This report:

– fulfils statutory reporting requirements; and
– provides operational and performance data for the
  2008-09 financial year.

Contact:
Manager, Health Community Council Coordination
Office of the Director-General
147-163 Charlotte Street Brisbane Q 4000
GPO Box 48 Brisbane Q 4001

More information about Health Community Councils can be
found at www.health.qld.gov.au

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Queensland Health, GPO Box 48, Brisbane 4001.
Letter of transmittal

The Honourable Paul Lucas MP  
Deputy Premier and Minister for Health  
Member for Lytton  
GPO Box 48  
Brisbane Qld 4001

Dear Deputy Premier

I am pleased to present to you the Bayside Health Community Council Annual Report for 2008-09. This report is a statutory function of the council and provides an outline of our performance during the year.

The report highlights activities against our key statutory functions of:

- undertaking community engagement about the health of, or health care for, the community;
- monitoring the quality, safety and effectiveness of public sector health services delivered in the council’s district; and
- enhancing community education about the delivery of public sector health services.

The council has now been in operation for its second year, and continues to play an important role in the reform process of Queensland Health. The activities of the council over the past two years have also included building partnerships between the community and Queensland Health to ensure that communities play a part in influencing, informing and improving the delivery of public health services in Queensland.

In addition to engaging the local community on health services, the Bayside Health Community Council has engaged with clinical and support staff across the district. The council’s regular contact with health service staff has assisted the council to understand the local issues, challenges, approaches and successes that staff face in trying to deliver high quality health care.

We look forward to continuing our role within the community, working in partnership with Queensland Health and most importantly being able to bring continued improvements in the delivery of health services through our role and functions.

Yours sincerely

Dr Gary Day  
Acting Chairperson  
Bayside Health Community Council
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About health community councils

Health Community Councils are a key component of the Queensland Government’s commitment to reforming the public health system and improving health service delivery for all Queenslanders.

Queensland’s 36 Health Community Councils are advisory bodies established under the provisions of Health Services Act 1991. The councils play an important role in the governance of public sector health services and work in partnership with Queensland Health.

The focus of the councils is to provide a community perspective in regards to the delivery of public sector health services in the local district. Councils do this through community engagement, community education and looking at safety, quality and effectiveness of the delivery of public sector health services within the local district.

Councils provide an opportunity for community members to participate in decision-making about health services by providing feedback about what is working well and areas for improvement. Council members facilitate community participation and contribute specialist knowledge and expertise to the delivery of public sector health services in the local district.

Queensland Health is responsible for providing administrative and funding support to councils to meet their responsibilities.
Establishment

Bayside Health Community Council was established under the authority of the Health Services Act 1991 on 9 July, 2007. Members are appointed for a term of not more than four years.

Councils ordinarily do not consist of more than eight members and, if practicable, must include at least one member who is a general practitioner. Councils must also not include more than one member who is engaged in the delivery of public sector health services in the council’s district.

Membership

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Term of appointment</th>
<th>Attendance*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acting Chairperson</td>
<td>Gary Day</td>
<td>9 July 2007 – current</td>
<td>9</td>
</tr>
<tr>
<td>Council member</td>
<td>Alison Oxenford</td>
<td>9 July 2007 – current</td>
<td>5</td>
</tr>
<tr>
<td>Council member</td>
<td>Janette Randall</td>
<td>9 July 2007 – current</td>
<td>6</td>
</tr>
<tr>
<td>Council member</td>
<td>John Lagos</td>
<td>9 July 2007 – current</td>
<td>6</td>
</tr>
<tr>
<td>Council member</td>
<td>Tracey Johnson</td>
<td>9 July 2007 – current</td>
<td>7</td>
</tr>
<tr>
<td>Council member</td>
<td>Eileen McGuire</td>
<td>9 July 2007 – current</td>
<td>7</td>
</tr>
<tr>
<td>Council member</td>
<td>Karen Finlay</td>
<td>9 July 2007 – current</td>
<td>9</td>
</tr>
</tbody>
</table>

* Number of meetings attended during 2008-09

Location

There is at least one health community council for each health service district. Bayside Health Community Council is located within the Metro South Health Service District of Queensland Health. Refer to Appendix A for a map of health service districts.

Statutory functions

Section 28M of the Health Services Act 1991 (the Act) prescribes that health community councils are advisory bodies having the following functions.

(a) undertaking community engagement activities about the health of, or health care for, the community, including, for example—

(i) obtaining information and feedback from users of public sector health services about public sector health service issues; and

(ii) considering planning proposals in relation to the delivery of public sector health services, and facilitating community debate and feedback on the proposals; and

(iii) advocating for users of public sector health services, so as to influence decision-making about the delivery of the services;
(b) monitoring the quality, safety and effectiveness of public sector health services delivered in the council’s district;

(c) considering and evaluating reports about the delivery of public sector health services in the council’s district;

(d) enhancing community education about the delivery of public sector health services;

(e) advising, and making recommendations to, the manager for the council’s district about the matters mentioned in paragraphs (a) to (d);

(f) giving the Minister, within 3 months after the end of each year, a written report on the performance of its other functions during the year; and

(g) performing other functions as directed by the Minister.

**Operations**

For the reporting period of 1 July 2008 to 30 June 2009.

**Meetings**

Councils should meet at least once every two months in addition to any specific meetings directed by the Minister.

