



**Government
of South Australia**

HEALTH PERFORMANCE COUNCIL

2018-19 Annual Report

HEALTH PERFORMANCE COUNCIL

Unit 6, 60 Hindmarsh Square, Adelaide SA 5000
PO Box 3246 Rundle Mall SA 5000

ABN 97643356590

www.hpcsa.com.au

Contact phone number: 08 8226 3188

Contact email: healthhealthperformancecouncil@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 *Health Care Act 2008* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

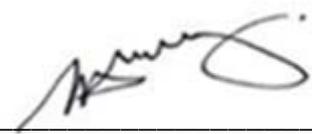
This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Health Performance Council by:

Mr Steve Tully

Chair, Health Performance Council

Date 27/09/2019

Signature 

From the Chair



I am proud to present the 2018-19 Annual Report of the Health Performance Council; a year in which the council marked its tenth anniversary and presented its third 4-yearly report to the Minister that was tabled in Parliament in April 2019.

With the formation of Health Performance Council on 1 July 2008 (*Health Care Act 2008*), South Australia became the first state with a separate body that regularly reviews the performance of its health systems and provides advice to the Minister for Health and Wellbeing. The council consistently monitors and reports meaningful and useful information about social determinants of health and performance of public and private services to support equity of health and wellbeing, and stimulate system improvements in access, quality and safety. We work to ensure that across our system, from community and consumers to policy makers, everyone has an accurate picture of where concerns are and where policy makers and service providers are getting it right. For over ten years, the council has been a consistent supporter of the State's goals to keep South Australians healthy and caring for them when they need it, from the framework of the 2007 South Australia's Strategic Plan to our current government's plans for engaging communities and clinicians for better health and better prevention for a healthy South Australia.

As Chair, I have the pleasure of presiding over a council that is committed to supporting health system improvements by providing South Australia with 4-yearly expert appraisals of its health systems, and year-on-year audit reports and statistical monitoring of health system performance.

In 2018-19, as well as publishing the 4-yearly report and all council meeting minutes, we released a dozen other reports from the output of Leaders' Forum meetings with key stakeholder groups to completed reviews of South Australian health strategies such as the post-implementation review of Country Health SA's Aboriginal Community & Consumer Engagement Strategy and policy analysis of Improving End of Life Care for South Australians.

We have ambitious plans for 2019-20 to include new sets of indicators of equity of health outcomes for people with mental health and addiction issues within our State of Our Health statistical resource; publish a range of summary measures of end-of-life care in South Australia from demographic changes to calculations of unmet need for services; and publish our 2nd analysis of hotspots of potentially preventable hospitalisation in South Australia's public hospitals.

Across 2019-20, the council has three new audit projects:

- assessing equity of health outcomes for people with disability engaging with health services
- developing a tailored audit tool to measure institutional racism in local health services
- monitoring implementation of the SA Health and Wellbeing Strategy 2019-2024.

We work to deliver reviews with robust information and analysis to report about important health topics. Crucially, we involve stakeholders including statutory agencies, community leaders, bodies prescribed in Health Performance Council regulations (2008) and Country Health Advisory Councils (HACs) to raise and debate issues, because we know reporting performance indicators is not an end in itself: it is only when someone uses these measures that they accomplish improvement in our health system and improvement in health outcomes.

In closing, I acknowledge how well we are supported in fulfilling our mandate when we work with community organisations, university researchers, members of all of our advisory groups and Leaders' Forums, and State Government officers who generously share their research, insights and time to help progress the council's work.



