

department of health and human services



annual report 2001 - 2002
summary



Tasmania

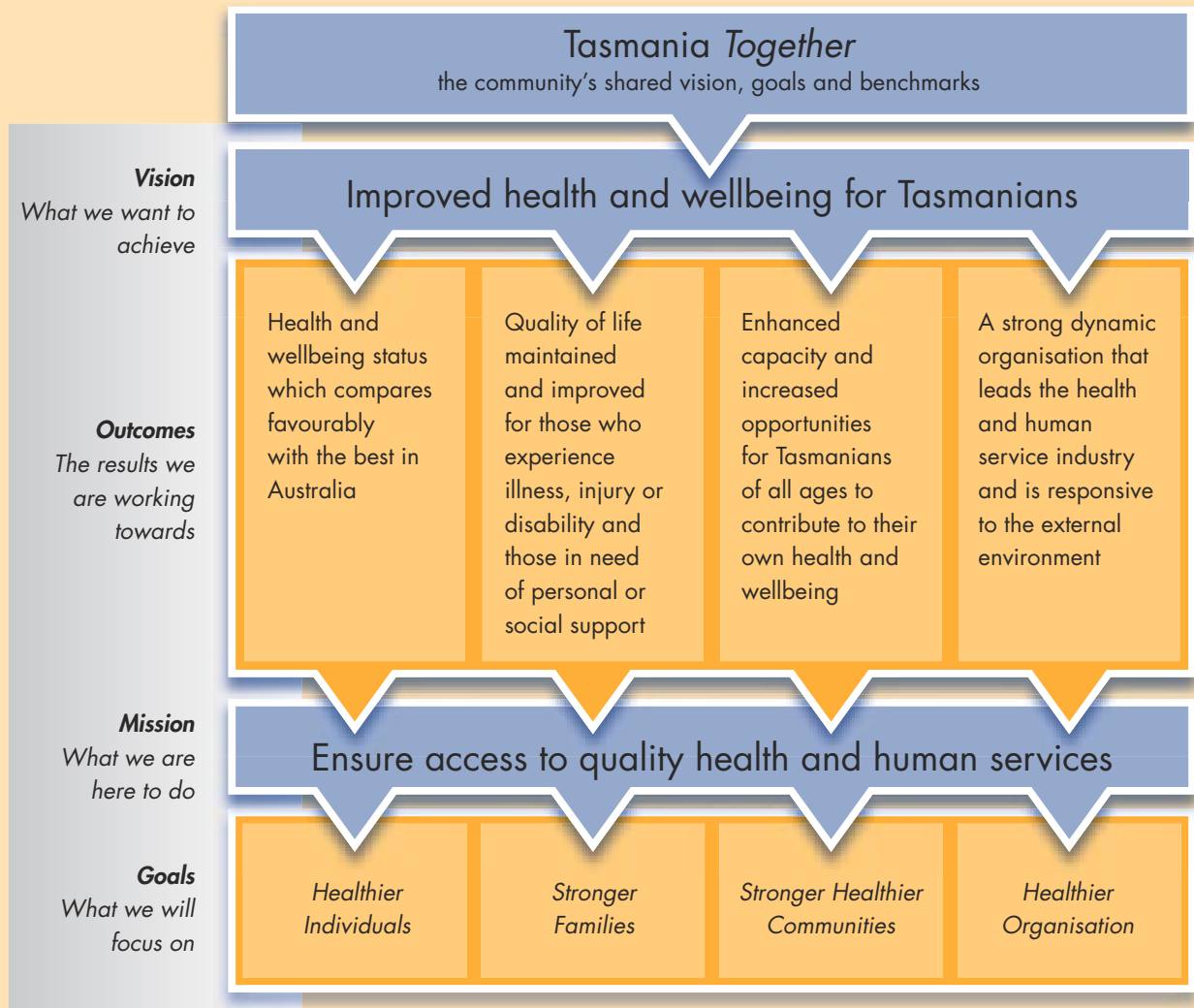
DEPARTMENT of HEALTH
and HUMAN SERVICES

The Department

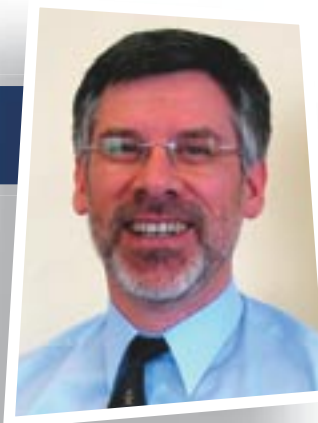
The Department of Health and Human Services (DHHS) is one of the largest Tasmanian State Government Departments, with 8,638 (6,960 Full Time Equivalent) employees at 30 June 2002 and a budget in 2001-02 of \$867.914M.

