



**Government
of South Australia**

**MALLEE HEALTH SERVICE HEALTH
ADVISORY COUNCIL INC
2018-19 Annual Report**

Mallee Health Service Health Advisory Council Inc
1a Vardon Terrace, Lameroo SA 5302

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/about+sa+health/reporting+and+advisory+groups/health+advisory+councils/country+health+advisory+councils/country+health+advisory+councils+index+az/mallee+health+service+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 Mallee Health Service Health Advisory Council Inc by:

Kathleen Gregurke

Presiding Member



Date ___12 September 2019___

Signature _____

From the Presiding Member

It gives me pleasure to report on the activities of the Mallee Health Service Health Advisory Council for the last twelve months.

The Health Advisory Council have reported any conflicts of interest to the Minister of Health.

All Health Advisory Council members are required to have Police Checks.

G.P. services.

Karoonda continue to be provided with G.P. services from the Mannum Practice.

Pinnaroo and Lameroo are still serviced by Locums. We are grateful to them and to the Riverland Mallee Coorong Region for their financial and executive support. We are grateful to the Region who financially support the Locum visits. All visiting doctors give positive reports of their time in the Mallee but unfortunately none are willing to become permanent. Dr Fensak has been coming to Lameroo for 10 years and we value her service to us.

Visiting Specialists are supported by the Rural Doctors Workforce Agency Rural Health Outreach Programmes.

Both Clinics have been accredited and we congratulate them on the positive outcomes to the hard work they put in. We thank Practice staff for the job they do which is sometimes difficult.

Scholarships

We are very pleased that three Mallee Health Service staff completed their Aged Care training with Equals at Loxton this year. We had one staff member from each town which was beneficial to our service. We are fortunate to partner with Loxton HAC in the arrangements for this training. Also a local Lameroo girl received a Country Health scholarship to transition from an Enrolled Nurse to a Registered Nurse. She is currently undertaking that study and training based at Lameroo.

Donations and Bequests

We are always grateful to the communities of the Mallee who donate to their health services. This money is well utilised and monitored by the Health Advisory Council. Sometimes the HAC partner with Auxiliaries on bigger spending items

Auxiliaries

Karoonda and Lameroo have Hospital Auxiliaries. Both groups work hard and donate funds for the benefit and comfort of patients and staff. Many thanks to those people.

Gift Fund Trust Spending

Significant work to utilise existing space for Community Health and Allied Health staff has been completed at Karoonda. This included an upgrade of nurses' accommodation.

Pinnaroo are researching new furniture for the Aged Care wing and Lameroo are researching more day time space for Aged Care residents.

The Gift Fund Trust account is locally raised money.

SA Ambulance

Our Health Services are closely aligned with the volunteers of our 3 Ambulance Services.

We thank them for their ongoing commitment to our communities.

Day Centres

Day Centre staff and clients have settled in to the new arrangements and as always they are happy places to visit.

Staff

Thank you to all staff who work across Mallee Health in any capacity.

Karoonda have Katie Billing as their new EO/DON. This is a multi-campus position with Mannum.

Katie managed the building upgrades at the Karoonda site and has instigated significant changes in the current space to make aged care services more homely.

Day Parkhurst is EO/DON for Lameroo and Pinnaroo and brings new ideas and staff support to the position.

Our out of hospital staff work across all towns to keep clients comfortable and well looked after in their own homes.

Tanya Lehmann was Acting Director for Riverland Mallee Coorong for most of the reporting period.

Wayne Champion has been selected as CEO for Riverland Mallee Coorong Region. We thank them both for their support and leadership to our HAC and staff.

New Arrangements in Health

On 1st July 2019 the new governance arrangements for S.A. Health commenced. The Country Health SA LHN Governing Council Board ceased to exist and 6 Country Regions are now individually supported by a CEO and Board with the associated executive staff to support them. We look forward to the new arrangements and meeting the team we will work with. Health Advisory Councils will continue to be an important conduit between communities and the Regional Board.

Health Advisory Council

Thank you to the members of the Health Advisory Council for their time and commitment to their health service. Also thank you for the support you give me. I especially thank Terri Van Pelt for her support to the HAC and to me.

I have attended the Country Conference and Mallee/Coorong cluster meetings.