Steve Tully

Chair

Health Performance Council

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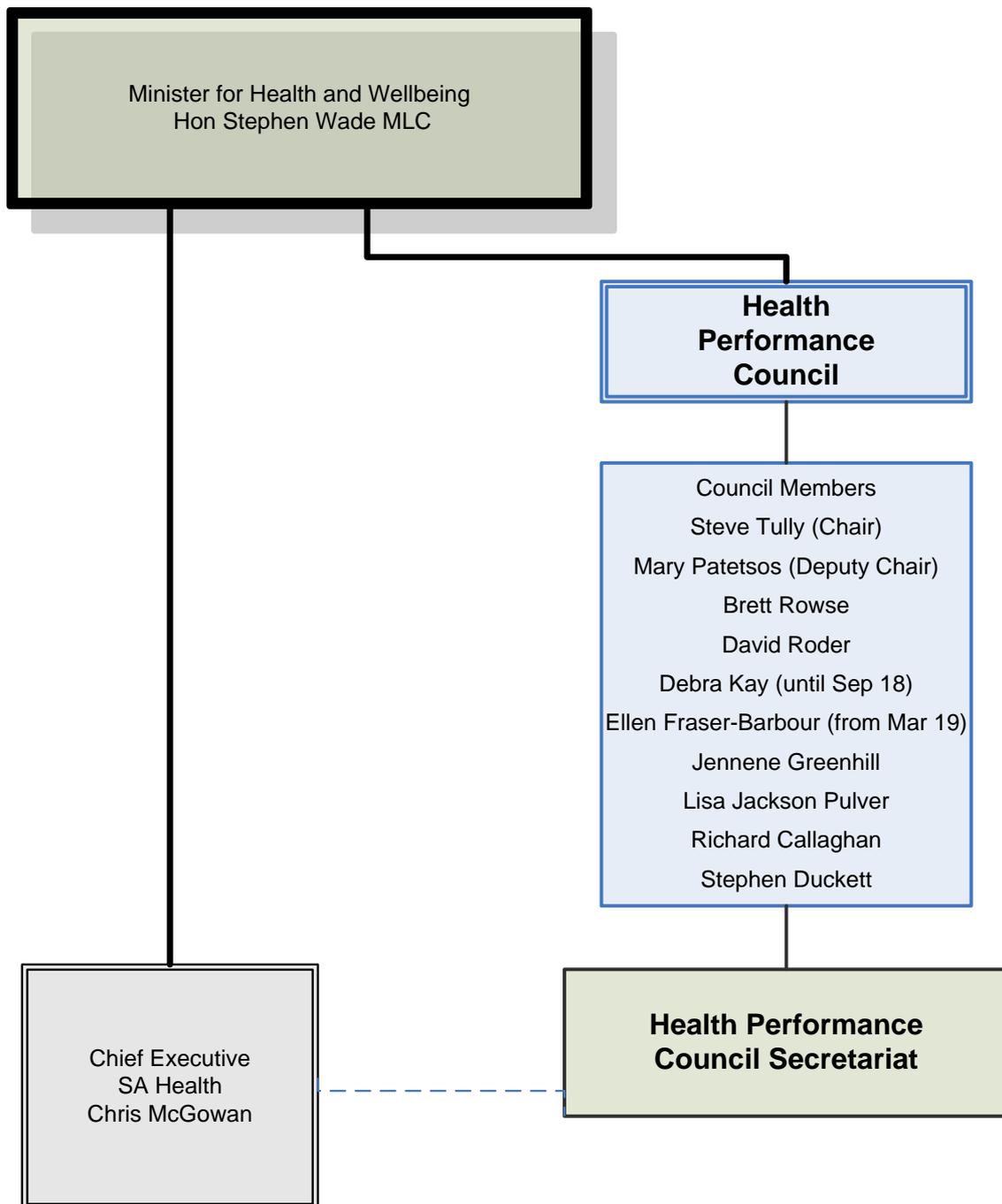
Overview: about the Council