The Department brings together a wide range of services for the people of Tasmania – providing health care services in hospitals and in the community, offering a range of support services, promoting better health, maintaining services for elderly people and those with disabilities, and providing housing programs.

Tasmania *Together* - a 20-year social, environmental and economic plan - has had a strong guiding influence on the Agency's planning over the last year, and policy development and business activity have been undertaken in the context of the goals and benchmarks of that plan. The vision of Improved health and wellbeing for Tasmanians also guides the Department in setting its priorities over the medium term.



from the secretary



The Department of Health and Human Services plays a vital role in improving individual health and wellbeing, strengthening families, and assisting in building stronger communities. The year 2001-02 was no exception, as our 8,600 employees across more than 300 locations statewide, delivered community, health and housing services to thousands of people in need.

In 2001-02 we were also active in working with all levels of Government in the development of policy, new programs and improved services, and we played a key role in supporting and contributing to Tasmania's 20-year social and economic plan, *Tasmania Together*. The Department also supports local business. Of the 185 contracts awarded in 2001-02, 130 were awarded to Tasmanian suppliers, injecting \$82,816,148 into the local economy.

During the year we liaised with key stakeholders in the community to get their input to our business, and consolidated existing or established new Partnership Agreements with Local Government, the University of Tasmania, and other Government agencies to enhance our service delivery. The 'Partners in Health' Agreement with the University, for example, resulted in a number of conjoint appointments in 2001-02 to strengthen the links between service practice and research.

Of the many performance highlights and important strategic priorities achieved by the Department during the year, one was the improved service and security provided by the Ashley Youth Detention Centre. The capital redevelopment of Ashley was completed, and this was complemented by an improvement plan, and professional training opportunities for all youth work staff.

A significant investment in health and human services infrastructure by the State Government has been of direct benefit to clients and the community. The upgrading of the Tasmanian Ambulance Service fleet, radio network and emergency equipment has made Tasmania's ambulance fleet one of the most modern in Australia. The purchase of a linear accelerator for the Royal Hobart Hospital, to be delivered later this year, will also greatly improve the treatment and prognosis of patients with life threatening cancers.

Creating opportunities for long term unemployed Tasmanians is always a challenge, but in 2001-02 Housing Tasmania worked in partnership with Mission Australia to create traineeship opportunities for Tasmanians who live within or close to areas with a high proportion of public housing. These projects resulted in 60 per cent of the participants obtaining full time employment.

The change process to focus service delivery and community attention on the needs of children and families in the early years got off the ground in 2001-02 with the establishment of the 'Our Kids' Bureau. A Government policy priority, 'Our Kids' aims to improve the health and wellbeing outcomes of children in Tasmania by developing targeted policies and links with the community.

There are many emerging issues and challenges facing the health and human services system. But in 2002-03 we will continue to work with our health partners, and in line with *Tasmania Together* engage the public and consumers in decisions about health and social wellbeing and build on individual, family and community resources and expertise.

A handwritten signature in black ink, appearing to read 'John Ramsay'.

John Ramsay

SECRETARY

28 November 2002

performance highlights 2001 - 02

goal 1 = healthier individuals

Integrated services

- A Diabetes Key Leaders Group was established to provide guidance in the development of a coordinated framework and plan for the management of diabetes. [Tasmania Together Goal 5](#)
- Court Liaison Officer positions were established to provide specialist mental health assessment and referral to individuals at the beginning of the criminal justice system. [Tasmania Together Goal 5](#)
- The Our Kids Bureau was established as part of the Our Kids policy initiative, to develop policies and links between government and the community aimed at improving the health and wellbeing outcomes of children in Tasmania. [Tasmania Together Goal 2](#)
- As part of Local Government partnerships between Community Youth Justice and the Glenorchy and Hobart City Councils, young people engaged in a range of projects including a mural at the Glenorchy Youth Health Centre, the construction and design of a skate park, and a recycling project that involved refurbishing old bikes. [Tasmania Together Goal 2](#)
- The Statewide Client Registration System Project continued in 2001-02. This will provide a unique identifier to assist clinicians in accessing patient health histories and to help facilitate co-ordination of care across the health sector. [Tasmania Together Goal 6](#)

