



HSS Board Communiqué October 2022 Meeting

Key Discussion

The HSS Board and Executive Team met this month to participate in a strategic risk workshop. The workshop reviewed the current HSS strategic risks, risk ratings, risk appetite and reporting, and deep dived into several critical risk themes.

The October HSS Board meeting was held over two half days to accommodate multiple meetings being attended by Board Members and Executives.

Key discussion at this month's meeting included important updates from the major ICT programs regarding progress. An update was also provided on the work of the HSS Multicultural Reference Group, including how they've promoted diversity and inclusion across HSS.

HSS' Service Level Agreement performance and the Outcome Based Management (OBM) targets for HSS were also a key focus. HSS' OBM targets calculate of the average cost of services per transaction provided by HSS to customers and are a key metric used to measure outcomes.

Chief Executive's Update

The Chief Executive highlighted a number of matters:

- The Minister for Health tabled the 2021-22 HSS Annual Report in Parliament, on time, on 21 September 2022.
- HSS SLA performance was 14% above target, at 94% for August 2022. Thirty-two of 34 KPIs were achieved. This is the highest SLA result achieved by HSS to date. This continues to demonstrate the excellent work by all HSS staff, despite the pressures and challenges faced by our organisation.
- HSS' current and forecast budget position.

Board Reports and Papers noted

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

- Chief Financial Officer's Report
- Performance Report
- Chief Information Officer's Report
- Program Delivery Report
- Multicultural Reference Group Update
- Aboriginal Workforce Action Plan
- Board Administration Report

Attendance (via MS Teams and in-person)

Michael Walsh (Board Chair)	Ms Margaret Pyrchla (Deputy Chair)	Cheryl Chan
Ms Diana Forsyth	Ms Amanda McKnight	Dr Paul Boyatzis
Ms Yaso Ponnuthurai	Dr Con Phatourous	Dr Rowan Ellis

Standing Executive Invitees

Mr Robert Toms, Chief Executive
Mr Sash Tomson, Chief Financial Officer
Mr Jonathan Smith, Chief Information Officer
Ms Judith Stewart, Executive Director, Program Delivery
Ms Carolyn Peel, A/Executive Director, Customer Experience
Ms Emily Pestell, Director, Office of the Chief Executive

Next Meeting

The next meeting will be held on 3 November 2022 at 140 William Street, Perth WA 6000.

Mr Michael Walsh
Chair, Health Support Services Board