Our strategic focus

<p>Our Purpose</p>	<p>The Health Performance Council (HPC) is a statutory Ministerial advisory body and is South Australia's only review body providing expert monitoring of population health outcomes and health system performance that supports accountability, information transparency and public trust.</p> <p>Health Performance Council responsibilities under the <i>Health Care Act 2008</i> (the Act) are:</p> <ol style="list-style-type: none"> 1. Provide advice to the Minister about: <ul style="list-style-type: none"> • the operation of the health system • health outcomes for South Australians and, as appropriate, for particular population groups • the effectiveness of methods used within the health system to engage communities and individuals in improving their health outcomes. 2. Provide reports to the Minister in accordance with the requirements of the Act. <p>Health Performance Council recognises Aboriginal and Torres Strait Islander people as two separate groups. However, for the remainder of this document we refer to Aboriginal people in recognition that Aboriginal people are the original inhabitants of South Australia. We also acknowledge the complexity and diversity of the Aboriginal communities of South Australia, recognising each has its own beliefs and practice.</p> <p>The Health Performance Council acknowledges the Aboriginal peoples of South Australia and their ongoing contributions to and participation in the life of South Australia. We acknowledge and respect their spiritual relationship with their respective countries.</p> <p>We also acknowledge the diversity of Aboriginal people in South Australia. Our Australian continent is known to have been inhabited for at least 55,000 years. The first inhabitants comprised over 270 different Aboriginal language/cultural groups across Australia, with 40 independent groups living in South Australia. Each group occupied its own territory and had its own unique culture, beliefs, laws, language, stories, ceremonies and art (Reconciliation SA, 2017). Aboriginal peoples in their diversity have demonstrated resilience and have made significant contributions to South Australia despite the ongoing effects of colonisation and dispossession.</p>
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<p>Our Vision</p>	<p>South Australia has a safe, high quality, integrated health system with appropriate community engagement that contributes to optimal health outcomes for South Australians. Our vision is for South Australia to be recognised as having an independent and evidence based appraisal of its health system.</p>
<p>Our functions, objectives and deliverables</p>	<p>To provide independent advice to the Minister for Health and Wellbeing consistent with the legislated functions under the <i>Health Care Act 2008 (the Act)</i> on improving the health status of South Australians and the overall performance of the health system including engagement of individuals and communities.</p> <p>On a 4-yearly basis, to furnish to the Minister a report that assesses the health of South Australians and changes in health outcomes over the reporting period and reports the key dimensions of health system performance from a state-wide population perspective using analysis of demographic, health services utilisation and health outcomes data in line with objectives in the Act.</p> <p>In 2018-19, Health Performance Council work objectives contributing to the 4-Yearly Review were to:</p> <ul style="list-style-type: none"> • provide an authoritative resource that describes population health outcomes and health system performance • expertly monitor and comment on changes over time • highlight areas where improvement is possible • contribute to improving measures of population health outcomes and health system performance.

Our organisational structure



In 2018-19, Health Performance Council advisory groups included:

- Aboriginal Leaders' Forum Planning Working Group
- Review of the Country Health SA Local Health Network Aboriginal Community and Consumer Engagement (ACCE) Strategy advisory group
- Revisit Review of Improving End of Life Care Case Study advisory group

Information relating to the work of these groups and Output Reports from Leaders' Forum meetings can be found at: http://www.hpcsa.com.au/get_involved

Changes to the Council

During 2018-19 there were no changes to the Council's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

Hon Stephen Wade MLC Minister for Health and Wellbeing

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 Council Members

Mr Steve Tully, Chair of Health Performance Council

Appointment from 29 May 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Steve Tully is the immediate past South Australian Health and Community Services Complaints Commissioner.

Previous to this role and for many years, Steve was the state Electoral Commissioner in South Australia and Victoria. Steve has many years' experience in the executive service within the state public service in SA, principally within the arts, mental health and the Department for Local Government.

Steve over the past six years has aimed to improve the safety and quality of health and community services in South Australia, through the provision of a fair and independent means for the assessment, conciliation, investigation and resolution of complaints; as well as the expert evaluation, investigation and reporting on systemic issues of concern.

Steve values honesty, transparency, open disclosure and integrity. He strongly believes that every person is important and that every person has a right to be treated with the dignity and respect they deserve when seeking, using and providing health services in South Australia.



Ms Mary Patetsos, Deputy Chair

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Mary Patetsos is a non-executive Director with a blend of academic qualifications and employment experiences covering economic, infrastructure and social policy areas. She has experience and skills in auditing and financial modelling and particularly Aged Care and Housing.



Mary is Chair of Aged Care Housing Group, Chair of the Federation of Ethnic Communities Council of Australia and previous Member of the South Australian Social Inclusion Board. As Chair of the Audit Committee of the South Australian Department of Communities and Social Inclusion, Mary is required to apply rigorous scrutiny to sensitive and critical areas of government spending. Mary holds a number of non-executive positions including Power Community Limited and Council Member, University of South Australia and Board Member Northern Adelaide Local Health Network (NALHN) and Board Member Catherine House Inc.

Mary is also on the Commonwealth Health Department Diversity Committee and SBS Community Advisory Committee. Her skills and experience combined with an extensive national network enable her to add significant value to organisations at many levels. In particular, her commitment to achieve positive experiences for people drives her ambition. She contends that a strong belief in the worthiness of learning and work have become her key motivators.

Mr Richard (Rick) Callaghan

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Rick Callaghan is an Executive Director and Chairman of the Yaran Group of Companies and is an Aboriginal man from an extended Potaruwutj family that comes originally from the Padthaway or Tatiara region of South Australia.



