



**Government  
of South Australia**

**QUORN HEALTH SERVICES HEALTH  
ADVISORY COUNCIL  
2019-20 Annual Report**

Quorn Health Services Health Advisory Council – SA Health  
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[Quorn Health Services Health Advisory Council :: SA Health](#)

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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 Quorn Health Services Health Advisory Council by:

Caroline Walters

Presiding Member

Date 21.09.2020

Signature



## From the Presiding Member



The Quorn Health Services Health Advisory Council has undergone changes in the past twelve months with a new Presiding Member and new representatives from the Community. The onset of Covid 19, as with many things, has reduced our ability to meet in person and has resulted in reduced activity.

We are waiting for our Incorporation status to be approved and believe this should happen before the end of the year.

A Health Advisory Council has a representative on the Flinders House Bequest Action Group. With the completion of the automatic doors at the entry to Flinders House and the new concrete paths, it has now been determined that the next initiative to undertake is the improvement to the Diversional Therapy Room to allow better access and a more encouraging environment for the residents. Architectural Plans have now been received and are to be submitted to The Flinders Ranges Council for approval prior the project being put out to tender.

The project for the Nurses Quarters is now nearing completion. The Quorn Ladies Auxiliary, jointly with the Quorn Health Services Health Advisory Council, has applied for a grant from the NRW, community Benefit Program to enable to finalisation of the final stages of the project to enable occupation.

- Attended forums for Presiding Members.
- Attended Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee meetings.
- Attended Consumer and Community Engagement Steering Group meetings.
- Agreed that the Quorn Health Services Health Advisory Council should become incorporated
- Flinders House Bequest Action Group continued to meet
- Continued with the Nurses Accommodation project which is nearing completion
- Attended forums for Presiding Members
- Attended FUNLHN Board Consumer and Community Engagement Committee

A handwritten signature in black ink, appearing to read 'Caroline Walters'. The signature is fluid and cursive, written on a white background.

**Caroline Walters**

**Presiding Member**

**Quorn Health Services Health Advisory Council**

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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="#">Quorn Health Services Health Advisory Council :: SA Health</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 (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:

[Quorn Health Services Health Advisory Council :: SA Health](#)

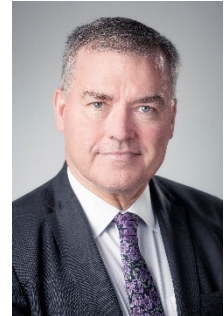
### Changes to the agency

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**

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)**

Port Augusta, Roxby Downs and Woomera Health Advisory Council

Hawker District Memorial Health Advisory Council

Leigh Creek 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

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	
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**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 Quorn Health Service 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
	Total	

Data for previous years is available at: [Department for Health and Wellbeing](#)

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
All contractors below \$10,000 each - combined	Various	Not applicable

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

Contractors	Purpose	\$ Actual payment
Not applicable		
	Total	

Data for previous years is available at: [Department for Health and Wellbeing](#)

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**

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

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

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
<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.
- Flinders House Bequest Action Group continued to meet
- Continued with the Nurses Accommodation project which is nearing completion

### Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act 2005* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health and Wellbeing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

*Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.*

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](#).

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

<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](#)

**Service Improvements resulting from complaints or consumer suggestions over 2019-2020: Not Applicable**