



Health Support Services Board

Communiqué

June 2024 Meeting

At the June 2024 HSS Board meeting we welcomed back Dr Rowan Ellis, who took a leave of absence while completing his final examinations with the Australian and New Zealand College of Anaesthetists. It is great to have Dr Ellis back with us as we prepare for the end of the 2023/24 financial year.

We also said farewell this month to Katina Law, who resigned from the Board at the finalisation of the June meeting. I would like to take this opportunity to sincerely thank Katina for her contribution to the HSS Board since December 2022, and acknowledge her role in chairing the Finance, Risk and Audit Committee since August 2023. We wish Katina all the best in her future endeavours.

Key Discussion

Key discussion at this month's meeting included important updates from the HRMIS program and other major ICT programs, as well as a report from the People and Performance Committee meeting held in May 2024.

The Board endorsed the Service Level Agreement for the 2024/25 Financial Year and approved the extension of the "Snowflake" contract for the Realtime Data Demand Program.

Other key discussions centred on the approach to the Strategic Risks and Risk Appetite review, and the risk management requirements set out in the Security of Critical Infrastructure Act 2018. An update on the FY2024-25 budget outcomes was also discussed.

Chief Executive's Update

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

- The Chief Executive (CE) met with the new Director General (DG) on 17 May 2024 to provide an overview of the HSS organisation including current issues and challenges.

- The CE and Chief Procurement Officer (CPO) met with Minister Dawson (Minister for Emergency Services; Innovation and the Digital Economy; Science; Medical Research) on 16 May 2024 to discuss local procurement. This was a constructive discussion during which the CPO outlined the current situation including HSS recommendations and potential barriers.
- The WA State Budget was released on 9 May 2024 with a total health budget of around \$12.8B for FY2024/25. Within that context HSS was successful in obtaining appreciable funding for operations and services, however there are gaps that will need to be worked across several areas.
- The organisation also recently completed its quarterly Customer Satisfaction (CSAT) Survey process with an overall CSAT result of 70% matching our target of 70%, with a high of 81% in the Q2 FY2023/24 and a low of 62% in Q3 FY2022/23.
- Service level performance continues to be positive with HSS achieving 88% of its Service Level Agreement (SLA) Key Performance Indicators (KPIs) in April 2024.

Board Reports and Papers

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

- Chief Financial Officer's Report
- Chief Information Officer's Report
- Human Resource Management Information System (HRMIS) Report
- Digital / Electronic Medical Records (DMR/EMR) Report
- Program Delivery Reports
- Board Administration Report

Attendance

Dr Con Phatouros

Mr Giles Nunis

Dr Paul Boyatzis

Ms Yaso Ponnuthurai

Dr Rowan Ellis

Ms Katina Law

Ms Amanda McKnight

Mr Peter Mott

Apologies

Ms Margaret Pyrchla (Board Chair)

Ms Cheryl Chan

Standing Executive Invitees

Mr Robert Toms, Chief Executive

Ms Joanna Lawton, A/Director, Office of the Chief Executive

Ms Carrie Wilson, A/Chief Financial Officer

Mr Jonathan Smith, Chief Information Officer

Ms Judith Stewart, Executive Director HRMIS and DMR

Mr Ralph Bates, Executive Director, Customer Experience

Ms Julie Mount, A/Executive Director, Program Delivery

Ms Emily Pestell, Executive Director, Transformation and Strategy

Next Meeting

Next meeting will be held on 4 July 2024 at 140 William Street, Perth WA 6000.

Dr Con Phatouros

A/Chair, Health Support Services Board