His experiences cover economic, corporate and trust administration, quality management, mediation and negotiation involving native title, commercial development and social policy areas. Is an executive and non-executive director on several private company boards, including RASAC Board on the APY Lands, for the past 9 years. He is a current member of the Health Performance Council and the South Australian Aboriginal Advisory Committee and Rural Remote Mental Health Board. He has experience in quality auditing and business systems. He is a currently consulting in the aged care and health systems.

He is passionate about the ongoing improvement in Indigenous economies. He believes that the way forward is for First Nations people to be engaged and fully participating in the ongoing development of Australia's mainstream economy, and that this can only be attained by improved education, sustainable health services, improved quality of life, diversity and long-term sustainable health service delivery.

He has worked in all States and Territories of Australia during his 20 plus year consulting career.

Dr Stephen Duckett

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Stephen Duckett is Director of the Health Program at Grattan Institute in Melbourne, Emeritus Professor of Health Policy at La Trobe University and is one of the interstate Council members with the Health Performance Council of South Australia. He has held senior health care leadership positions in Australia and Canada, with a reputation for creativity, evidence-based innovation and reform in areas as diverse as hospital funding (introduction of activity-based funding for hospitals) and quality (new systems of measurement and accountability for safety of hospital care).



Stephen is an economist with a Masters and PhD in Health Administration from the University of New South Wales and a higher doctorate, the DSc, awarded on the basis of his scholarly contributions, from the Faculty of Medicine of the same University. He is a Fellow of the Academy of the Social Sciences in Australia, the Australian Academy of Health and Medical Sciences and the Institute of Company Directors.

Ms Ellen Fraser-Barbour

Appointment from 14 March 2019 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Ellen is a full time PhD Candidate funded by the Australian Postgraduate scholarship at Flinders University in South Australia.

She is also a casual academic.

Before starting her PhD, in 2017, Ellen worked in a range of different roles in the disability sector including as a Disability Developmental Educator (Allied Health), Specialist Support Coordinator, team leader, family support worker and therapy assistant. Ellen is passionate about disability and human rights and has a particular focus on safety and prevention of discrimination, harm and neglect. She identifies as a person with lived experience of disability herself and has been involved in various peer-led advocacy groups including Julia Farr Youth, Deafblind Association, the board of Deafness Forum of Australia and others.



Professor Jennene Greenhill

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Professor Jennene Greenhill is the Associate Dean and Director of Flinders University Rural Health. She started her career as a registered nurse in Queensland, and took on a range of roles including Assistant Director of Nursing, Nurse Educator, Senior Project Officer, Research Fellow, and Senior Lecturer.

As Director of the Flinders University Rural Health, Jennene oversees rural programs for medical, nursing, paramedic, speech pathology, social work and dietetics students. Jennene has an international research profile in rural health, clinical practice and education. Flinders University Rural Health is renowned for innovative rural placements for health professional students and research that has changed health policy and makes a significant impact in communities.



Professor Lisa Jackson Pulver AM

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Lisa Jackson Pulver is a proud Wiradjuri Koori woman with connections to south western and northern NSW, South Australia and beyond. She is an academic leader, a recognised expert in public health and prominent researcher, educator and advocate for Aboriginal and Torres Strait Islander Health and Education.

Lisa is the Deputy Vice-Chancellor, Indigenous Strategy and Services at the University of Sydney. She is also a Group Captain in the RAAF Specialist Reserve (Public Health Epidemiologist) and is currently posted to the Director General, Personnel Air Force as specialist advisor to the Chief of Air Force.



Lisa has committed to a career that translates her work into research capacity building for health care workers and improved health status for Aboriginal and Torres Strait Islander people. This includes partnerships with co-investigators in both adult and child health studies and life-cycle risk factors. She has served as a member of a number of strategic committees and working groups, including Australian Health Ministers Advisory Council's (AHMAC) National Advisory Group Aboriginal & Torres Strait Islander Health Information and Data (NAGATSIHID), and a ministerial appointment to the Australian Statistical Advisory Council.

Ms Debra Kay, PSM

Appointment from 2 August 2016 until 9 September 2018, pursuant to the provisions of the *Health Care Act 2008*.

Debra is a consumer representative. She originally trained as a teacher and has undertaken health curriculum development, policy and research. She has worked with The Smith Family and was CEO of Asthma Australia. Debra is currently a Research Fellow in the Faculty of the South Australian Health and Medical Research Institute (SAHMRI); has several government committee appointments including as Chair of the MBS (Medicare) Review Consumer Panel; is an NPS: Medicinewise Director; Chairs the Board of the Health Consumers Alliance of South Australia; and undertakes pro bono roles with a wide range of community organisations.



