

Communiqué

Health Support Services Board



This communiqué highlights key discussions from the recent HSS Board meeting.

4 December 2025

As we come to the end of another busy and challenging year at HSS, the Board reflected on the many achievements from across the organisation, most notably the successful launch of HRplus at HSS. Recently the Director General, Chief Executive, and I attended a morning tea with the team to celebrate this milestone where, on behalf of the Board, I expressed my heartfelt appreciation to the team for achieving this first major step in delivering HRplus as one of the ways HSS is enabling digital transformation.



The Board and Executive participated in a very successful Strategy Planning Day on 17 November 2025. I look forward to seeing the outcomes over the coming months as the new Strategic Plan for HSS comes together.



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

The WA Health Excellence Awards were presented at a gala dinner on 25 November 2025. Although HSS did not take home any awards this year, being named as a finalist is a great honour and a reflection of the hard work and dedication of our teams. Congratulations to the WA Health Data Platform and ePrescription teams for being nominated for excellence in their respective fields.



In quarter 1 2025/26 Customer Satisfaction increased by 4% to 82%, exceeding the target of 70%. The Customer Effort Score also increased by 5% to 78%, exceeding the target of 73%. These are the highest ever results achieved by HSS.

In this month's personal reflection, Dr David McCoubrie gave a presentation on leading change and the practise of adaptive leadership.

Key matters for discussion

At the December 2025 meeting, the Board approved a contract variation for the State-wide Pharmacy Management Application (iPharmacy), as well as the quarterly report to the Minister for Health detailing HSS' progress against the Statement of Expectations. The Board also received the report from the People and Performance Committee meeting held in November 2025.

The PPC discussions were anchored by a clear focus on ensuring HSS delivers on its commitments to service performance, customer experience, and transformation, while monitoring risks; especially those related to people, integrity, and organisational capacity. There was a strong sense of responsibility to balance celebrating achievements with candidly addressing challenges.

The Board considered several important strategic matters, including WA government priorities, system reform, as well as the Human Resource Management Information System (HRMIS) and Electronic Medical Records (EMR) programs.

The Board also received updates on HSS’ current financial and operational performance, the progress of major ICT and ICT-enabled customer-driven projects and programs, strategic ICT initiatives, operational improvements and strategic risks.

Chief Executive’s Update

The Chief Executive provided an update on the key achievements and strategic issues across HSS during November 2025.

Summary of standing items for discussion and noting

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

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

Attendance

Dr Con Phatouros (Deputy Chair, A/Chair)		
Mr Peter Mott	Ms Amanda McKnight	Ms Yaso Ponnuthurai
Dr David McCoubrie	Dr Paul Boyatzis	Mr Mark Donovan

Apologies

Ms Margaret Pyrchla (Board Chair)	Ms Pina Caffarelli
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Standing Executive invitees

Mr Giles Nunis, Chief Executive
Mr Sam Matyear, A/Director, Office of the Chief Executive
Mr Sash Tomson, Chief Financial Officer
Mr Ralph Bates, Executive Director, Customer Experience
Ms Emily Pestell, Executive Director, Operations
Mr Anthony Lenzarini, A/Chief Information Officer
Ms Julie Mount, A/Executive Director, Program Delivery
Dr Sumit Sinha-Roy, Executive Director, EMR
Ms Neha Patel, Executive Director, HRMIS

Next Meeting

The next meeting will be held on 5 February 2026 at 140 William Street, Perth WA 6000.

Margaret Pyrchla
Chair, Health Support Services Board