



**Government  
of South Australia**

**WOMEN'S AND CHILDREN'S HEALTH  
NETWORK  
HEALTH ADVISORY COUNCIL INC.  
2018-19 Annual Report**

**WOMEN'S AND CHILDREN'S HEALTH NETWORK  
HEALTH ADVISORY COUNCIL INC.**

72 King William Road North Adelaide SA 5006

[www.wchn.sa.gov.au](http://www.wchn.sa.gov.au)

Contact phone number: 8161 6005

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

ISSN: 2201-1196

Date presented to Minister: 30 September 2019

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 *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 Women's and Children's Health Network Health Advisory Council Inc by:


Lindsey Gough

Chief Executive Officer

Women's and Children's Health Network

Date: 30 September 2019

Signature



## From the Chief Executive Officer

The Women's and Children's Health Network (WCHN) Health Advisory Council Inc. (HAC) was established by the South Australian Minister for Health to undertake an advocacy role on behalf of the community and to provide advice to the Minister and the WCHN in relation to health matters, amongst other functions. In the absence of hospital and health service governing boards in South Australia, the Governing Councils were established as Health Advisory Councils (HACs).

In accordance with the requirements of section 17 of the Health Care Act 2008 (the Act), the HAC is governed by a Constitution determined by the Minister.

In February 2018 the Minister for Health and Wellbeing wrote the WCHN Presiding Member Ms Margaret Wallace and outlined the new SA Health governance arrangements including the establishment of 10 Local Health Network governing boards.

The Minister indicated the current role of the Governing Councils will be taken on by the new governing boards that would be fully operational by 1 July 2019.

An interim chair for the WCHN Governing Board, Mr Jim Birch AM was appointed in August 2018 and the board members appointed in March 2019.

To ensure there was no duplication of effort and resources the WCHN Governing Council unanimously agreed to cease meeting from February 2019.

This brought to a close highly productive partnership between the Governing Council and leadership team of WCHN that helped to improve the provision of health services to consumers, carers and families of the Women's and Children's Health Network.



Lindsey Gough

**Chief Executive Officer**

Women's and Children's Health Network

## Contents

<b>Contents</b> .....	<b>4</b>
<b>Overview: about the agency</b> .....	<b>5</b>
Our strategic focus.....	5
Changes to the agency .....	5
<b>The agency's performance</b> .....	<b>6</b>
Agency specific objectives and performance .....	6
Employment opportunity programs .....	6
Agency performance management and development systems.....	6
Work health, safety and return to work programs .....	6
Executive employment in the agency.....	7
<b>Financial performance</b> .....	<b>8</b>
Financial performance at a glance .....	8
Consultants disclosure .....	8
Contractors disclosure .....	8
Other information .....	9
<b>Risk management</b> .....	<b>10</b>
Fraud detected in the agency.....	10
Strategies implemented to control and prevent fraud.....	10
Whistle-blowers disclosure.....	10
<b>Reporting required under any other act or regulation</b> .....	<b>10</b>
Reporting required under the <i>Carers' Recognition Act 2005</i> .....	11
<b>Public complaints</b> .....	<b>13</b>
Number of public complaints reported .....	13
Service improvements for period .....	13
<b>Appendix: Audited financial statements 2018-19</b> .....	<b>14</b>

## Overview: about the agency

### Our strategic focus

<p><b>Our Purpose</b></p>	<p>The Women's and Children's Health Network (WCHN) Health Advisory Council Inc. was established by the Minister for Health and Ageing to perform the key roles of monitoring and providing advice on improving clinical care outcomes within the Health Network. Particular focus is given to local service integration, performance and the safety and quality of services.</p>
<p><b>Our functions, objectives and deliverables</b></p>	<p>To provide advice to the Chief Executive Officer of the Women's and Children's Health Network (WCHN) to support the achievement of the WCHN and SA Health strategies. The priority performance policy areas for the Council in the last year have been consumer engagement, Aboriginal Women's and Babies' Health and supporting the development of service models which include the most vulnerable members of the WCHN community.</p>

### Changes to the agency

In 2018, the Minister for Health and Wellbeing announced the new SA Health governance arrangements including the establishment of 10 Local Health Network governing boards.

