This report:
- fulfils statutory reporting requirements; and
- provides operational and performance data for the 2009-10 financial year.

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GPO Box 48 Brisbane Q 4001

More information about Health Community Councils can be found at www.health.qld.gov.au
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 Royal Brisbane and Women’s Hospital Health Community Council Annual Report for 2009-10. 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 third year, and attempts to play an important role in the reform process of Queensland Health. However, at the 16 July 2009 council meeting, council resolved unanimously to suspend regular meetings because of its lack of member capacity to discharge its range of duties effectively.

It was noted that only two serving members (Dr Sanderson and Ms Lake) were available for activities outside the regular, scheduled council meetings and that the Deputy Premier’s suspension of membership appointments prevented two applicant members from commencing with the council.

We are committed to fulfil our role within the community. Equally, we are clear that this can only be realized with a full complement of suitably skilled members, 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 Wayne Sanderson  
Chairperson  
Royal Brisbane and Women’s Hospital 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

The Royal Brisbane and Women’s Hospital 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>Chairperson</td>
<td>Wayne Sanderson</td>
<td>9 July 2007 – current</td>
<td>1</td>
</tr>
<tr>
<td>Member</td>
<td>Helena Lake</td>
<td>9 July 2007 – current</td>
<td>1</td>
</tr>
<tr>
<td>Member</td>
<td>Amy Underwood</td>
<td>9 July 2007 – 12 July 2009</td>
<td>1</td>
</tr>
<tr>
<td>Member</td>
<td>Deborah Gould</td>
<td>9 July 2007 – current</td>
<td>0**</td>
</tr>
<tr>
<td>Member</td>
<td>Beres Wenck</td>
<td>3 November 2008 – current</td>
<td>1</td>
</tr>
<tr>
<td>Observer</td>
<td>Dung Tran</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

* Number of meetings attended during 2009-10

** Ms Gould requested leave of absence for family and commitment reasons from August 2009 to June 2010. This was granted by resolution of the 16 July 2009 meeting.

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General practitioners</td>
<td>1</td>
</tr>
<tr>
<td>Members engaged in the delivery of</td>
<td>0</td>
</tr>
<tr>
<td>public sector health services in</td>
<td></td>
</tr>
<tr>
<td>council district</td>
<td></td>
</tr>
</tbody>
</table>

Location

There is at least one health community council for each health service district. The Royal Brisbane and Women’s Hospital Health Community Council is located within the Metro North 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 2009 to 30 June 2010.

**Meetings**

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council meetings held</td>
<td>1</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>Description</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees</td>
<td>0.00</td>
</tr>
<tr>
<td>Other costs</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total expenditure:</strong></td>
<td><strong>$0.00</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 2009-10, the Royal Brisbane and Women’s Hospital 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>Maternity Services Survey - Preliminary briefing from executive staff and preparatory consultation with Ethics Committee.</td>
<td>Due to loss of key members and lack of budget support project could not be pursued. Council decided to liaise with Centre for Mothers and Babies, University of Queensland.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Other

- National Disability Insurance Scheme - Chairperson participated in a major NGO forum concerning interface between disability and health services.
- QCOSS Multicultural Forum on Health Issues - Chairperson participated in forum with other health service and consumer representatives.
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 2009-10, the Royal Brisbane and Women’s 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>Recommendations to the district chief executive officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</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>Clinical Governance Implementation Standard - Patient Satisfaction Survey</td>
<td>August 2009</td>
<td>Circulated and noted by present.</td>
</tr>
</tbody>
</table>

Other

Nil.

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 chief executive officer 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 2009-10, the Royal Brisbane and Women’s Hospital Health Community Council conducted community education through the following activities.

<table>
<thead>
<tr>
<th>Community education activities undertaken</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Other

Chairperson completed a pro bono assignment with Oxfam which is directly relevant to the council concerns with Indigenous health. During April-June 2010, the Chairperson co-designed and led a Closing the Gap Community Education Project addressing Indigenous life expectancy in the North-Western suburbs of Brisbane.
**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>National Health and Hospitals Reform Commission of Enquiry - Chairperson participated in presentation by the Doctors Reform Society. Chairperson and council member also attended a forum by Mark Butler MP, Parliamentary Secretary for Health sponsored by Consumers Health Forum and Health Consumers Queensland.</td>
<td>Council members updated.</td>
<td>Completed</td>
</tr>
<tr>
<td>QCOSS Forum on Health and Disability - Chairperson attended this NGO and public sector event which assessed current challenges and resources in achieving seamless linkage between two systems which remain largely separate.</td>
<td>Increased awareness of specific systemic challenges to accessing acute and community health services for persons with high care disability service needs.</td>
<td>Completed</td>
</tr>
<tr>
<td>Brisbane City Council, Community Relations Forum, Stafford – Chairperson attended along with 31 CALD/NESB community representatives.</td>
<td>Increased awareness distinctive community issues and those held in common relating to health and other services.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Total: 3
Appendix A

Health service districts from August 2008