goal 2 = stronger families

Early intervention and investment

- The Alcohol and Drug Service implemented the Making a Difference Parent Education Program to provide information and support to parents in discussing and addressing alcohol and drug related issues with their children. [Tasmania Together Goal 5](#)
- The Mum's The Word project in the State's North West targeted young mothers of low socio-economic background in rural areas, with the aim of improving health and wellbeing through increasing breastfeeding rates. [Tasmania Together Goal 5](#)
- The African Women's Health Group in Hobart worked together with local health services to cover the areas of breast-feeding, child nutrition, safety at home and behaviour management. [Tasmania Together Goal 5](#)
- A Suicide Prevention training framework was developed in 2001-02 in collaboration with the University Department of Rural Health and the Commonwealth Government to meet identified needs in Tasmania. [Tasmania Together Goal 5](#)

goal 3 = stronger, healthier communities

Community capacity building

- The Community Support Levy Tasmanian Health and Wellbeing Fund funded support to organisations for programs aimed at meeting the needs of those affected by mental health disorders, addictions and distressed relationships. [Tasmania Together Goal 5](#)
- The Environmental Tobacco Smoke Legislation was implemented in September 2001. [Tasmania Together Goal 5](#)
- A Tasmanian Disability Ministerial Advisory Council was established in 2001-02. [Tasmania Together Goal 13](#)
- The Tasmanian Rural Mental Health Plan was developed. [Tasmania Together Goal 7](#)
- The Hospitals and Ambulance Service involved consumers and the community in improving health services through consultation, divisional policies and protocols, and participation of patients in statewide satisfaction surveys. [Tasmania Together Goal 13](#)

- Housing Tasmania worked in partnership with Mission Australia to create opportunities for long term unemployed Tasmanians who live within or close to areas with a high proportion of public housing. [Tasmania Together Goal 16](#)
- Community Youth Justice provided restorative justice training for community conference facilitators who are contracted to undertake the facilitation of community conferences referred by the courts or the police. [Tasmania Together Goal 2](#)

goal 4 = healthier organisation

Quality and performance improvement

- Disability Services adopted a new evaluation process that focuses on the personal outcomes for people with disabilities. [Tasmania Together Goal 1](#)
- A new quality improvement plan was developed for the Ashley Youth Detention Centre as part of the centre's future directions document. [Tasmania Together Goal 15](#)

Asset management

- Capital redevelopment of the Ashley Youth Detention Centre was completed. [Tasmania Together Goal 2](#)
- Design and construction was completed of the Psychiatric Care Unit at the Royal Hobart Hospital. [Tasmania Together Goal 2](#)
- Upgrading of the ambulance fleet, radio network and emergency equipment has made our fleet one of the most modern in Australia and helped to improve radio cover and reliability in rural areas. [Tasmania Together Goal 2](#)
- New dental clinics were completed and opened at three sites around the state, and eight new surgeries were established. [Tasmania Together Goal 6](#)
- Capital Investment Program funding enabled the development of a Palliative Care Education and Research Centre within the education room of the Whittle in-patient facility. [Tasmania Together Goal 18](#)
- The GETsmart Homes Project was launched on 10 October 2001 with the aim of incorporating the requirements of housing suitable for people with disabilities, sustainable design principles and affordable living. [Tasmania Together Goal 21](#)

Investing in people

- A Memorandum of Understanding was developed with the University of Tasmania and the Oral Health Service to undertake a developmental program for dental therapy clinicians from interstate tertiary institutions. [Tasmania Together Goal 18](#)
- Certificate IV Youth Work training and assessment was established at the Ashley Youth Detention Centre in conjunction with TAFE Tasmania to support professional development and competency assessment for all youth work staff at the centre. [Tasmania Together Goal 18](#)
- Strategies to improve the recruitment and retention of staff continued in 2001-02, including research into the recruitment and retention of volunteer ambulance officers and the implementation of the Nurse Workforce Planning Project. [Tasmania Together Goal 18](#)

Information resource management

- The Alcohol and Drug Information Management System was implemented. This data collection system is part of the National Minimum Data Set. [Tasmania Together Goal 15](#)
- A Custodial Information System, developed in conjunction with the Department of Justice and Industrial Relations, will enable access to consistent, relevant and up to date information on offenders. [Tasmania Together Goal 15](#)
- Delivery of information to the community about the Agency and the services it provides was enhanced with the redevelopment of the Internet website <www.dhhs.tas.gov.au> as a Services and Information Directory. [Tasmania Together Goal 15](#)
- Following a rigorous quality assessment of the website, the Agency became an Information Partner with HealthInsite <www.healthinsite.gov.au>. [Tasmania Together Goal 15](#)

