



**Government  
of South Australia**

**PORT PIRIE HEALTH SERVICE  
ADVISORY COUNCIL  
2019-20 Annual Report**

**PORT PIRIE HEALTH SERVICE ADVISORY COUNCIL**

C/- Port Pirie District Health Service

PO Box 546, Port Pirie SA 5540

<http://inside.sahealth.sa.gov.au/PtPirieHAC>

Contact phone number: 08 8638 4500

Contact email: [HealthPtPirieHAC@sa.gov.au](mailto:HealthPtPirieHAC@sa.gov.au)

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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 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 Port Pirie Health Service Advisory Council by:

Kendall Jackson

Presiding Member



Date 21 September 2020

Signature

## **From the Presiding Member**

There have been many changes to our Health Advisory Council team over the past 12 months, and I'd like to personally thank both our former presiding member Barry Hay and community HAC member Joe Paparella for their contributions lasting more than 20 years.

I was elected presiding member at the AGM, and had big shoes to fill.

In July the Yorke and Northern Local Health Network became official and we've since had a change of leadership with the resignation of our inaugural board chair Vanessa Bouilly. John Voumard has since taken on this role and is regularly engaging with HAC presiding members on a quarterly basis, which is proving most useful.

The Port Pirie Masterplan has been developed and architects have met with senior management. This will be a major project to improve and expand services at the Port Pirie Regional Health Service, such as chemotherapy and renal services where demand is increasing.

Funds are currently being sought for a Clinical Simulation Lab, which will operate in conjunction with the Upper Spencer Gulf Uni Hub, and allow students to complete practical assessments locally.

The Port Pirie HAC has engaged with local Council about improving pedestrian safety on roads surrounding the hospital, and the local Aboriginal community about ways it can enhance and support Aboriginal people to feel more welcome at the health service.

HAC has also funded the printing of cancer patient diaries to assist with appointments and information. As part of this process a local photographic competition for the cover of the diary was held to promote HAC and the role it plays in community.

It's important to thank our local service clubs, volunteers and hospital staff for their continued support, particularly Heartbeat, which donated significant funds to purchase new portable ultrasound equipment.

I would like to thank our HAC community members who donate their time, particularly our busy Doctors who take the time to contribute.



From left to right - Retired Port Pirie HAC presiding member Barry Hay and member Joe Paparella with acting DON Andrew Taylor and Yorke and Northern LHN CEO Roger Kirchner.

A handwritten signature in blue ink that reads "Kendall Jackson".

Kendall Jackson

**Presiding Member**

Port Pirie Health Service 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="http://inside.sahealth.sa.gov.au/PtPirieHAC">http://inside.sahealth.sa.gov.au/PtPirieHAC</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
- One Local Government nominee
- One local Member of Parliament or their nominee
- A medical practitioner
- One employee from the Port Pirie Regional Health Service

A list of current members is available at:

<http://inside.sahealth.sa.gov.au/PtPirieHAC>

### Changes to the agency

During 2019-20 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- Country Health SA Local Health Network was dissolved on 30 June 2019.
- As a result of governance reform, YNLHN became a legal entity on 1 July 2019, governed by a Board of Directors

## **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)**

Yorke and Northern Local Health Network Inc

Balaklava Riverton Hospital Advisory Council Inc

Lower North Hospital 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

Southern Flinders Health Advisory Council

Yorke Peninsula 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

Program name	Performance
Not applicable	Not applicable

### Agency performance management and development systems

Performance management and development system	Performance
Not applicable	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 Country Health Gift Fund 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

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$0

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

Consultancies	Purpose	\$ Actual payment
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

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$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.](#)

## 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 Yorke and Northern 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
<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.*

- Implementation of the Port Pirie HAC Facebook page to support increased consumer communication and engagement.

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

- Participation in the master site planning process for the Port Pirie Regional Health Service.

*Encourage community participation in programs.*

- We are working with Art students at the John Pirie Secondary School to develop a display of historical photos associated with the health service.
- We supported a competition for the photos to be used for the Cancer Diaries.
- Supported the installation of a central access point for the display of activity and quality information in the ED waiting area to provide consumers with relevant information about services and performance.

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

- The PPHAC provided funding to support the purchase of portable ultrasound equipment and the installation of a charging kiosk in the Emergency Department waiting room.

### 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](#).

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

**Service Improvements resulting from complaints or consumer suggestions over 2019-20**

A whole of Yorke and Northern Local Health Network response is provided in the 2019-20 Yorke and Northern Local Health Network Annual Report, which can be accessed on the [Yorke and Northern Local Health Network website](#).

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



## **Appendix: Audited financial statements 2019-20**