



Health Support Services Board

Communiqué

December 2024 Meeting

Key Discussion

At the December 2024 meeting we welcomed Mr Scott Goder to his first Board meeting as Acting Chief Executive of HSS. Scott brings extensive experience within the health system, having held Senior Executive positions in Finance, Procurement, Infrastructure and Project Management. The Board members and I are looking forward to working with Scott over the next six months.

We also said farewell this month to Dr Rowan Ellis, who is proceeding on a leave of absence from the HSS Board pending his resignation taking effect on 30 June 2025. A founding member of the HSS Board since July 2020, I would like to take this opportunity to sincerely thank Dr Ellis for his contribution to the HSS Board and acknowledge his role on the People and Performance Committee. Dr Ellis leaves us to take up the role of Junior Medical Lead with the Electronic Medical Records Program. We wish Dr Ellis all the best in his future endeavours.

Key discussions at this month's meeting included important updates from the Human Resource Management Information System (HRMIS) program, strategic ICT initiatives and operational improvements, and the HSS Program Delivery portfolio as well as the report from the People and Performance Committee meeting held in November 2024.

The Board was provided with an overview of the Three Lines of Defence model and how it is applied within HSS to assure the effective management of risk and good governance practices. The HSS Technology Strategy was also presented at the meeting.

The Board approved the 2024 Annual Review of the HSS Strategic Plan and the HSS Fraud and Corruption Control System.

A/Chief Executive's Update

The A/Chief Executive provided an update on the key achievements and issues across HSS in November 2024. These included:

Our purpose: We support our customers to provide excellent health care

- HSS Service Level Agreement (SLA) performance was 79% in October, against a target of 80% with 27 of 34 KPIs achieved.
- Following completion of the essential DMR system upgrade in September 2024, the program has prioritised assessing residual risk and identifying necessary technical optimisations to scale up the solution. The Single Sign-On (SSO) project is progressing well and is on track for completion by June 2025.

Board Reports and Papers

The Board received the following reports and papers for discussion and/or noting:

- A/Chief Executive's Report
- A/Chief Financial Officer's Report
- Chief Information Officer's Report
- DMR/EMR Report
- Program Delivery Report
- Board Administration Report

Attendance

Ms Margaret Pyrchla (Board Chair)	Dr Paul Boyatzis	Mr Peter Mott
Dr Con Phatouros (Deputy Chair)	Ms Yaso Ponnuthurai	Dr Rowan Ellis
Mr Giles Nunis		

Apologies

Ms Cheryl Chan	Ms Amanda McKnight
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Standing Executive Invitees

Mr Scott Goder, A/Chief Executive
 Ms Alison Mann, Director, Office of the Chief Executive
 Ms Carolyn Peel, A/Executive Director, Customer Experience
 Mr Michael Roberts, A/Chief Financial Officer
 Mr Jonathan Smith, Chief Information Officer
 Ms Julie Mount, A/Executive Director, Program Delivery
 Ms Judith Stewart, Executive Director, EMR
 Mr Ralph Bates, Executive Director, HRMIS

Next Meeting

The next meeting will be held on 6 February 2025 at 140 William Street, Perth WA 6000.

Ms Margaret Pyrchla
Chair, Health Support Services Board