Professor David Roder AM

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

David Roder is Chair of Cancer Epidemiology and Population Health at the University of South Australia. He has been a Senior Population Health Advisor and Consultant Epidemiologist for Cancer Australia since 2007 and Cancer Institute NSW since 2004. He is a Senior Principal Research fellow and holds the Beat Cancer Research Chair funded by Cancer Council's Beat Cancer Project on behalf of its donors and the State Government through the Department of Health.



David is also an Adjunct Professor at Flinders University and Monash University. He has been affiliated with over 20 lead committees, standing as Chair on many of these, including the National Quality Safety Monitoring Committee, Cervical Screening; Cancer Monitoring Advisory Group, Australian Institute of Health and Welfare; and CanTeen Youth Cancer Service Data Advisory Committee. He is on the Executive of the Asia Pacific Organization of Cancer Prevention and works on developing the Pacific Regional Hub of the International Agency for Research on Cancer.

Mr Brett Rowse

Appointment from 2 August 2016 until 1 August 2020, pursuant to the provisions of the *Health Care Act 2008*.

Brett Rowse worked for 35 years in Treasury and Finance Departments at both the national and State level covering a diverse range of public sector policy issues. He retired from the position as Under Treasurer, Department of Treasury and Finance on 30 November 2015.



Brett chaired the SAFA Board and was also a Board member of the Adelaide Festival, Motor Accident Commission and Funds SA. From July 2016 Brett is Chair of the Essential Services Commission of South Australia.

Legislation administered by the Council

Health Care Act 2008

The Council's performance

Council strategies and contribution to whole of Government objectives

Key strategy	SA Government objectives
To identify significant trends in the health status of South Australians and consider future priorities for the health system having regard to trends in health outcomes, including trends that relate to particular illnesses or population groups.	<p>A Premier's plan – Engaging communities and clinicians for better health; Better prevention for a healthy South Australia</p> <p>Including all-of-SA population targets important to the council's objectives:</p>
To review the performance of the various health systems established within the State in achieving the objects of the <i>Health Care Act 2008</i> .	<p>Healthy South Australians</p> <p>Aboriginal healthy life expectancy</p> <p>Aboriginal wellbeing</p> <p>Aboriginal early childhood – birth weight</p> <p>Aboriginal employees</p>
To identify any other significant issues considered relevant by Health Performance Council.	<p>Smoking</p> <p>Alcohol consumption</p> <p>Healthy weight</p> <p>Health service standards</p>
To conform with any requirements of the Minister as to the form of the report and other matters to be addressed by the report.	<p>Chronic disease</p> <p>Psychological wellbeing</p> <p>Safe communities</p> <p>Healthy neighbourhoods</p> <p>Leader in health research and ageing</p>

Council specific objectives and performance

Council objectives	Indicators	Performance
HPC's 4-Yearly Review (2015-2018) Report under our Act	<ul style="list-style-type: none"> - deliver the 2018 report to the Minister by the end of December 2018 - communicate the 2018 report after it is tabled in Parliament of South Australia within 12 sitting days of receipt - scope HPC audits that support advice in the report 	<ul style="list-style-type: none"> - delivered on 21 December 2018 - distributed to key stakeholders in April 2019 - established 2019-20 audit program in May 2019
HPC's State of Our Health (SOOH) statistics	<ul style="list-style-type: none"> - maintain the update cycle for SOOH as business-as-usual - develop and incorporate monitoring health outcomes for people with mental health and addiction issues in South Australia - produce a South Australian summary report of Productivity Commission Report on Government Services (ROGS) Health report 	<ul style="list-style-type: none"> - updated in September 2018 - delivered and distributed to key stakeholders in March 2019 - included a feature on mental health indicators in the ROGS summary in March 2019
HPC's Revisit of End of Life Care Review	<ul style="list-style-type: none"> - produce a revisit review of end of life care model in South Australia assessing change since the 2013 HPC report - produce an indicator report on end of life care using linked dataset activity contingent on ethics committee approval. 	<ul style="list-style-type: none"> - delivered and distributed to key stakeholders in November 2018 - finalised and distributed to data custodians for approval under conditions of the SA Department for Health and Wellbeing Human Research Ethics Committee (HREC) oversight in June 2019

