



**Government
of South Australia**

HAWKER DISTRICT MEMORIAL HEALTH ADVISORY COUNCIL **2019-20 Annual Report**

Hawker District Memorial Health Advisory Council
9 Druid Range Drive, Hawker SA 5434

www.sahealth.sa.gov.au/Hawker

Contact phone number: 08 8648 4007

Contact email: maria.heywood@sa.gov.au

ISSN: 1837-2902

Date presented to Minister: 30 September 2020

To:

Hon Stephen Wade MLC
Minister for Health and Wellbeing

This annual report will be 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 Hawker District Memorial Health Advisory Council by:

John Shute
Presiding Member

Date 30 September 2020__

Signature

A handwritten signature in black ink, appearing to read 'J Shute', written over a horizontal line.

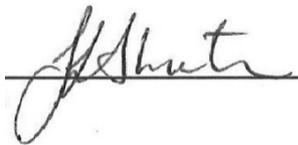
From the Presiding Member

It's been another quiet year for the Hawker Memorial District Health Advisory Council. We welcomed 3 new members.

The auxiliary was successful in obtaining a grant which provided upgrades to the nurses quarters.

The Flinders and Upper North Local Health Network Governing Board held a public meeting in Hawker, which provided a good audience and opportunity to discuss relevant concerns with the Board. The board met with the Health Advisory Council members the following day for a luncheon with the Board.

The Hawker Memorial District Health Advisory Council would like to thank the Hawker Memorial Hospital staff for their efforts during the COVID-19 pandemic.

A handwritten signature in black ink, appearing to read 'J Shute', written over a horizontal line.

John Shute
Presiding Member
Hawker Memorial District Health Advisory Council

Contents

Contents	4
Overview: about the agency	6
Our strategic focus	6
Our organisational structure	6
Changes to the agency	6
Our Minister	6
Our Executive team	7
Legislation administered by the agency	7
Other related agencies (within the Minister’s area/s of responsibility)	7
The agency’s performance	8
Performance at a glance	8
Agency contribution to whole of Government objectives	8
Agency specific objectives and performance	8
Corporate performance summary	8
Employment opportunity programs	8
Agency performance management and development systems	8
Work health, safety and return to work programs	9
Executive employment in the agency	9
Financial performance	10
Financial performance at a glance	10
Consultants disclosure	10
Contractors disclosure	10
Other financial information	11
Other information	11
Risk management	12
Risk and audit at a glance	12
Fraud detected in the agency	12
Strategies implemented to control and prevent fraud	12
Public interest disclosure	12
Reporting required under any other act or regulation	13
<i>Reporting required under the Carers’ Recognition Act 2005</i>	13

Public complaints 14
Number of public complaints reported 14

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 rules are available at http://www.sahealth.sa.gov.au/hawker</p>
Our Vision	Not applicable
Our Values	Not applicable
Our functions, objectives and deliverables	<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: <http://www.sahealth.sa.gov.au/hawker>

Changes to the agency

During 2019-20 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)

Leigh Creek Health Services Health Advisory Council

Port Augusta, Roxby Downs and Woomera Health Advisory Council

Quorn 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		

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, safety and return to work programs

Not applicable

Executive employment in the agency

Not applicable

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 Flinders & Upper North Local Health Network 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		

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

Consultancies	Purpose	\$ Actual payment
Not applicable		

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		

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

Contractors	Purpose	\$ Actual payment
Not applicable		

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	

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 & 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*:

0

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

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 CE.*
- *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 (incorporated HAC).*
- *Provide advice about the management of resources for health services; and provide assistance with fundraising activities (unincorporated HAC).*

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

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
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	

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: [Department for Health and Wellbeing](#)