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

© The State of Queensland (Queensland Health) 2010
The Queensland Government supports and encourages the
dissemination and exchange of information. However, copyright
protects this material. The State of Queensland has no objection
to this material being reproduced, made available online or
electronically, provided it is for your personal, non-commercial use
or use within your organisation, this material remains unaltered
and the State of Queensland (Queensland Health) is recognised as
the owner.

Inquiries for commercial use or to adapt this material should be
addressed by email to HCC-Coordination@health.qld.gov.au
or by mail to Manager, Health Community Council Coordination,
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 South Burnett 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 continues to play an important role in the reform process of Queensland Health. The activities of the council over the past three 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.

The council continues to be a cohesive and informed group that is active in engaging with individual communities to improve public perceptions of health systems in the South Burnett. This has involved encouraging members of the community to take responsibility for their own health through awareness, education and consciousness of health issues.

This last year the council has focused on strengthening consultation with community representatives on health related issues. Within the South Burnett, Consultative Committees have now been established at Nanango, Wondai, Murgon and Kingaroy.

The council wishes to acknowledge the support provided by Pam Lane, District Chief Executive Officer, together with Lorraine Reinbott, Executive Support Officer.

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

David Carter  
Chairperson  
South Burnett Health Community Council
**Contents**

Letter of transmittal........................................................................................................................................... 3

About health community councils................................................................................................................... 5

Establishment.................................................................................................................................................. 6

  Membership.................................................................................................................................................. 6

  Location...................................................................................................................................................... 6

  Statutory functions..................................................................................................................................... 6

Operations ....................................................................................................................................................... 7

  Meetings.................................................................................................................................................... 7

  Record keeping.......................................................................................................................................... 7

  Expenditure................................................................................................................................................ 7

Community engagement ................................................................................................................................. 8

Monitoring quality, safety and effectiveness................................................................................................... 8

Community education.................................................................................................................................... 10

Special assignment activities ......................................................................................................................... 10

Appendix A .................................................................................................................................................. 11
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

South Burnett 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>David Carter</td>
<td>9 July 2007 – current</td>
<td>4</td>
</tr>
<tr>
<td>Member</td>
<td>Barry Krosch</td>
<td>9 July 2007 – current</td>
<td>6</td>
</tr>
<tr>
<td>Member</td>
<td>Terry Fleischfresser</td>
<td>9 July 2007 – current</td>
<td>4</td>
</tr>
<tr>
<td>Member</td>
<td>Margaret Angel</td>
<td>9 July 2007 – current</td>
<td>4</td>
</tr>
<tr>
<td>Member</td>
<td>William Kearney</td>
<td>3 November 2008 – current</td>
<td>4</td>
</tr>
<tr>
<td>Member</td>
<td>Moira Thompson</td>
<td>3 November 2008 – 7 December 2009</td>
<td>2</td>
</tr>
</tbody>
</table>

* Number of meetings attended during 2009-10

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

Location

There is at least one health community council for each health service district. South Burnett Health Community Council is located within the Darling Downs-West Moreton 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></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council meetings held</td>
<td>6</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>2,768.00</td>
</tr>
<tr>
<td>Other costs</td>
<td>1,251.43</td>
</tr>
<tr>
<td><strong>Total expenditure:</strong></td>
<td><strong>$4,019.43</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 South Burnett 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>Council representative/s attends and chairs Community Consultative Committees. There are currently four committees in the South Burnett council area.</td>
<td>Obtaining and providing feedback and information to and from individuals and representatives of community organisations on health service delivery. Minutes and recommendations from each committee are tabled at council meetings.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Member is a representative on the Health Workforce Qld Committee. (6 meetings)</td>
<td>Better informed decisions on medical recruitment. Advice of shortfalls in rural areas and state strategies under consideration.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Members attend a range of meetings conducted throughout the South Burnett and provide information on health services. Issues raised are referred back through the council for information and any necessary investigation. Community groups include but not limited to South Burnett Job Match, South Burnett Care, RSL Veterans Group and Pastoral Care.</td>
<td>Members provide and receive information about health services. Issues in relation to mental health services have been raised and client treatment discussed and investigated through the council and mental health services. Executive Director, Mental Health Services attended a meeting and provided information on current and proposed services. Mental health continues to be a topic for follow up with the council. An information sheet for patients admitted to hospital has been developed to assist with the identification of veterans and serving members. This was initiated by the Veterans Group and progressed with the council and hospital staff.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Participation in Health Consumers Queensland Advanced Care Planning Workshop that was aimed at gathering perspective about current issues relating to advance care planning and Advance Care Directives from rural and remote consumers.</td>
<td>The South Burnett Community was invited to submit issues for presentation at this Forum. Information and printed literature from the forum was disseminated to the council, Kingaroy Consultative Committee and other community groups through members following completion of the workshop.</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 2009-10, the South Burnett Health Community Council monitored the quality, safety and effectiveness of public sector health services through the following reports.

<table>
<thead>
<tr>
<th>Reports considered</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports considered by council</td>
<td>7</td>
</tr>
<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>Variable Life Adjusted Display System (VLADs) data including spreadsheet with progress against recommendations.</td>
<td>Monthly</td>
<td>Noted.</td>
</tr>
<tr>
<td>PRIME Consumer Feedback Summary</td>
<td>Monthly</td>
<td>Feedback requested about specific complaints.</td>
</tr>
<tr>
<td>Risk Register/Root Cause Analysis including spreadsheet with progress against recommendations.</td>
<td>Bi-monthly</td>
<td>Council requested specific entries from relevant Executive Directors.</td>
</tr>
<tr>
<td>Quality and Safety Committee Minutes</td>
<td>Monthly</td>
<td>Noted.</td>
</tr>
<tr>
<td>Hospital Activity:</td>
<td>Monthly</td>
<td>Noted and trends identified.</td>
</tr>
<tr>
<td>- occupied bed days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- occasions of service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- surgical services by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- birthing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral Health</td>
<td>Monthly</td>
<td>Noted and waiting times monitored.</td>
</tr>
<tr>
<td>District Operational Plan</td>
<td>Annual</td>
<td>Noted.</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 South Burnett 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>Council members again attended and assisted with the promotion of the Healthy Food Stall at the Wine and Food in the Park 2010 event in Kingaroy.</td>
<td>Assisted with provided information to educate about health eating.</td>
<td>Completed</td>
</tr>
<tr>
<td>Chairperson assisted again with the facilitation of the Active Parks Program. The program aims to improve local access to physical activity opportunities and healthy foods, by specifically addressing motivation, physical activity and nutrition.</td>
<td>Assisted with promoting activities available to residents.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Other

Radio and local newspaper interviews to raise profile of the current community health issues and information available such as Mental Health Week and Diabetics Education and Awareness.

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>Participation at workshop on the proposed National Safety and Quality Framework. Workshop aimed at gathering consumer perspective for the National Committee.</td>
<td>Members presented views of the South Burnett community.</td>
<td>Completed</td>
</tr>
<tr>
<td>Participation and completion of Applied Suicide Intervention Skills Training.</td>
<td>Increase awareness, information sharing on mental health issues, promotion and outcomes.</td>
<td>Completed</td>
</tr>
<tr>
<td>Combined meetings of the five Health Community Councils within the district were held in July and November 2010. The July 2010 meeting was attended.</td>
<td>An opportunity to raise issues, share information and network with other councils within the district.</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Appendix A

Health service districts from August 2008