

HSS Board

COMMUNIQUÉ

March 2021 Meeting

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

The Board was pleased to welcome guests from the Corruption and Crime Commission who provided a presentation on 'Corruption and Serious Misconduct Risks'. The presentation provided important information for the Board including the role and powers of the CCC, Section 28 Notification Statistics, various case studies from across the public sector, whole-of-government consequences, and behaviours that mask corruption and risks.

Key Discussion

The Board was given a detailed update on the HSS COVID-19 Response activities including roll out of Phase 1A and 1B of the vaccination management program. The Board commended Ralph Bates, A/Executive Director COVID-19 Response and the team for their hard work and acknowledged the complex set of responsibilities that apply.

The Board had significant discussions on the risk appetite statement, internal audit plan and policy governance framework. The Board also discussed and approved changes to the authorisations and delegations schedule and the WA Health wide area network services contract.

Chief Executive's Update

During February 2021 the key priority has been supporting the execution of the vaccination management program through;

- the implementation of the Vaccinate WA IT system;
- the procurement and supply of medical consumables to support the vaccination program; and
- the recruitment of the diverse workforce required to deliver the vaccination program.

HSS have continued to progress the major program delivery of MIRP, HealthNext and HRIMS, whilst largely maintaining BAU levels;

- HSS Service Level Agreement (SLA) performance was 79%, for January 2021 with 27 of 34 KPIs achieved. The ICT business unit achieved no 'Red' KPIs, with only two reported as Amber (i.e. within 5% of target).
- HSS exceeded its Customer Satisfaction (CSAT) target by 6% for Q2 of FYR 20/21, with a result of 72% for the quarter, against a target of 66%. The average CSAT result for the preceding three quarters was 69%.
- The Customer Effort score for Q2 of FYR 20/21 was 71%, which represents a consistent quarterly performance compared to the preceding three quarters.

HSS Strategic planning process is now underway to develop the new Strategic Plan in the second half of 2021. The competitive procurement process to appoint an external partner to support the development of the Strategic Plan for 2021-2024 has been finalised. The

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successful respondent was KPMG who will work closely with the HSS Board and Executive in developing the Plan

Key Decisions

The Board approved the following:

- The HSS Internal Audit Plan 2020-21; HSS Strategic Risks and Risk Appetite Statement; HSS Policy Governance Framework; and HSS Fraud and Corruption Control Plan were all approved at the recommendation of the Finance, Risk and Audit Committee (FRAC).
- The six-month review and update of the HSS Authorisations and Delegations Schedules was approved with a minor update to inventory purchasing and stock adjustment authorisations.
- A new contract with NEC for the provision of HealthConnect Wide Area Network (WAN) connectivity.

Board Reports and Papers noted

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

- HealthNext Program Status Update
- OAG General Computer Controls Progress 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

Next Meeting

The next meeting will be held on 1 April 2021 at 140 William Street, Perth WA 6000.

Mr Michael Walsh

Chair, Health Support Services Board