



Health Support Services Board

Communiqué

September 2024 Meeting

Key Discussion

At the September Board meeting we received important updates from the Human Resource Management Information System (HRMIS) program, HSS' financial and operational performance for July 2024, HSS' strategic ICT initiatives and operational improvements, and the HSS Program Delivery portfolio.

Reports were presented from the People and Performance Committee and Finance, Risk and Audit Committee meetings held in August 2024. We were also provided with an overview of HSS' Mid-Year Review submissions, as well as the remediation plans for the current payroll systems.

At the meeting, the Board also approved the HSS Annual Report 2023/24, the Annual Governance Attestation Statement 2023/24, and updates to the HSS Authorisations and Delegations Schedule.

Chief Executive's Update

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

- HSS Service Level Agreements performance continues to progress well with 32 of 34 KPIs achieved in July 2024, a result of 94% against a target of 80%.
- With the support of HSS, the Peel Health Campus successfully transitioned to the South Metropolitan Health Service on 13 August 2024. The Chief Executive was privileged to be present at the Welcome Ceremony, together with Julie Mount, A/Executive Director, Program Delivery, Minister Sanderson (Minister for Health; Mental Health), Minister Templeman (Minister for Culture and the Arts; Sport and Recreation; International Education; Heritage) and local members of Parliament.
- The HSS Contact Centre were winners at the WA AusContact Awards in the category of 'Employee Experience Initiative of the Year - Engagement and

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Culture award.' The Contact Centre team are now in the running for the national awards, which will be announced later this year.

- The Office of the Auditor General has completed its annual audit of HSS' Financial Statements, Key Performance Indicators and Controls (including General Computing Controls) for the 2023-24 financial year. The formal exit meeting was held on 12 August 2024, and the OAG issued an unqualified Audit Opinion on 20 August 2024.

Other Board Reports and Papers

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

- Performance 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)	Ms Cheryl Chan	Mr Peter Mott
Dr Con Phatouros (Deputy Chair)	Mr Giles Nunis	Dr Rowan Ellis
Ms Amanda McKnight	Ms Yaso Ponnuthurai	

Apologies

Dr Paul Boyatzis

Standing Executive Invitees

Mr Robert Toms, 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
Mr Mark Thompson, Chief Procurement Officer
Ms Julie Mount, A/Executive Director, Program Delivery
Ms Judith Stewart, Executive Director, EMR
Mr Ralph Bates, Executive Director, HRMIS
Ms Siobhán Mulvey, Executive Director, Workforce and Organisational Development

Next Meeting

The next meeting will be held on 3 October 2024 at 140 William Street, Perth WA 6000.

Ms Margaret Pyrchla
Chair, Health Support Services Board

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