



**Government  
of South Australia**

# Health Performance Council **2019-2020 Annual Report**

**HEALTH PERFORMANCE COUNCIL**

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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 17 September 2020

Signature

A handwritten signature in black ink, appearing to read 'Steve Tully', is written above a horizontal line that serves as a signature line.

## From the Chair



This has been a tumultuous and important year in the Health Performance Council's work. Particularly in the last half of this year, the council recognises and thanks all of our health services and workforce for looking after South Australians while the COVID-19 pandemic impacts our country.

This year, Health Performance Council has continued its strong delivery of new reports and insights advising the Minister for Health and Wellbeing on health systems' performance and population health outcomes that matter on health access, equity, safety and quality. We increase the public availability of information about health and health services in South Australia, and present this at a local level and by specific population groups wherever the data allow.

Our findings matter. They matter because collectively they advise the Minister and through public release of all our work, allow the community, including our health community, to see where policies and models of care might be implemented and working well. Our reports enable policy makers to identify good performance and provide information to help target new work and new investment to improve effectiveness of health services and improve population health outcomes. We produced a monitoring report that offered a set of indicators on SA Health's new Health and Wellbeing Strategy 2020-2025, and these baseline statistics stand as a tool to hold the system to account.

We bring people together to raise and debate issues, and through involvement to shape our work. Our audits combine expert data analysis with bringing together communities of interest in meetings to raise and debate issues. In 2019-20, we hosted stakeholder events in the Riverland and Limestone Coast, and our regional council meeting in Mount Gambier. Under COVID-19 workplace conditions, the council has pivoted deftly and creatively to remote engagement methods. Our audit of institutional racism in South Australian health services designed a remote Delphi method to complete the validation of our audit tool and finish this important work. In June, and into next financial year, Aboriginal Leaders' Forum is running as shorter video conference meetings to continue to connect people and add value while we aren't in a position to host face-to-face gatherings.

Our reports have impact. The council's advice on improving data availability and use for improving health research and audit, provided in both our 2014 and 2018 4-yearly reviews, is part of the spark for developing State legislation to make private hospital data available for linkage with public hospital data for research and audit. Our 2019 review of the Country Health Aboriginal Consumer and Community Engagement

Strategy has guided regional Local Health Networks in 2019-20 in their own co-design and implementation of their regulatory community and consumer engagement plans, enabling collaboration from Aboriginal stakeholders in shaping the decision-making processes that impact health care access and daily lives.

The Health Performance Council is continuing to deliver, publicly and transparently, on its functions to advise the Minister, as South Australia's only statutory external expert health system review body, on how the state's health system is operating, on health outcomes for South Australians – not only as an atomic whole but in detail for specific population groups – and on the effectiveness of the system's community and consumer engagement methods. And we have a program of work to continue to do so for the rest of our 2018–2022 statutory reporting cycle and into the future.

What's most important to us is maintaining our strong focus on highlighting where we see inequities for vulnerable and specific population groups or widening disparities in health in South Australia, and through monitoring and reporting publically improve system accountability. While the COVID-19 emergency is now, the implications for the medium to longer term are no less important to have in sight.

On 1 August 2020, my term as Chair of the Health Performance Council and the terms of all council members expire. Colleagues who have not served eight years, could be eligible for reappointment, but the Health Care Act requires that there are five of our members who must stand aside when terms expire.

I thank the council for its wisdom, guidance and strategic oversight. I thank our many stakeholders for their considered input, and thank the secretariat team who at all times show the highest level of professionalism, integrity and commitment to the quality of our work.

I have been honoured and privileged to serve as a member, and, since 2016, as Chair, of the Health Performance Council. I am immensely proud of the work we have done. I wish all well who take over the future work of the Health Performance Council within the reformed SA Health and Wellbeing structure.

All of the Health Performance Council's reports, and our updated population health statistics such as State of Our Health, are available from our website ([hpcsa.com.au](http://hpcsa.com.au)).



