote health programs, scholarships and share information about Health Advisory Councils via social media.
- The Presiding Member sits on the Management Committee of the Upper Eyre Local Health Cluster of the Primary Health Network. This allows discussion with other cluster members on various health issues, such as Mental Health, Cancer, Asthma in children and Aged Care isolation. The Primary Health Network funded an educational selection of webinars with Asthma SA for medical staff and the community on asthma management. This information/link was then able to be shared via the internal staff newsletter, the Oracle and via the Health Advisory Council Facebook page for community members to access.
- Information and participation options are received from the Health Consumers Alliance.
- Several Health Advisory Council members are members of the Whyalla Cancer Network. This is felt to be an important link given we have a Regional Cancer Centre in the hospital. The network meet once a month with various cancer support groups and offer support in the Cancer Resource Centre to cancer patients and their families.

- Medical Representative on Health Advisory Council, Dr Ferdous Alam, has been appointed to the Statewide Cardiology Clinical Network Steering Committee.

**Provide advice to the Minister about any matter referred to it by the Minister or Chief Executive.**

- Not applicable.

**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](#).

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.

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2019-20</b>
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.
		<b>Total</b>	

<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: [Department for Health and Wellbeing](#)

<b>Service Improvements resulting from complaints or consumer suggestions over 2019-20.</b>
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## **Appendix: Audited financial statements 2019-2020**