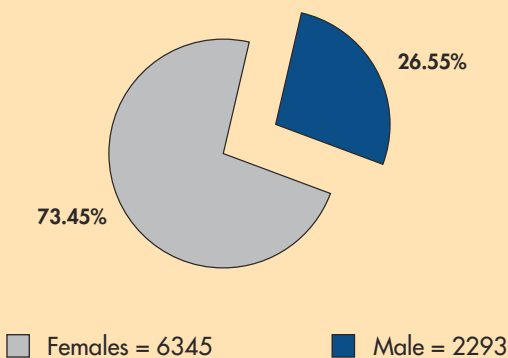
our people

At 30 June 2002 the Department had 8,638 (6,960 Full Time Equivalent) employees.

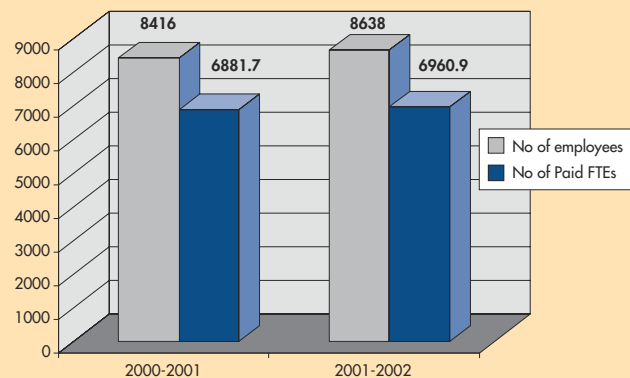
Our committed and experienced staff include hospital and community nurses, doctors, ambulance officers, allied health professionals, social workers, community health workers, dental officers, scientists, accountants, project officers, policy analysts, technicians, communications experts, managers and support staff.

The Department also has a large number of volunteers in auxiliaries, patient/client support groups and community and service organisations, supporting the delivery of our services.

Male to Female Employee Ratio 2001-2002



No of Employees & Paid FTEs as at 30 June



Number of Persons Employed by Awards as at 30 June 2002

	Total	
	No.	%
Ambulance Officers	173	2
Community & Health Services Award	4784	55
Dental Officers	17	0
No Award (Contract or Agreement)	30	0
Nurses (Public Sector Award)	3039	35
Senior Executive Service	19	0
Medical Practitioners (incl. VMOs)	576	7
Total	8638	100

Health services, both nationally and internationally, have continued to report shortages of registered nurses and health professionals. Among a range of recruitment strategies used to attract staff in 2001-02 was an increased emphasis on utilising the Agency's Internet website www.dhhs.tas.gov.au/jobsandcareers/index.html to promote vacancies and provide more detailed information to potential candidates.

In September 2001 Salary Packaging was also introduced for eligible employees who work in the Tasmanian public hospital system. The Department is now able to compete with the mainland States for occupational groups that are hard to attract and retain in Tasmania, in particular to remote areas.

In 2001-02 the Department continued its education and information sessions in Occupational Health & Safety, emphasising the need for all employees to be actively involved in the identification, assessment and control of risks in their workplaces. During Safety Week 2001, the Department received the Bronze Award from Workplace Standards for its Rehabilitation Program.

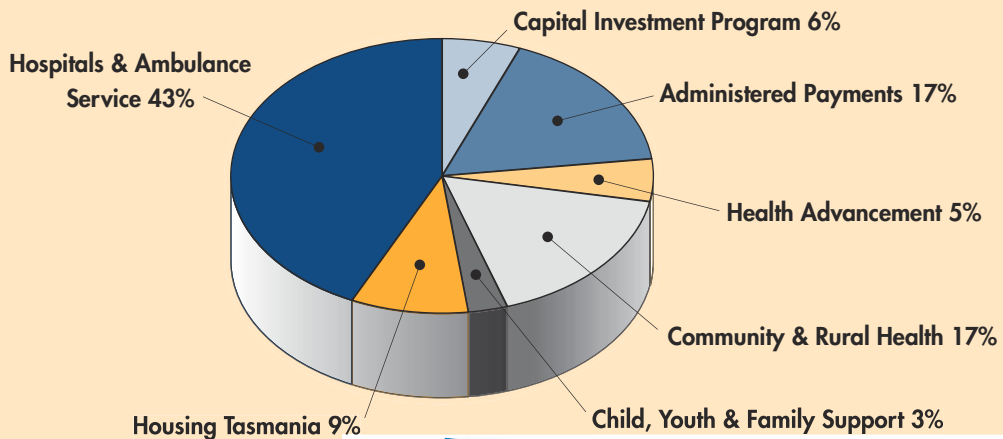
The Agency also developed a range of strategies aimed at supporting its workforce over a number of identified areas, including professional development, marketing employment opportunities, and links with Universities and professional bodies. The staff newsletters, *LinksWeekly* and *LinksQuarterly*, have assisted in keeping staff informed of activities, initiatives, and training and development opportunities.