Steve Tully

**Chair**

**Health Performance Council**

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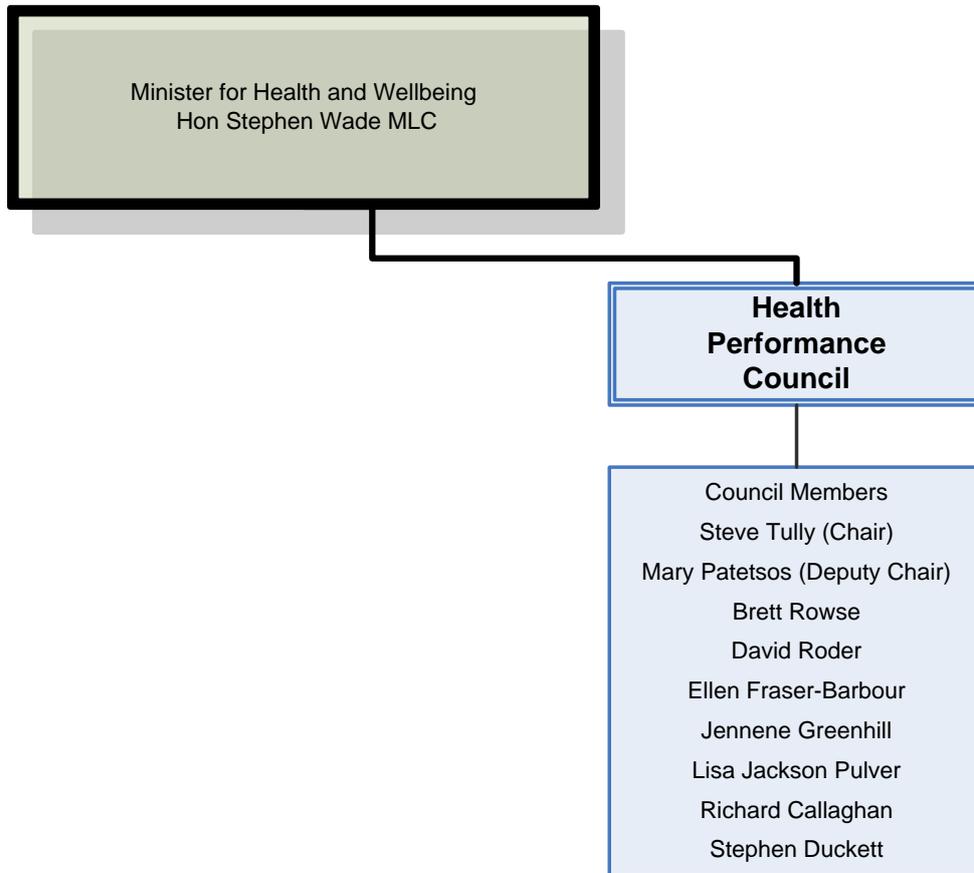
## Overview: about the agency

### Our strategic focus

<p><b>Our Purpose</b></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"> <li>1. Provide advice to the Minister about: <ul style="list-style-type: none"> <li>• the operation of the health system</li> <li>• health outcomes for South Australians and, as appropriate, for particular population groups</li> <li>• the effectiveness of methods used within the health system to engage communities and individuals in improving their health outcomes.</li> </ul> </li> <li>2. Provide reports to the Minister in accordance with the requirements of the Act.</li> </ol> <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><b>Our Vision</b></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><b>Our functions, objectives and deliverables</b></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"> <li>• provide an authoritative resource that describes population health outcomes and health system performance</li> <li>• expertly monitor and comment on changes over time</li> <li>• highlight areas where improvement is possible</li> <li>• contribute to improving measures of population health outcomes and health system performance.</li> </ul>

## Our organisational structure



The section should reflect the structure of the agency as at 30 June of the relevant financial year.

In 2019-20, Health Performance Council advisory groups included:

- Aboriginal Leaders' Forum Planning Group
- Disability and Health Outcomes Project 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](http://www.hpcsa.com.au/get_involved)

### Changes to the Council

During 2019-20 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.



Before 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 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 a Principal Research Fellow at the University of Western Australia. 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, Senior Lecturer and Associate Professor.



She has been the national chair of the Federation of Rural Academic Medical Educators. As Associate Dean and Director of the Flinders University Rural Health, Jennene oversaw 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. She is renowned for innovative clinical 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*.

Professor Jackson Pulver is a proud 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.



Professor Jackson Pulver is 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.

She serves as a member of a number of Boards and strategic committees including a ministerial appointment to the Australian Statistical Advisory Council, Committee / Board membership of the Australian Medical Council and Board membership to Praxis Australia.