Council objectives	Indicators	Performance
<p>HPC's Post-implementation Review of the Country Health SA Local Health Network (LHN) Aboriginal Community and Consumer Engagement (ACCE) Strategy working with the Aboriginal Leaders' Forum</p>	<ul style="list-style-type: none"> - convene Aboriginal Leaders' Forum with Wardliparingga SAHMRI at least once a year - produce a post-implementation review report on implementation process and outcomes of Country Health ACCE Strategy - produce a review report written for a community audience - conduct HPC audits that support advice in the report 	<ul style="list-style-type: none"> - delivered two Aboriginal Leaders' Forum meetings published output reports in October 2018 and May 2019 - delivered and distributed audit report to key stakeholders in January 2019 - finalised community audit report and distributed to project advisory group for approval in June 2019 - scoped the audit and commenced developing a prototype tailored audit tool to measure institutional racism in local health services
<p>HPC's Audit of equity of health outcomes for people living with disability and engaging with health services</p>	<ul style="list-style-type: none"> - convene consumer & community majority project advisory group - analyse linked data set contingent on ethics committee approval 	<ul style="list-style-type: none"> - scoped the co-design approach to the audit to incorporate lived experience and stakeholder informed questions & findings in the analysis - submitted SA NT Datalink Expression of Interest request for linked data set

Employment opportunity programs

Program name	Performance
HPC Secretariat staff participate in the Department for Health and Wellbeing employment opportunity programs	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to www.sahealth.sa.gov.au

Council performance management and development systems

Performance management and development system	Performance
HPC Secretariat staff participate in the Department for Health and Wellbeing performance management and development system programs	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to www.sahealth.sa.gov.au

Work health, safety and return to work programs

Program name	Performance
HPC Secretariat staff participate in the Department for Health and Wellbeing occupational health, safety and rehabilitation programs	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff. Refer to www.sahealth.sa.gov.au

Workplace injury claims	2018-19	2017-18	% Change (+ / -)
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)

Work health and safety regulations	2018-19	2017-18	% Change (+ / -)
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%

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

**before third party recovery

Data for previous years is available at: [Data SA](#)

Executive employment in the Council

Executive classification	Number of executives
Nil to report	0

Data for previous years is available at: [Data SA](#)

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 Council.

Financial performance

Financial performance at a glance

***A response is provided in the Department for Health and Wellbeing 2018-19 Annual Report, which can be accessed on the [SA Health website](#).

Consultants disclosure

***Data for consultancies procured by the HPC's Secretariat, a division of the Department for Health and Wellbeing, are included in the department's 2018-19 Annual Report, which can be accessed on the [SA Health website](#).

See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Contractors disclosure

Data for previous years is available at:

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the Council list of contracts](#).

The website also provides details of [across government contracts](#).

Risk management

Fraud detected in the Council

Category/nature of fraud	Number of instances
Nil to report	0

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

HPC complies with the SA Health Fraud and Corruption Control Policy Directive and Plan, and accordingly aligns procedures for the identification and reporting of fraud and corruption with the South Australian Public Sector Fraud and Corruption Control Policy which was released in January 2016. Refer to www.sahealth.sa.gov.au

Data for the past five years is available at: [Data SA](#)

Whistle-blowers disclosure

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

0

Data for the past five years is available at: [Data SA](#)

Reporting required under any other act or regulation

Act or Regulation	Requirement
Not applicable	

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* 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

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	Nil
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	Nil
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	Nil
Communication	Communication quality	Inadequate, delayed or absent communication with customer	Nil
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	Nil
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	Nil
Service delivery	Access to services	Service difficult to find; location poor; facilities/environment poor standard; not accessible to customers with disabilities	Nil
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	Nil
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	Nil
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	Nil
Service quality	Information	Incorrect, incomplete, out dated or inadequate	Nil

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
		information; not fit for purpose	
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	Nil
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	Nil
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	Nil
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	Nil
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another Council; insufficient information to investigate	Nil
		Total	0

***A response is provided in the Department for Health and Wellbeing 2018-19 Annual Report, which can be accessed on the [SA Health website](#).

Data for the past five years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-public-complaints>

Appendix: Audited financial statements 2018-19

Not applicable. Financial matters relating to the HPC and HPC Secretariat, being a division of the Department for Health and Wellbeing, are included in the department's Annual Report which can be found at SA Health website.