our financial performance

In 2001-02 the Department had a Budget of \$867.914M. The chart below shows the allocation of the Gross Operating Budget by Output Group.

Figure 1 - Department of Health & Human Services' Gross Operating Budget 2001-2002 by Output Group



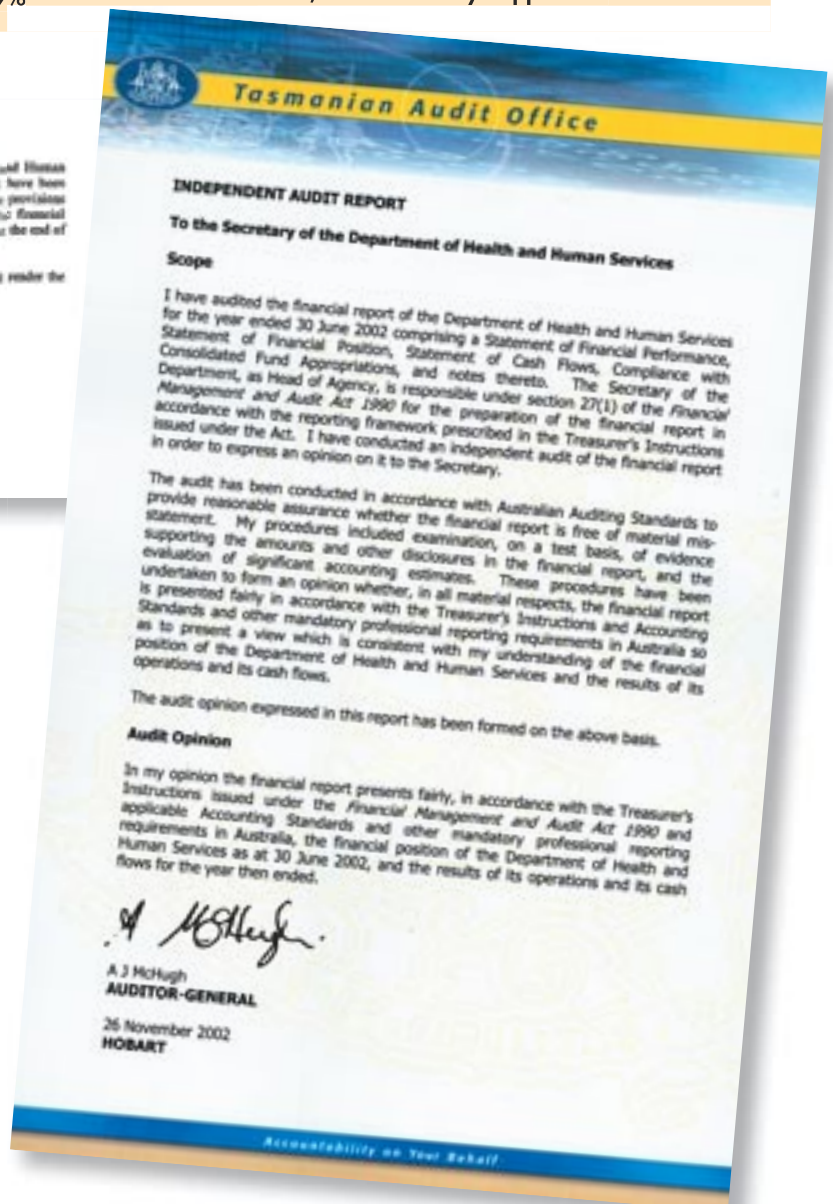
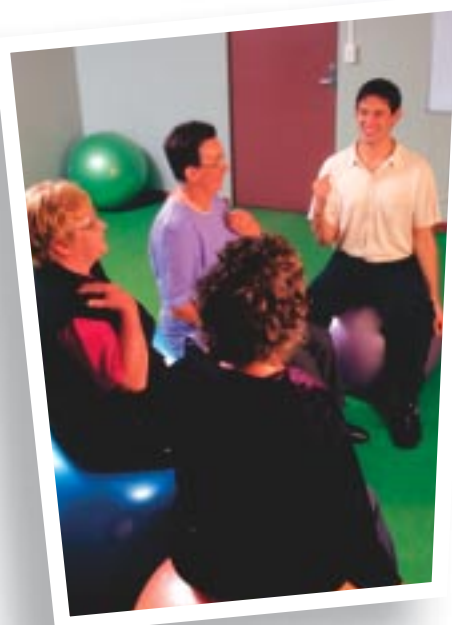
Statement of Certification

