



HSS DMR

24 NOV 2017

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8.00AM

**The Hon Roger Cook MLA
Deputy Premier
Minister for Health; Mental Health**

Our Ref: 4-105912

Mr Robert Toms
Chief Executive
Health Support Services
81 St Georges Terrace
PERTH WA 6000

robert.toms@health.wa.gov.au

Dear Mr Toms

MINISTERIAL STATEMENT OF EXPECTATION FOR HEALTH SUPPORT SERVICES

I am pleased to provide you with my Statement of Expectation as the responsible Minister for the governing bodies of health service providers (HSPs). My expectations should be read in the context of the functions and responsibilities of a HSP that are listed in the *Health Services Act 2016* (the Act).

The Government is committed to delivering sustainable health care, putting patients first through better integration of health services and innovative delivery. My expectations in this context are outlined below.

- **Sustainable Health Review (SHR):** The SHR will investigate the measures needed to deliver a more innovative, sustainable and cost-effective health system. The SHR Panel has a broad remit to make recommendations across key areas including improving patient pathways and better step-down, sub-acute and community care.
 - I expect Health Support Services (the HSS) to fully commit to the SHR consultative process and implementation of the recommendations when required by Government.
- **Election Commitments:** The timely implementation of the Government's 2017 election commitments is a key priority.
 - I expect you to work cooperatively with the Department of Health (DOH) to progress measures to support the health system workforce.
 - I expect the HSS to work collaboratively with other HSPs to improve the security and performance of information and communications technology (ICT) enterprise wide systems and to implement and provide the associated support of ICT systems at the Perth Children's Hospital.

- **Performance:** Accountability for service delivery and performance rests with you and will be monitored by the DOH through the relevant policy frameworks, Health Support Service Performance Reports and regular performance discussions.
 - I expect you to comply with the whole of government financial target for managing expenses as notified by the Under Treasurer. You are required to manage your total cost of services within 2 percent of your 2017-18 budget allocation.
 - I expect you and the DOH to maintain a consultative working relationship and for you to meet regularly with the Director General to discuss key strategic and performance matters.

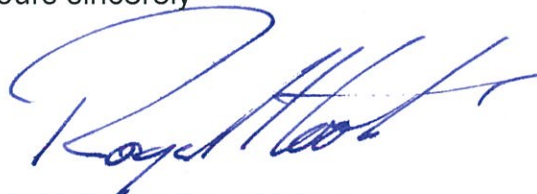
- **Culture:** Maintaining a high performing workforce is vital to our health system.
 - I expect you to give priority to improving the morale, culture and performance of your staff, including seeking feedback from staff about their levels of satisfaction, engagement at work and ideas for improvements.

- **Governance:** You are accountable to me as the responsible Minister. In discharging its functions, the HSS is obliged to comply with all relevant policy frameworks issued by the DOH Chief Executive Officer (the Director General). As the governing body, you are required to perform the functions and exercise the powers of a HSP as stipulated under the Act and any other written law including the *Public Sector Management Act 1994 and Financial Management Act 2006*.
 - I expect the HSS to provide accurate and timely advice to the Government (via the established communication protocols) on significant issues in its core areas of business and progress made in achieving the Government's priorities.

This Statement applies from the date of receipt until the end of the Parliamentary term, or until otherwise amended.

I look forward to receiving your response to my Statement of Expectation in the form of a Statement of Intent as soon as practicable. In the interest of transparency, I request that the Statement of Expectation and Statement of Intent be published on your website. I look forward to working with you as system leaders to shape the future of a responsive and patient centred health system.

Yours sincerely



HON ROGER COOK MLA
DEPUTY PREMIER
MINISTER FOR HEALTH; MENTAL HEALTH

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