



HSS Board COMMUNIQUÉ

February 2021 Meeting

This communiqué highlights key discussions from the Health Support Services (HSS) Board meeting held on 4 February 2021 via Microsoft Teams.

Due to COVID-19 related restrictions currently in place, the HSS Board met remotely via Microsoft Teams with a streamlined agenda.

Key Discussion

The Board noted that caretaker conventions were now in place ahead of the WA state election on 13 March 2021. The Board was given an update by the Chair and Chief Executive on the evolving COVID situation. The Board discussed the current impact of COVID on the WA health system, and more specifically how HSS is supporting its customers and staff in their response.

An overview of the Work Health and Safety Framework and the HSS Multicultural Action Plan 2020-22 were provided and supported. It was agreed a Board member would provide representation on the HSS Multicultural Reference Group (MRG). The People and Performance Committee will work with the relevant business unit to review and develop both documents further.

The Acting Executive Director, Program Delivery provided an update on the Medical Imaging Replacement Program (MIRP). This was followed by discussion about the approach, methodology and process for the upcoming inaugural HSS Board evaluation process. The Board agreed the importance of the review to ensure that the Board works efficiently and effectively in achieving its functions.

Chief Executive's Update

Mr Robert Toms, Chief Executive, provided an update to the Board on HSS' response to the emerging COVID situation in Western Australia. The update also included current areas of focus across HSS including staff support, and financial and operational performance. He spoke to key highlights over the last month:

- The overall Service Level Agreement (SLA) performance was 82% for November 2020, with 28 out of 34 KPIs meeting target.
- HSS exceeded its Customer Satisfaction (CSAT) target by 5% for Q1 of FYR 20/21, with a result of 71% for the quarter, against a target of 66%. The Customer Effort score for Q1 of FYR 20/21 was 73%, which represents the highest quarterly performance compared to the preceding three quarters.
- The final HSS organisation wide briefing for 2020 was held on 10 December 2020 which highlighted work undertaken on the SafeWA application and showcased the end-of-year video.

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- Three all-staff breakfasts were held during December 2020 that celebrated the achievements of HSS across the past year.

Key Decisions

The Board approved the following:

- Work Health and Safety Framework - which has been updated in anticipation of upcoming legislative changes.
- HSS Multicultural Action Plan 2020-22 - which has been developed in accordance with the State Government's Multicultural Policy Framework and will be submitted to the Department of Local Government, Sport and Cultural Industries - Office of Multicultural Interests.
- Write-Offs for Salary overpayments in the 2019-20 financial year in line with *Treasurer's Instruction 807 Write-Offs*.

Board Reports and Papers noted

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

- Medical Imaging Replacement Program status update.
- HealthNext Program status update.
- Process and timeline for the upcoming Board Evaluation.
- COVID-19 Pharmacy Critical Medicines List stock expiry and additional disposal costs associated with the expired stock to 31 December 2020 in the FY2020/21 in line with *Treasurer's Instruction 807 Write-Offs*.
- Keyport Settlement update.
- HSS Wellness Program update.
- Wide Area Network Contract Strategy update.
- Board Administration Report.

Attendance

Mr Michael Walsh (Chair)
Ms Margaret Pырchla (Deputy Chair)
Dr Paul Boyatzis
Ms Cheryl Chan

Dr Rowan Ellis
Mr Jonathan Ford
Ms Diana Forsyth
Ms Amanda McKnight

Dr Con Phatouros
Ms Yaso Ponnuthurai

Apologies

Nil.

Standing Executive Invitees

Mr Robert Toms, Chief Executive
Mr Sash Tomson, Chief Financial Officer
Ms Carolyn Peel, A/Executive Director, Customer Experience
Ms Alison Mann, A/Director, Office of the Chief Executive

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Next Meeting

The next meeting will be held on 4 March 2021 at 140 William Street, Perth WA 6000.

Mr Michael Walsh
Chair, Health Support Services Board