The accompanying financial statements of the Department of Health and Human Services are in agreement with the relevant accounts and records and have been prepared in compliance with the Treasurer's Instructions issued under the provisions of the *Financial Management and Audit Act 1990* to fairly present the financial transaction for the year ended 30 June 2002 and the financial position as at the end of the year.

At the date of signing, I am not aware of any circumstances that would render the particulars included in the financial statements misleading or inaccurate.


Iain Kennedy
Secretary, Department of Health and Human Services

26 November, 2002



statement of financial performance –
for the year ended 30 june 2002

	Notes	2002 \$'000	2001 \$'000
Revenue from ordinary activities			
Recurrent appropriations	1.3(a)	675,833	631,495
Capital appropriations	1.3(a)	17,424	28,101
Commonwealth grants	1.3(b)	18,357	14,975
User charges	1.3(c), 3.1	96,100	84,779
Gross proceeds from the disposal of assets	1.3(e), 3.2	16,996	17,622
Recognition of Community Housing Stock	1.12	12,185
Other revenue from ordinary activities	1.3(f), 3.3	32,382	29,963
Total revenue from ordinary activities		869,277	806,935
Expenses from ordinary activities (excluding borrowing costs)			
Employee entitlements	1.4(a), 4.1	442,497	424,816
Goods and Services		85,970	85,230
Depreciation and amortisation	1.4(b), 4.2	24,246	24,927
Grants and subsidies	1.4(c)	100,061	90,975
Written down value of disposed assets	1.4(d), 3.2	47,637	21,705
Cost of sales	3.2	2,008	2,254
Administration		40,632	33,098
Other expenses from ordinary activities	1.4(f), 4.3	131,585	129,963
Total expenses from ordinary activities (excluding borrowing costs)		874,636	812,968
Borrowing costs expense	1.4(g)	14,564	15,512
Net operating surplus (deficit) from ordinary activities		(19,923)	(21,545)
Equity interests			
Net surplus (deficit) attributable to the State		(19,923)	(21,545)
Net increase (decrease) to asset revaluation reserve	8	(9,570)	(27,712)
Transfer of activities from administered to controlled	1.2, 8	3,972
Removal of activities undertaken under a Trustee arrangement	1.2, 8	(166)
Total changes in equity other than those resulting from transactions with Tasmanian State Government in its capacity as owner		(25,687)	(49,257)



statement of financial position –
as at 30 june 2002

Assets	Notes	2002	2001
		\$'000	\$'000
Current assets			
Cash on hand and deposit accounts	1.5(a)	54,061	32,015
Receivables	1.5(b), 6.1	10,207	8,714
Inventory	1.5(d), 6.2	5,680	5,553
Other financial assets	1.5(c), 6.3	10,224	10,964
Total current assets		80,172	57,246
Non current assets			
Other financial assets	1.5(c), 6.3	281	388
Plant equipment and vehicles	1.5(e), 6.4	31,081	24,629
Land and buildings	1.5(e), 6.4	984,991	1,040,934
Community Housing Stock	1.12	12,185
Capital work in progress	6.4	8,494	9,996
Loan advances	6.6	53,976	60,025
Total non current assets		1,091,008	1,135,972
Total assets		1,171,180	1,193,218
Liabilities			
Current liabilities			
Payables	1.6(a)	17,252	20,256
Interest bearing liabilities	1.6(b), 7.2	43,895	49,759
Provisions for employee entitlements	1.6(c), 7.1	42,693	39,508
Other current liabilities	1.6(e,f), 7.3	35,489	25,883
Total current liabilities		139,329	135,406
Non current liabilities			
Interest bearing liabilities	1.6(b), 7.2	268,694	273,549
Provisions for employee entitlements	1.6(c), 7.1	59,225	56,105
Other liabilities	1.6(e,f), 7.3	1,461
Total non current liabilities		329,380	329,654
Total liabilities		468,709	465,060
Net assets (liabilities)		702,471	728,158
Equity			
Contributed capital	8	6,094	6,094
Reserves	8.1	205,262	214,832
Accumulated surplus (deficit)	8	491,115	507,232
Total Equity		702,471	728,158

supplementary information

Audit and accountability

Two major and three minor reviews were completed during 2001-02. During the year the Internal Audit Branch also continued to facilitate implementation of the Integrated Risk Management Project throughout the Agency.