### **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 agency**

*Health Care Act 2008*

## The Council's performance

Key objective	Council's contribution
<p><b>A Premier's plan –</b> Engaging communities and clinicians for better health; Better prevention for a healthy South Australia.</p> <p><b>Including all-of-SA population targets important to the council's objectives:</b> Healthy South Australians Aboriginal healthy life expectancy Aboriginal wellbeing Aboriginal early childhood – birth weight Aboriginal employees Smoking Alcohol consumption Healthy weight Health service standards Chronic disease Psychological wellbeing Safe communities Healthy neighbourhoods Leader in health research and ageing</p>	<p>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> <p>To review the performance of the various health systems established within the State in achieving the objects of the Health Care Act 2008.</p> <p>To identify any other significant issues considered relevant by Health Performance Council.</p> <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>

## Agency specific objectives and performance

Council objectives	Indicators	Performance
<p>HPC's 4-yearly review (2018)</p>	<ul style="list-style-type: none"> <li>- communicate with stakeholders internal to SA Health system and peak bodies on agreed advice in HPC's 4-Yearly Review (2015-2018) Report</li> <li>- scope HPC audit program deliverable by 1 August 2020 (end of current member term)</li> <li>- follow up deliverables that support agreed advice made in the 4-yearly report including               <ul style="list-style-type: none"> <li>• the availability and use of data, and robust analysis and transparent reporting on health outcomes, including patient-reported outcomes that arise from services in public and private sectors, to inform clinical improvement and policy-making</li> <li>• listening to all staff and consumer voices for insight into what works and what could be better at the frontline of service provision</li> <li>• workforce planning aligned with every new strategy</li> <li>• tackling discrimination and racism in the health system, as reported by consumers and staff</li> <li>• clearly describing how the new governing boards must work to ensure their governance reflects all dimensions of quality and safety, and access and equity, within their local health networks and collectively across the health system for all consumers and communities.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- delivered in July 2019</li> <li>- delivered in July 2019</li> <li>- delivered submission to the SA Productivity Commission in April 2020</li> <li>- delivered comment on SA Health's consultation draft Consumer, Carer, and Community Feedback and Complaints Strategic Framework in May 2020</li> </ul>
<p>HPC's audit of institutional racism in various health systems in SA based on Marrie&amp; Marrie framework</p>	<ul style="list-style-type: none"> <li>- develop a prototype audit tool for South Australia</li> <li>- host two Aboriginal Leaders' Forum meetings each year and convene the planning group.</li> <li>- conduct the desktop audit</li> </ul>	<ul style="list-style-type: none"> <li>- delivered in August 2019</li> <li>- hosted in November 2019 and June 2020</li> <li>- conducted in June 2020</li> </ul>

<b>Council objectives</b>	<b>Indicators</b>	<b>Performance</b>
HPC's State of Our Health (SOOH) statistics	<ul style="list-style-type: none"> <li>- maintain the update cycle for SOOH as business-as-usual</li> <li>- develop monitoring health access and outcomes for people with mental health and addiction issues in South Australia</li> <li>- produce a South Australian summary report of Productivity Commission Report on Government Services (ROGS) Health report</li> </ul>	<ul style="list-style-type: none"> <li>- updated in September 2019 and May 2020</li> <li>- delivered in June 2020</li> <li>- delivered in March 2020</li> </ul>
HPC's Monitoring the effects of implementing the South Australian Health and Wellbeing Strategy	<ul style="list-style-type: none"> <li>- produce an indicator report providing baseline statistics on the Health and Wellbeing Strategy 2020-2025</li> </ul>	<ul style="list-style-type: none"> <li>- delivered and distributed to key stakeholders in March 2020</li> </ul>
HPC's examination of health system data for indicators of potentially preventable hospitalisations using Grattan 'Perils of Place' (2016) method	<ul style="list-style-type: none"> <li>- produce a second report on hotspots of potentially preventable admissions to South Australia's public hospitals, updating the first report from 2017</li> <li>- contribute as a partner in the SA Health 'Areas to Act' report based on the Grattan paper</li> </ul>	<ul style="list-style-type: none"> <li>- delivered in November 2019</li> <li>- hosted data group for Areas to Act project</li> </ul>

