This report:
- fulfils statutory reporting requirements; and
- provides operational and performance data for the 2007-08 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 on Health Community Councils can be found on the website: www.hcc.qld.gov.au

© The State of Queensland (Queensland Health) 2008

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:
The Manager, Health Community Council Coordination, Queensland Health, GPO Box 48, BRISBANE 4001.
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 Charters Towers 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 Charters Towers Health Community Council’s region encompasses Charters Towers Regional Council, spread over 68,391 square kms (population approx. 13 000); Hughenden, 245kms west of Charters Towers in the Flinders Shire (population 2500); and Richmond, 360kms west of Charters Towers (population 1100).

Health facilities in the area include hospitals at Charters Towers, Hughenden and Richmond, and Eventide Aged Care Facility at Charters Towers and the Charters Towers Rehabilitation Unit.

Council and the Institute of Rural Health, Western Sector, have supported Councillors in developing a rapport with the Facility Directors, and particularly in Hughenden and Richmond, enabling an area “portfolio” to develop. This provides an effective conduit from the communities to the Council and vice versa to enhance the wellbeing of the community and provide effective advice on the delivery of services across the area.

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

Beth Hytch
Chairperson
Charters Towers 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
    Budget expenditure ............................................................................................................. 7
Community engagement ............................................................................................................... 8
Monitoring quality, safety and effectiveness .............................................................................. 9
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. 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

Charters Towers 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>Beth Hytch</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Adele Hughes</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Noel Carrington</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Elvene Whitbread</td>
<td>9 July 2007 - current</td>
</tr>
<tr>
<td>Council member</td>
<td>Jodie Coward</td>
<td>9 July 2007 - current</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General practitioners</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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

Location

There is at least one health community council for each health service district. Charters Towers 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></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 Minister</td>
<td>0</td>
</tr>
<tr>
<td>Special assignment activities undertaken</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.

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></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson fees</td>
<td>1,045.00</td>
</tr>
<tr>
<td>Member fees</td>
<td>3,290.57</td>
</tr>
<tr>
<td>Other costs</td>
<td>420.00</td>
</tr>
<tr>
<td></td>
<td><strong>Total expenditure:</strong> $4,755.57</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, Charters Towers 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 has escalated a Brief to a Submission for a Dementia Specific Unit at Eventide Aged Care Facility, progressing the matter from a response to community needs through consultation with community stakeholders.</td>
<td>Submission has been forwarded to Townsville Health Service District for consideration.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Councillors participated in Future Clinical Services Planning consultation held in May 2008, by encouraging community participation and input.</td>
<td>Councillors meet with local community members and facilitated input of their ideas and concerns. Council has reviewed comments contained in the Community Consultation Log.</td>
<td>Completed</td>
</tr>
<tr>
<td>Councillors conduct informal discussions with community members and organisations through active networking with consumers and organisations in the community.</td>
<td>Consumers have an opportunity to bring concerns direct to the Health Community Councillors.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Council has proposed an Indigenous Councillor for membership.</td>
<td>Through this member, consultation with the Indigenous community will take place.</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

Other

Council has made representation to the Minister for Health requesting assistance in implementing a workable partnership between Queensland Health and Queensland Ambulance Services for the delivery of QAS services in Richmond. The matter is progressing.

Council has nominated a member to participate in the Townsville Health Service District Future Clinical Service Planning Committee.
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, Charters Towers 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>4</td>
</tr>
<tr>
<td>Recommendations to district manager</td>
<td>1</td>
</tr>
</tbody>
</table>

**Reports considered**

- **PRIME Clinical Incident Summary and PRIME Consumer Feedback Summary**: Monthly.
  - Consumer complaints are monitored via Consumer Feedback Summary. Council requests complaints issues remain as a topic for discussion until the matter is resolved. Senior Clinical Support Officer, Quality and Safety attends council monthly meetings during the discussions of Compliments and Complaints to inform the Council on consumer issues.

- **Credentialing and Clinical Privileges**: Quarterly.
  - Report is provided to council on a quarterly basis advising on the status of clinical privileges and credentialing for clinical staff. Nursing registrations are reported on six monthly.

- **Corporate Services and Finance Reporting**: Monthly.
  - Council is informed on matters regarding budgets, expenditure, patient activity, new and ongoing projects.

- **Capital Projects, Minor Works, Plant and Equipment**: Quarterly.
  - Council is informed on costs and progress of capital projects, minor works, and health technology.

**Other**

Council responded to consumer complaints regarding the payment of $5 (in addition to fares covered by the Patient Travel Subsidy Scheme) to travel from the Townsville Transit Centre to the Townsville Hospital. Council recommended that the additional $5 charged be covered by the Patient Travel Subsidy Scheme. Currently all consumers travelling from Charters Towers to the Townsville Hospital are covered by the Patient Travel Subsidy Scheme for the entire journey.
**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, Charters Towers 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>Implementation of information booklet “Health Services Resource Directory”, to be reviewed for re-print and re-circulation in 2008.</td>
<td>Consumers are informed on how to access health services in their location, and what health services are available locally.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Charters Towers Health Community Council has initiated the production of a regular information sheet on Council’s activities for information of health consumers in the area bound by Greenvale, Ravenswood, and west to Richmond.</td>
<td>Consumers are informed on current membership of the Health Community Council, how to contact the Council, and issues currently before the Council.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Involvement in Community Participation Forums</td>
<td>Enabling flow of information between community and Health Council.</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

**Other**

Council member has attended all Community Ministerial Forums in Charters Towers and Richmond. Council member is able to liaise at a State Government level on council issues and provide feedback to Council.

Council Chairperson involved in recruitment of senior staff and feedback sessions after accreditation.

**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>Nil</td>
<td></td>
<td></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.