Procurement and contracting

A significant focus of the Procurement Advisory and Management Unit (PAMU) during the year was on training and awareness raising to improve understanding among staff of Government and Departmental policies and processes relating to procurement and contracting.

By actively identifying opportunities and increasing the awareness of staff to the existence of established arrangements, the value of goods and service purchased under common-use contracts managed by the Department increased by around 7 per cent during the year to \$29.127M per annum, from a total of 24 contracts.

Contracts and tenders

Summary of participation by local businesses in 2001-02	
Total number of contracts awarded	185
Total number of contracts awarded to Tasmanian suppliers	130
Total value of contracts awarded	\$96,311,452
Total value of contracts awarded to Tasmanian suppliers	\$82,816,148
Total number of tenders called	108
Total number of bids received	1,670
Total number of bids received from Tasmanian businesses	921

Asset management

The DHHS Strategic Asset Management Plan (SAMP) was accepted by Cabinet in July 2000 and governs the direction of asset management in the Agency.

Land and buildings

Rationalisation of office accommodation and consolidation into owned sites, together with efficiencies made in energy usage, generated savings in 2001-02 that allowed the Agency to internally fund capital upgrades including the establishment of a 27 bed aged care step down facility at St. John's Park and security upgrades at the Ashley Youth Detention Centre. To ensure compliance with Commonwealth standards which are due to be introduced in 2008, \$800,000 was also made available from the Social Infrastructure fund to upgrade aged care facilities at Ouse, Scottsdale, King Island, Flinders Island, Beaconsfield and Smithton.

Property sales

The only significant property sold in 2001-02 was 65 Fitzroy Place, the net proceeds of which (75% retention) were \$207,000.

Major capital works

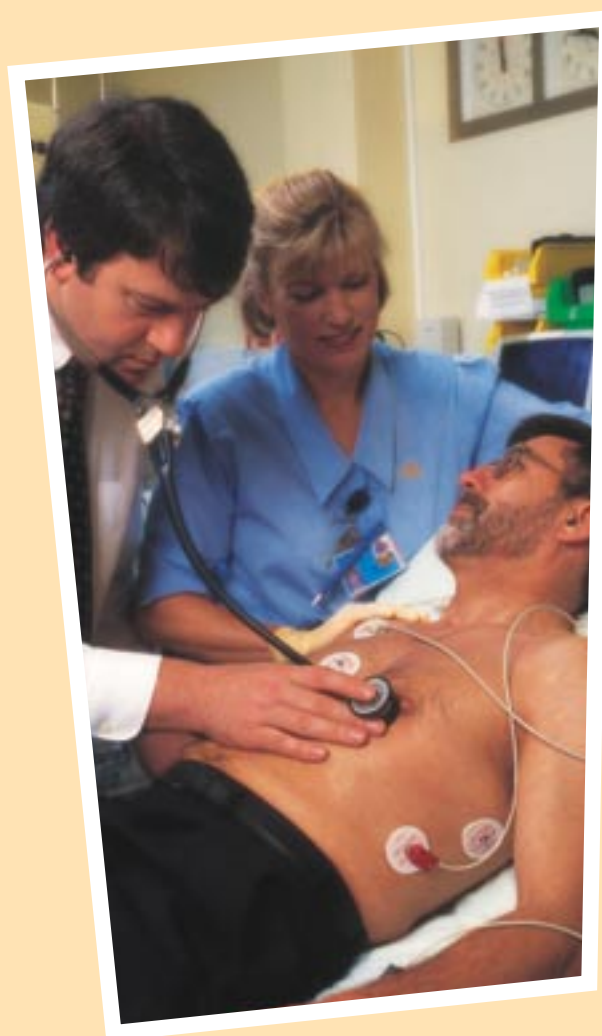
The year was characterised by the commencement of a number of projects that will reach construction phase in 2002-03. The total value of works completed in the year was \$2,537M with a further \$10M to occur in 2002-03.

