This report:

– fulfils statutory reporting requirements; and
– provides operational and performance data for the 2007-08 financial year.

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Manager, Health Community Council Coordination
Office of the Director-General
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GPO Box 48 Brisbane Q 4001

More information on Health Community Councils can be found on the website: www.hcc.qld.gov.au

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Letter of transmittal

The Honourable Stephen Robertson MP
Minister for Health
Member for Stretton
GPO Box 48
Brisbane Qld 4001

Dear Minister

I am pleased to present to you the Bowen Health Community Council Annual Report for 2007-08. 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 acknowledges its opportunity to play an important role in the reform process of Queensland Health thereby improving health service delivery for all Queenslanders and building trust and confidence between the community and Queensland Health.

The council commenced initially with only four members and have successfully recruited three new members in July 2008. Now that we have a full complement of membership we will be able to fulfil the roles and functions of the council.

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

Robert Lesca
Chairperson
Bowen 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. Councils provide an annual report to the Minister for Health on the performance of council functions during the year at the end of each financial year.

Structure of Queensland Health in 2007-08

This reflects the structure of Queensland Health in 2007-08. A restructure of Queensland Health is being implemented during 2008-09.
Establishment

Bowen Health Community Council was established under the authority of the Health Services Act 1991 on 9 July 2007.

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>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Robert Lesca</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Mark Haynes</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>William O’Loughlin</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Robert Anderson</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Joyce Great</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Lillian Henaway</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Robin Bennett</td>
<td>9 July 2007 - current</td>
</tr>
</tbody>
</table>

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

Location

There is at least one health community council for each health service district. Bowen Health Community Council is located within the Townsville 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 9 July 2007 to 30 June 2008.

**Meetings**

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

<table>
<thead>
<tr>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council meetings held</td>
</tr>
<tr>
<td>Extra meetings held at direction of Minister</td>
</tr>
<tr>
<td>Special assignment activities undertaken</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.

**Budget expenditure**

Council members are remunerated in accordance with the Queensland Government’s Remuneration Policy. Fees outlined for chairpersons and members include meeting fees and 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>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson fees</td>
</tr>
<tr>
<td>Member fees</td>
</tr>
<tr>
<td>Other costs</td>
</tr>
<tr>
<td><strong>Total expenditure:</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 2007-08, Bowen 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>Community consultation (for Consumer Feedback on Future Health Services Planning) in Ayr and Bowen on 22 May 2008.</td>
<td>Provided the Townsville Health Service District planners with community feedback regarding the present and future health requirements.</td>
<td>Completed</td>
</tr>
<tr>
<td>Support the campus executive in contracting a photographer to provide a photo service for mums and new borns.</td>
<td>Establishment of a new service to the new mums of the community.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Other

Actively promote health services in the community. All members are active community members -

- R. Lesca – seniors advocacy, publisher local community publication, facilitator community IT training.
- M. Haynes – Councillor Burdekin Shire Council, member Burdekin Cultural Board, member Burdekin Neighbourhood Centre, works with community members with disabilities.
- W. O’Loughlin – Collinsville Multipurpose Health Service Advisory Group.
- R. Bennett – member Burdekin Community Association, member Health Network Burdekin Centre for Rural Health, member Quality Improvement Team Lower Burdekin Home for the aged, volunteer diversional therapist Lower Burdekin Home for the Aged and Home Hill Hostel, member Senior Support Service, member the Townsville Hospital Consumer Group, peer educator for Council for Ageing Qld, peer educator Quality Use of Medicines and Falls Prevention Lower Burdekin Region, member Be Active Committee Burdekin Shire Council.
- J. Great – retired registered nurse, life member Ayr Surf Life Saving Club, volunteer Burdekin Jnr Eisteddfod.
- L. Henaway – member Burdekin South Sea Islander Health Reference Group, member Burdekin Neighbourhood Centre.
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 manager.

In 2007-08, Bowen 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>Regularity</th>
<th>Feedback or recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Complaints and Compliments (8 reports)</td>
<td>Monthly</td>
<td>Complaints are minimal – majority relate to the Patient Transit Subsidy Scheme.</td>
</tr>
<tr>
<td>VLAD (1 report)</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Quality and Patient Safety Reports (8 reports)</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Summary of Clinical Incidents (1 report)</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Operations Director’s Report (9 reports)</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Post Birth Summary Report for Ayr Hospital (1 report)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>Nil</td>
<td></td>
</tr>
</tbody>
</table>
**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 2007-08, Bowen 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>Articles in local newspapers regarding the newly appointed Health Community Council.</td>
<td>Community awareness that the council exists and their role.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

**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>Community consultation (for Consumer Feedback on Future Health Services Planning) in Ayr and Bowen on 22 May 2008.</td>
<td>Provide the Townsville Health Service District planners with community feedback regarding the present and future health requirements.</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Appendix A

Structure of Queensland Health in 2007-08.

This map reflects the structure of Queensland Health in 2007-08. A restructure of Queensland Health is being implemented during 2008-09.