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council meetings held</td>
<td>10</td>
</tr>
<tr>
<td>Extra meetings held at direction of the Minister</td>
<td>0</td>
</tr>
</tbody>
</table>

**Record keeping**

Queensland Health is responsible for managing the records of Health Community Councils within the district and ensuring compliance with the provisions of the *Public Records Act 2002* and Information Standard 40.

**Expenditure**

Council members are remunerated in accordance with the Queensland Government’s Remuneration Policy. Fees outlined are chairperson and members’ meeting fees and any special assignment fees. Other costs include travel allowances, motor vehicle allowances, catering, venue hire and any other costs associated with the activities of the council.

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees</td>
<td>5,102.00</td>
</tr>
<tr>
<td>Other costs</td>
<td>2,426.77</td>
</tr>
<tr>
<td><strong>Total expenditure:</strong></td>
<td><strong>$7,528.77</strong></td>
</tr>
</tbody>
</table>
Community engagement

The Act provides that Health Community Councils undertake community engagement activities about the health of, or health care for, the community. Councils may do this through:

– obtaining and providing information and feedback to and from users of public sector health services about public sector health service issues;

– considering planning proposals in relation to the delivery of public sector health services, and facilitating community debate and feedback on the proposals; and

– advocating for users of public sector health services, so as to influence decision-making about the delivery of the services.

In 2008-09, Bayside Health Community Council undertook the following community engagement activities.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Outcome</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multicultural Health Festival</td>
<td>Specific information collected from culturally and linguistically diverse communities by council members regarding their health service concerns.</td>
<td>Completed</td>
</tr>
<tr>
<td>Seniors Expo</td>
<td>Specific information collected from seniors regarding their health service concerns which identified there is a high level of satisfaction with the public health services in the area.</td>
<td>Completed</td>
</tr>
<tr>
<td>Consultation with representative from Women and Birthing Services, Redland Hospital</td>
<td>Information collected which will help guide next phase of engagement planning, in particular investigating whether the maternity service is culturally appropriate for Indigenous mothers.</td>
<td>Completed</td>
</tr>
<tr>
<td>Culturally and linguistically diverse (CALD) seniors forum</td>
<td>Information to guide next phase of engagement planning collected and increasing awareness of certain services such as Queensland Health interpreter services. In addition, linkages were formed between some attendees that were unaware of other service providers that attended the forum.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

| Other                                                                 | Nil.                                                                                           |         |
Monitoring quality, safety and effectiveness

The Act provides that Health Community Councils monitor the quality, safety and effectiveness of public sector health services delivered in the council’s district. Councils can do this by considering and evaluating reports about the delivery of public sector health services in the district and then advising and making recommendations to the district chief executive officer.

In 2008-09, Bayside Health Community Council monitored the quality, safety and effectiveness of public sector health services through the following reports.

<table>
<thead>
<tr>
<th>Reports considered by council</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendations to the district chief executive officer</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reports considered</th>
<th>Regularity</th>
<th>Feedback or recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Feedback</td>
<td>Monthly</td>
<td>Noted.</td>
</tr>
<tr>
<td>Clinical Incidents</td>
<td>Monthly</td>
<td>The council noted that falls continue to be a high priority. Council also noted particular concern regarding several fall incidents in a specific ward. During the June council meeting the patient safety officer and a clinical nurse consultant gave a presentation on current falls prevention initiatives and council members congratulated the health service for the extensive work in this area.</td>
</tr>
<tr>
<td>Variable Life Adjusted Data</td>
<td>Monthly</td>
<td>Noted.</td>
</tr>
<tr>
<td>Human Error and Patient Safety</td>
<td>Monthly</td>
<td>Noted.</td>
</tr>
</tbody>
</table>

Other

A report on air quality in the Redlands area was tabled during a council meeting following concern regarding quarries. Council members noted nil issues with the report.

Concern regarding hospital admissions resulting from consumption of multiple medications due to generic branding was raised by a council member. Council was provided with information and contact details of the Safe Medication Practice Unit.

Concerns were raised during a council meeting that a boundary gate at the hospital was left unlocked which may enable dementia patients to abscond. The director of nursing and aged care targeted specific information to particular staff using the gate to ensure it remained locked.
Community education

The Act requires that Health Community Councils enhance community education about the delivery of public sector health services. Councils may do this through receiving factual information from the district manager about public sector health services and giving that information to the community and raising community awareness and understanding about available services, service delivery and issues impacting on public sector health services in the district.

In 2008-09, Bayside Health Community Council enhanced community education through the following activities.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Outcome</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Release</td>
<td>Information regarding positive feedback from seniors during the Seniors Expo and other plans for advancements to hospital services disseminated.</td>
<td>Completed</td>
</tr>
<tr>
<td>Support group details included in newsletter</td>
<td>Increased awareness of the Low Vision Support Group as a result of the council requesting the inclusion of their details in the Redland Hospital newsletter.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Other

Nil.

Special assignment activities

Councils may be directed by the Minister to undertake other functions. Additionally, a council chairperson or member may undertake specific activities on behalf of or representing the council outside the council’s planned activities or arrangements. Special assignment fees are applicable for these activities or arrangements.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Outcome</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson attendance at annual Chairpersons’ Forum</td>
<td>Information and understanding of Queensland Health strategic directions and initiatives underway. Opportunity to raise issues and network with other council chairpersons to initiate working relationships.</td>
<td>Completed</td>
</tr>
<tr>
<td>Chairpersons’ Meeting, Southside (5 meetings)</td>
<td>Information regarding engagement activities and other issues was shared between the district.</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Appendix A

Health service districts from August 2008