I also attended the Country Health Awards and am always inspired by the wonderful work that occurs by health and support staff in our country communities.

Kathleen Gregurke

Presiding Member

Mallee Health Service Health Advisory Council.

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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 https://www.sahealth.sa.gov.au/Mallee Health Service Health Advisory Council Inc.</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:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/about+sa+health/reporting+and+advisory+groups/health+advisory+councils/country+health+advisory+councils/country+health+advisory+councils+index+a-z/mallee+health+service+health+advisory+council+inc>

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)

Berri Barmera Health Advisory Council Inc

Coorong Health Service Health Advisory Council Inc

Loxton and Districts Health Advisory Council Inc

Mannum District Hospital Health Advisory Council Inc

Murray Bridge Soldiers' Memorial Hospital Health Advisory Council Inc

Renmark Paringa District Health Advisory Council Inc

Waikerie & Districts 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.

Mallee Health Service Health Advisory Council Inc

| Statement of Comprehensive Income | 2018-19 Budget \$000s | 2018-19 Actual \$000s | Variation \$000s | 2017-18 Actual \$000s |
|--|----------------------------------|----------------------------------|-----------------------------|----------------------------------|
| Expenses | 0 | 1,083 | (1,083) | 752 |
| Revenues | 0 | 0 | 0 | 76 |
| Net cost of providing services | 0 | 1,083 | 1,083 | 676 |
| Net Revenue from SA Government | 0 | 0 | 0 | 0 |
| Net result | 0 | (1,083) | (1,083) | (676) |
| Total Comprehensive Result | 0 | (1,083) | (1,083) | 7,525 |

| Statement of Financial Position | 2018-19 Budget \$000s | 2018-19 Actual \$000s | Variation \$000s | 2017-18 Actual \$000s |
|--|----------------------------------|----------------------------------|-----------------------------|----------------------------------|
| Current assets | 0 | 63 | 63 | 63 |
| Non-current assets | 0 | 20,818 | 20,818 | 20,901 |
| Total assets | 0 | 20,881 | 20,881 | 21,964 |
| Current liabilities | 0 | 0 | 0 | 0 |
| Non-current liabilities | 0 | 0 | 0 | 0 |
| Total liabilities | 0 | 0 | 0 | 0 |
| Net assets | 0 | 20,881 | 20,881 | 21,964 |
| Equity | 0 | 20,881 | 20,881 | 21,964 |

Mallee Health Service 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 | 36 | (36) | 165 |
| Revenues | 0 | 6 | 6 | 12 |
| Net cost of providing services | 0 | 30 | (30) | 153 |
| Net Revenue from SA Government | 0 | 0 | 0 | 0 |
| Net result | 0 | (30) | (30) | (153) |
| Total Comprehensive Result | 0 | (30) | (30) | (153) |

| Statement of Financial Position | 2018-19 Budget \$000s | 2018-19 Actual \$000s | Variation \$000s | 2017-18 Actual \$000s |
|--|----------------------------------|----------------------------------|-----------------------------|----------------------------------|
| Current assets | 0 | 178 | 178 | 208 |
| Non-current assets | 0 | 0 | 0 | 0 |
| Total assets | 0 | 178 | 178 | 208 |
| Current liabilities | 0 | 0 | 0 | 0 |
| Non-current liabilities | 0 | 0 | 0 | 0 |
| Total liabilities | 0 | 0 | 0 | 0 |
| Net assets | 0 | 178 | 178 | 208 |
| Equity | 0 | 178 | 178 | 208 |

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 | \$ Not applicable |

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

| Consultancies | Purpose | \$ Actual payment |
|----------------------|----------------|--------------------------|
| Not applicable | Not applicable | \$ Not applicable |
| | 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 | \$ Not applicable |

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

| Contractors | Purpose | \$ Actual payment |
|--------------------|----------------|--------------------------|
| Not applicable | Not applicable | \$ Not applicable |
| | 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 |
|--------------------------|---------------------|
| | Nil |

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

There have been no occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

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 |

Not Applicable.

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 |
| Policy | Policy content | Policy content difficult to understand; policy unreasonable or disadvantages customer | Not applicable |

| Complaint categories | Sub-categories | Example | Number of Complaints 2018-19 |
|-----------------------------|------------------------|---|-------------------------------------|
| 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