



Your ref: 4-119600
Our ref: fA3831762

Hon Roger Cook MLA
Deputy Premier
Minister for Health; Mental Health
Level 13, Dumas House
2 Havelock Street
WEST PERTH WA 6005

Dear Minister

STATEMENT OF INTENT – UPDATED

Thank you for your revised Statement of Expectation dated 4 June 2021. The Health Support Services (HSS) Board has considered its content in the context of its functions and responsibilities as a Health Service Provider (HSP) under the *Health Services Act 2016 (WA)*.

As the accountable authority for HSS, the HSS Board formally commits to meeting your revised expectations and quarterly reporting requirement, to ensure the Government's key priorities to deliver sustainable health care in Western Australia are achieved.

In this context I am pleased to provide you with the following updated Statement of Intent for HSS, in response to your Statement of Expectation. The first Quarter Report for Q4 2020-21 (April to June) period, will be provided early August 2021.

- **COVID-19 Response**

HSS will continue to support the WA health system respond to the COVID-19 pandemic, including being prepared for any increase in cases or serious illness, by providing continued support for health operations during this time. HSS is providing a number of important services, ongoing support and COVID-19 related initiatives across the areas of ICT, supply and procurement, and workforce, to support the whole system.

- **Safety and Quality**

HSS is committed to supporting the WA health system continue its core focus on safety and quality as the highest priority, particularly during the current environment and elevated demand. HSS provides a range of services to achieve this including, but not limited to:

- Performance and monitoring activities of the broader ICT landscape including cyber security incidents or supply chain interruptions. This work means our

customers can rely on HSS to have informed business intelligence and solutions to ICT risks.

- Supporting the WA health system to observe good data security practices including secure network access and compliance with ICT security policy and best practice. This work provides confidence to our customers and the WA public that patient and confidential information is protected and secure.
- Supporting our core clinical and corporate systems that enable our customers to deliver quality healthcare services 24 hours a day.
- Procuring and delivery of quality supplies and consumables to support our hospitals to deliver high quality and safe patient care 24 hours a day.

- **Workforce Safety, Wellbeing and Engagement**

HSS is continuing its commitment through implementing a number of initiatives that are aimed to support the health and wellbeing of our workforce, and address issues identified from the 'Your Voice in Health Employee Engagement, and our internal 'Culture Pulse' survey results. To date this year, HSS has undertaken the following:

- Continued to implement the HSS Strategic Workforce Plan 2019-22 by:
 - embedding the Occupational Health and Safety Framework
 - implementing the Wellness Program initiatives
 - revising Work Health and Safety framework in readiness for the new *Work Health and Safety Bill 2019*.
- Developed the HSS Multicultural Action Plan 2020-22 as part of implementation of the HSS Diversity and Inclusion Strategy 2019-22.
- Continued to embed inclusive leadership into our culture, including providing Inclusive Leadership training to Tier 1 to 4 Leaders.
- Implemented initiatives that supported employee wellbeing during COVID-19 restrictions and lockdown periods.
- Promoted and facilitated greater access to flexible working options for all our employees.

HSS continues to promote a safe working environment to prevent bullying and harassment in the workplace.

- **Commitment to Permanent Employment**

HSS continues to review our workforce on a monthly basis to identify opportunities to convert employees into permanent roles, to ensure permanent employment remains a priority.

- **Sustainable Health Review (SHR)**

HSS will continue to support the System Manager and the HSPs in implementing the SHR recommendations and is committed to working collaboratively to actively promote and support the associated strategies.

HSS continues to be proactive across the WA health system to provide a suite of technology, supply, workforce and financial shared services that are aligned to supporting our customers in achieving their SHR strategies.

- **Research and Innovation**

HSS is committed to supporting the System Manager and the HSPs in their research and innovation programs and initiatives. HSS supports the WA health system through investment in digital health technologies that balance long term strategic planning and short-term actions. For example, the SafeWA app and Vaccinate WA portal. Several major transformation programs are also underway which will leverage new contemporary and scalable digital technologies.

- **Election Commitments**

HSS will support its customers with implementing their election commitments as a priority, to achieve the Government's objectives.

- **Key HSS Workstreams**

HSS is committed to ensuring its key workstream

- **HealthNext Program**

HSS is committed to digital reform and is working towards the provision of a contemporary ICT platform to provide more sustainable, innovative and cost-effective ICT services to our customers via the HealthNext program.

The HealthNext program is nearing completion and will result in innovative and cost-effective computer, storage, private cloud computing, communications connectivity and internet gateway services for the WA health system.

- **Human Resource Management Information System (HRMIS)**

HSS is committed to delivering the new Human Resource Management Information System (HRMIS), consistent with the WA Health Digital Strategy 2020-2030.

The HRMIS program is well underway and is being implemented in two phases. The first phase is on target for completion in December 2021 (the Proof of Concept). The second phase of the program, subject to funding approval, is planned to commence in January 2022. The new HRMIS will provide a contemporary and resilient human resource, payroll and rostering system for the WA health system. HSS is continuing to remediate the current HR/payroll and rostering systems to strengthen internal controls and operational stability.

- **Financial Performance**

HSS will continue to prioritise and maintain its financial and operational performance, which includes HSS achieving its agreed budget target, whilst delivering on our purpose. The HSS Board notes the challenging environment the WA health system operates in, particularly the current and ongoing impacts of COVID-19, the transition to HealthNext, and the financial and delivery risks associated with this as well as the broader WA health reform agenda. The Board will work closely with the Department of Health to ensure such risks are effectively managed.

- **Recovery**

The HSS Board is committed to ensuring that HSS has appropriate plans in place to ensure we are in the best possible position for the recovery phase of the COVID-19 pandemic.

A new Strategic Plan is currently being developed that will guide us through the next three years (2021-2024) and ensure we are able to continue delivering high quality services to our customers, major programs and continue work on our transformation program. This is a current priority of the HSS Board and HSS Executive team.

- **WA Health System Governance**

The HSS Board understands its obligations as the governing body of HSS, and of HSS' responsibilities as a HSP under the *Health Services Act 2016* (WA).

HSS continues to comply with relevant Policy Frameworks issued by the System Manager (Director General (DG) of the Department of Health).

- **Advice to Government**

HSS will continue to provide timely advice to the Government on matters of significance that contribute to the Government achieving its priorities. The HSS Board will demonstrate this commitment by providing an annual Governance Attestation Statement at the conclusion of each financial year.

This Statement of Intent demonstrates the Boards' continued commitment to working with Government, the Department of Health and our customers to deliver innovative and integrated health services, that are sustainable and put the patient first.

I look forward to continuing to work with you and other WA health system leaders to ensure these intentions are achieved.

Yours sincerely



Michael Walsh
BOARD CHAIR
HEALTH SUPPORT SERVICES

16 July 2021