The Minister indicated the current role of the Governing Councils will be taken on by the new governing boards that would be fully operational by 1 July 2019.

The WCHN Governing Council unanimously agreed to cease meeting from February 2019. Members attended a handover meeting with the interim Governing Board Chair Mr Jim Birch on 12 June 2019.

## The agency's performance

Agency specific objectives and performance

The WCHN Health Advisory Council undertakes an advocacy role on behalf of the community.

### Employment opportunity programs

Program name	Performance
Nil	The Health Advisory Council undertakes an advocacy role on behalf of the community, to provide advice and to perform other functions for the Minister and the Women's and Children's Health Network.

### Agency performance management and development systems

Performance management and development system	Performance
The Health Advisory Council undertakes an advocacy role on behalf of the community, to provide advice and to perform other functions for the Minister and the Women's and Children's Health Network.	Not assessed

### Work health, safety and return to work programs

Program name	Performance
The Health Advisory Council undertakes an advocacy role on behalf of the community, to provide advice and to perform other functions for the Minister and the Women's and Children's Health Network.	Not assessed

<b>Workplace injury claims</b>	<b>Current year 2018-19</b>	<b>Past year 2017-18</b>	<b>% Change (+ / -)</b>
Total new workplace injury claims	0	0	0%
Fatalities	0	0	0%
Seriously injured workers*	0	0	0%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0%

\*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

<b>Work health and safety regulations</b>	<b>Current year 2018-19</b>	<b>Past year 2017-18</b>	<b>% Change (+ / -)</b>
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	0	0	0%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	0	0	0%

<b>Return to work costs**</b>	<b>Current year 2018-19</b>	<b>Past year 2017-18</b>	<b>% Change (+ / -)</b>
Total gross workers compensation expenditure (\$)	0	0	0%
Income support payments – gross (\$)	0	0	0%

\*\*before third party recovery

Executive employment in the agency

<b>Executive classification</b>	<b>Number of executives</b>
Not applicable	0

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 Women's and Children's (WCHN) Health Advisory Council Inc. does not have an allocated budget and has not incurred any expenditure in the 2018-19 financial year.

Board fees are paid by WCHN and therefore included in their audited financial statements for the 2017-18 financial year.

### Consultants disclosure

There were no external consultants engaged by the Governing Council, or 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 Nil	Various	0

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

Consultancies	Purpose	\$ Actual payment
Not applicable		0
	Total	0

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

There were no external contractors engaged by the Governing Council, or actual payments made for the work undertaken during the financial year.

#### Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below	Various	0



<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
\$10,000 each – combined Nil		

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Nil		0
	Total	0

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 information**

Nil

## Risk management

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	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), including actions that cannot be undertaken without the approval of the Minister.

### Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

## Reporting required under any other act or regulation

Act or Regulation	Requirement
Health Care Act 2008	Part 4 – Health Advisory Councils Division 3 – Related Matters 22 – Annual Report
(1) A HAC must within 3 months after the end of each financial year, deliver to the Minister a report on the operations of the HAC during that financial year.	

### Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions

The WCHN Governing Council met four times during 2018-19 to review strategy, key performance indicators and metrics. Key issues discussed during this period include:

#### Safety and Quality

The Governing Council received a range of Safety and Quality reports during the year, including information relating to the Health Round Table data, SA Health WCHN Safety and Quality report updates on high profile issues noted in media and presentations on the new

Women's and Children's Hospital. At every meeting consideration was given to how WCHN has managed complaints and feedback with a view to improved service delivery.

### **Consumer and Community Engagement**

The Consumer and Community Partnership Council evaluated and drafted two key documents for the Network the [Consumer, Carer and Community Engagement Strategy 2019-2024](#) and the [Consumer, Carer and Community Engagement Framework 2019-2024](#).

The Strategy builds on the outcomes achieved through the 2015-2018 Consumer Engagement Strategy and is underpinned by the Framework.

The Strategy was developed collaboratively between the Women's and Children's Health Network staff, consumers, carers and community stakeholders.