<b>Council objectives</b>	<b>Indicators</b>	<b>Performance</b>
HPC's Audit of equity of health outcomes for people living with disability and engaging with health services	<ul style="list-style-type: none"> <li>- conduct a community consultation to elicit experiences of people with disability engaging with health services</li> <li>- analyse linked data set contingent on approval of the Office for Data Analytics process for data sharing between state government departments</li> </ul>	<ul style="list-style-type: none"> <li>- delivered consultation opportunities in face to face state-wide meetings and online in March and April 2020</li> <li>- consultation output report delivered in May 2020</li> <li>- pursued request for linked data set</li> </ul>
HPC's revisit review of South Australia's Palliative Care Services Plan 2009-16	<ul style="list-style-type: none"> <li>- produce a statistical addendum to complement our 2018 revisit review looking at long-term trends and outcomes in public hospital utilisation in the months before a person's death in South Australia, with attention to additional detail by geographies and by specific and vulnerable population groups.</li> </ul>	<ul style="list-style-type: none"> <li>- released in August 2019.</li> </ul>

## Corporate performance summary

### Employment opportunity programs

<b>Program name</b>	<b>Performance</b>
HPC Secretariat staff participate in the Department for Health and Wellbeing employment opportunity programs	<p>The Department for Health and Wellbeing Annual Report on the SA Health Website highlights key programs available to staff.</p> <p>Refer to <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a></p>

### Agency 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 <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>

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

Program name	Performance
HPC Secretariat staff participate in the Department for Health and Wellbeing work health, safety and return to work programs	The Department for Health and Wellbeing Annual Report on the SA Health Website highlights performance of key programs available to staff. Refer to <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>

Workplace injury claims	Current year 2019-20	Past year 2018-19	% 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)

<b>Work health and safety regulations</b>	<b>Current year 2019-20</b>	<b>Past year 2018-19</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 2019-20</b>	<b>Past year 2018-19</b>	<b>% Change (+ / -)</b>
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: <https://data.sa.gov.au/data/dataset/health-performance-council-work-health-and-safety>

### **Executive employment in the agency**

<b>Executive classification</b>	<b>Number of executives</b>
Nil to report	0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-executive-employment>

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

Financial matters relating to the Health Performance Council and the Health Performance Council Secretariat, being a division of the Department for Health and Wellbeing, are included in the department's Annual Report which can be found on the SA Health website.

\*\*\*A response is provided in the Department for Health and Wellbeing 2019-20 Annual Report, which can be accessed on the SA Health website.

Statement of Comprehensive Income	2019-20 Budget \$000s	2019-20	Variation \$000s	2018-19 Actual \$000s
Expenses	0	0	0	0
Revenues	0	0	0	0
<b>Net cost of providing services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Net Revenue from SA Government	0	0	0	0
<b>Net result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Comprehensive Result</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Statement of Financial Position	2019-20 Budget \$000s	2019-20 Actual \$000s	Variation \$000s	2018-19 Actual \$000s
Current assets	0	0	0	0
Non-current assets	0	0	0	0
<b>Total assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Current liabilities	0	0	0	0
Non-current liabilities	0	0	0	0
<b>Total liabilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net assets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Equity</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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.

\*\*\*Data for consultancies procured by the HPC's Secretariat, a division of the Department for Health and Wellbeing, are included in the department's 2019-20 Annual Report, which can be accessed on the [SA Health website](#).

**Consultancies with a contract value below \$10,000 each**

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All consultancies below \$10,000 each - combined	Various	Refer to Department for Health and Wellbeing annual report

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

<b>Consultancies</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
As above	As above	As above, refer to Department for Health and Wellbeing annual report

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-consultants>

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**

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
All contractors below \$10,000 each - combined	Various	Refer to Department for Health and Wellbeing annual report

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

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
As above	As above	Refer to Department for Health and Wellbeing annual report

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-contractors>

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

#### Fraud detected in the agency

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

The Health Performance Council 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](http://www.sahealth.sa.gov.au)

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/health-performance-council-fraud>

#### 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/health-performance-council-whistleblowers-disclosure>

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
<i>Not applicable</i>	

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

*Not applicable*

## Public complaints

### Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2019-20
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

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2019-20</b>
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	Nil
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 agency; insufficient information to investigate	Nil
		<b>Total</b>	<b>0</b>

<b>Additional Metrics</b>	<b>Total</b>
Number of positive feedback comments	Nil
Number of negative feedback comments	Nil
Total number of feedback comments	Nil
% complaints resolved within policy timeframes	n/a

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

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

*Not applicable*

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

*Not applicable.*

Financial matters relating to the Health Performance Council and the Health Performance Council Secretariat, being a division of the Department for Health and Wellbeing, are included in the department's Annual Report which can be found on the SA Health website.