Risk management

In 2001-02 the Agency continued implementation of the integrated risk management project across the Agency, facilitated by Internal Audit Branch. Awareness raising programs were conducted on OH&S issues for staff in both the Occupational Health & Safety Unit and in Facilities Management Branch.

Freedom of Information (FOI)

Number of requests in the period 1 July 2001 – 30 June 2002	129
Requests relating to personal information	110
Outcomes	
Requests granted in full	54
Requests granted in part	29
Requests refused	4
Information not in possession of Agency	33
Other (information otherwise available, voluminous request)	4
Exemptions applied	
Section 24 Cabinet information	1
Section 27 Internal Working Information	1
Section 28 Law Enforcement Information	1
Section 29 Information affecting legal proceedings	2
Section 30 Information affecting personal privacy	19
Section 31 Information relating to trade secrets of undertakings	1
Section 33 Information obtained in confidence	8
Section 48 Reviews to the Ombudsman	
Original decision upheld in full	0
Original decision upheld in part	1
Original decision reversed	0



Legislation administered by the Department

A full list of the Department's legislation is available in Part 5 of the full Annual Report available on the Internet website at: <http://www.dhhs.tas.gov.au/corporateinformation/legislation/index.html>

Changes to and new legislation in 2001-02

The following Acts were changed or introduced in 2001-02:

- Pharmacists Registration Act 2001
- Therapeutic Goods Act 2001
- Criminal Code Act 1927 and Abortion
- Poisons Act 1971 and Misuse of Drugs Act 2001
- Health Professional Registration Acts and Health Complaints Amendment Act 2001

Publications available to the public

Publications are listed on the Department's Internet website at: <http://www.dhhs.tas.gov.au/corporateinformation/publications/index.html>

Copies are available from the contacts provided.

contacting the department

	Location	Phone (03)	Fax (03)
Secretary Mr John Ramsay	3rd Floor, 34 Davey St Hobart TAS 7000	6233 3443	6233 4580
Deputy Secretary Mr Martin Wallace	3rd Floor, 34 Davey St Hobart TAS 7000	6233 4029	6233 3881
Director Corporate Services Mr Paul Targett	3rd Floor, 99 Bathurst St Hobart TAS 7000	6233 4903	6233 8915
Director Children & Families Ms Vicki Rundle	4th Floor, 34 Davey St Hobart TAS 7000	6233 4745	6233 2883
Director Community, Population & Rural Health Ms Mary Bent	2nd Floor, 34 Davey St Hobart TAS 7000	6233 3905	6233 3663
Director Hospitals & Ambulance Service Dr Anne Brand	3rd Floor, 34 Davey St Hobart TAS 7000	6233 4876	6233 4885
Director Housing Tasmania Mr Malcolm Downie	4th Floor, Bathurst St Hobart TAS 7000	6233 4908	6233 4944

1800 Freecall Telephone Numbers

DHHS Helpline (8.30am-5.00pm)	1800 067 415
Aboriginal Housing Services Tasmania (PALAWA)	1800 725 292
Alcohol and Drug Information Service	1800 811 994
Child Protection Service (24 hours)	1800 001 219
Oral Health (Dental) Services Hotline	1800 814 702
Domestic Violence Crisis Service (9.00am – midnight weekdays; 4.00 –12.00 weekends and public holidays)	1800 633 937
Family Child & Youth Health Information Service Hotline	1800 808 178
Housing After Hours Emergency Maintenance Service (24 hrs)	1800 005 588
Housing Customer Feedback Line	1800 808 340
Public and Environmental Health Service Hotline	1800 671 738
Parent Information Telephone Assistance Service – Statewide (24 hour service)	1800 808 178
Public Hospitals Complaints and Compliments	
- Launceston General Hospital	1800 008 001
- North West Regional Hospital	1800 062 322
- Royal Hobart Hospital	6222 8154
Sexual Health Branch (8.30am-5.00pm)	1800 675 859
Sexual Health HIV Hotline	1800 005 900
Tasmanian Poisons Information Service	6231 1726
Women's Health Information Line (10.00am-3.00pm)	1800 675 028

Department of Health and Human Services
34 Davey Street, Hobart TAS 7000
Postal Address – GPO Box 125, Hobart TAS 7001
Reception and Enquiries - Phone (03) 6233 3185

The full Annual Report 2001-02 is available on the Department's Internet web site at:
www.dhhs.tas.gov.au/corporateinformation/publications



Tasmania

DEPARTMENT of HEALTH
and HUMAN SERVICES