

# Communiqué

## Health Support Services Board



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

### 5 February 2026

The HSS Board held its first meeting for 2026 on 5 February. It is great to be back working with the Executive Team for the start of what is gearing up to be a very exciting year for HSS. I was unfortunately unable to attend the meeting; thank you to Mandy McKnight for chairing in my absence.

Our Board members remained very active over the festive season and participated in several events during this period.

The festive season came alive in spectacular style as teams across HSS pulled out all the stops for the Christmas Decorating Competition, with Board member Mandy McKnight participating in the judging. The creativity and enthusiasm shown by everyone was outstanding. This was more than a competition - it was a visual representation of teamwork, imagination, and festive spirit. The winners were announced at a Social Club afternoon team on 10 December, with the CIO Office and Technology Performance and Governance team taking first prize with the theme, 'North Pole Ops.'



On 21 January 2026, HSS celebrated the graduation of the first Leadership Academy: Emerging Leaders cohort. Thank you to Board member Mark Donovan, who attended the ceremony on behalf of the Board. In his speech, Mark encouraged the graduates to invest in developing their own authentic leadership style, and to be confident that there is a place for every approach within HSS.



## **Key matters discussed at the meeting**

At the February 2026 meeting, the Board received an update on the progress of HSS' new Strategic Plan 2026-29, which is due to be launched in the second half of the year. The Strategy function has been leading the development of the new Strategic Plan in collaboration with the Board and Executive.

The Board also approved an extension to the lease of the GPO Level 2 offices, as well as expenditure for Diversity and Inclusion, recognition, and mental health events planned for HSS employees in 2026.

Several important strategic matters were considered by the Board, including WA government and whole-of-health system priorities, 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.

In December 2025 Performance as a percentage of the 34 Key Performance Indicators (KPIs) in target for the month was 91% against a target of 80%, with 31 KPIs meeting target.

The Warehouse has achieved the Lost Time Injury (LTI) target for 24 consecutive months. Congratulations to the Manager, WHS, Bob Gorham, and the Warehouse and Logistics team for continuing to make safety a priority for all HSS employees.

Each Board meeting one of the Members shares a personal reflection, and this month Mark Donovan reminded the Board of the fragility of life. Mark recounted his own personal health crisis, which caused him to rethink and change his lifestyle, and also shared the impact of the recent death of a colleague.

## **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
- Digital Medical Record/Electronic Medical Record Report
- Program Delivery Report
- Board Administration Report

## Attendance

Ms Amanda McKnight (A/Chair)	Ms Pina Caffarelli	Mr Mark Donovan
Mr Peter Mott	Dr David McCoubrie	Ms Yaso Ponnuthurai
	Dr Paul Boyatzis	

## Apologies

Ms Margaret Pyrchla (Board Chair)	Dr Con Phatouros (Deputy Chair)
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## Standing Executive invitees

Mr Giles Nunis, Chief Executive  
Mr Sash Tomson, Chief Financial Officer  
Mr Ralph Bates, Executive Director, Customer Experience  
Mr Chad Martino, A/Executive Director, Transformation and Strategy  
Ms Emily Pestell, Executive Director  
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 March 2026 at 140 William Street, Perth WA 6000.

Margaret Pyrchla  
**Chair, Health Support Services Board**

Our vision: Great services, valued partner, healthy Western Australians