The Governing Council was represented on the following WCHN groups and committees:

- Consumer and Community Partnership Council
- Strategic Executive Committee.
- WCHN Audit and Risk Committee.
- Gateway Research Review
- Major Capital Projects Committee

### **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.*

In accordance with the SA Health policy directive: Partnering with Carers 2015, WCHN recognises the roles and rights of carers and is committed to ensuring better carer engagement in health care decisions. The directive stipulates:

- Carers are partners in care.
- Carers can be patients and users of the health system.
- Carers can be representatives of both carers and patients in the health system.
- Carers can be an advocate for the person they care for.

The role of carers is recognised in a number of WCHN policies and frameworks which include the:

- Carer Participation Position Statement (SA Health).
- SA Health have also established a MOU with Carer's SA to strengthen the role of carer public participation, with a focus on supporting carers to be active partners in the decisions of local health networks.
- Consumer and Community Engagement Strategy and Responsiveness Plan 2015-18

- Consumer and Community Services Charter of Rights.
- Cultural Leave Policy – Special leave with pay for Aboriginal and Torres Strait Islander staff.

WCHN actively supports this directive and operates within the associated legislation and framework of the *Carers Recognition Act 2005* and the SA Carers Charter.

WCHN actively promoted carers as partners in care by defining and valuing their role within the organisation's revised consumer engagement strategies and to identify their significance within the organisational policies and procedures.

Carers and parents are treated with respect, dignity and compassion and are recognised as integral to the health outcomes of the patients at WCHN and subsequently are encouraged to be involved in all aspects of care and particularly the decision making that impact on the child.

In demonstrating the commitment to recognise of the importance of Aboriginal carers and patients, the WCHN has facilitated the inclusion of a cultural specific statement in every Perinatal Practice Guideline. The statements aim to support clinicians provide respectful care of the aboriginal patient and to include carers and families in their clinical management strategies.

The WCHN also facilitates human resource policies and procedures that promote carer friendly workplaces by providing flexible working arrangements for the staff, such as personal carers and cultural leave.

The WCHN also actively engages its carers in public participation and engagement activities. This is evidenced by carer positions as part of the consumer and carer governance structure that is operationalizing decisions within safety, quality and comfort.

In 2018-19 quality improvements to strengthen the voice of carers included:

- Consumer participation on WCHN Committees, working groups and advisory groups. In 2018 a young carer space was allocated to the youth advisory committee.
- In October 2018 a Grand Round was held in National Carers Week with a WCHN Carer providing a key note address with the Director Consumer and Community Engagement.
- Draft version of the 2019 – 2024 strategy and framework for consumer engagement reflects the role of carer within the title “Consumer, Carer and Community Engagement Strategy and Consumer, Carer and Community Engagement Framework”

## Public complaints

### Number of public complaints reported

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](#)

### Service improvements for period

Service improvements that responded to customer complaints or feedback

With the support of the Friends of the Women's and Children's Hospital Inc the WCHN provides staff, consumers and community members an incentive to think differently about responding to consumer-reported outcome measures.

A Person and Family Centred Care Passion Project, known as the "Passion Projects", equips services, wards or units to co-design with consumers and the community quality improvements based on consumer feedback.

WCHN Division	Project
Allied Health, Aboriginal Liaison and Women's and Babies Division	Co-designing a culturally appropriate antenatal physio education session: a collaboration with consumers
Child Adolescent Mental Health Services	My Space, enhancing environments in Helen Mayo House
Dialysis and Medical Day Unit. Paediatric Medicine	Virtual Reality Distraction during Minor Procedures
Youth and Women's Safety and Wellbeing Division	What about us? – Youth Homelessness Project  Consumer lived experience resource
Child and Family Health Service (CaFHS) Elizabeth Grove	Child Development Room welcome project
Allied Health and Aboriginal Liaison	Nutrition education video and resources for women diagnosed with gestational diabetes

## **Appendix: Audited financial statements 2018-19**

The WCHN Health Advisory Council Inc. does not have an allocated budget. Expenditure relating to Board fees are paid by WCHN, and therefore included in their audited financial statements for the 2018-19 financial year.