



Health Support Services

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# Statement of Intent

Dear Minister

## **STATEMENT OF INTENT FOR HEALTH SUPPORT SERVICES**

Thank you for your Statement of Expectation dated 21 November 2017. I have read it in context of the functions and responsibilities of a Health Service Provider (HSP) under the Health Services Act 2016 (WA).

HSS is committed to its vision of enabling better health care by delivering high quality services to support the delivery of optimal patient care. Our core organisational values of 'Think Customer First', 'We promise, we own, we do', 'We will find a way' and 'We make a difference together' empower HSS staff to actively deliver the best possible services to the WA health system and its employees.

In this context, I am pleased to provide you with my Statement of Intent for HSS to meet your Statement of Expectation.

**Sustainable Health Review (SHR):** It is my intention that HSS will actively participate and fully commit to the SHR, including the implementation of recommendations when required.

In 2017 HSS developed an extensive submission for the SHR outlining six strategic imperatives that our organisation believes would improve the delivery of a safe, high quality, patient centered, integrated and financially sustainable health care in Western Australia.

HSS will continue to work closely with the SHR across all of the working groups to ensure measures that deliver a more innovative, sustainable and cost-effective health care system are developed and implemented.

**Election Commitments:** HSS will work cooperatively with the Department of Health and all Health Service Providers to realise the Government's 2017 election commitments. HSS will focus on ensuring workforce initiatives are planned, coordinated and implemented efficiently and effectively.

In addition, HSS is focussed on ensuring the security of the WA health system's information and communications technology (ICT) environment to meet contemporary challenges. This includes improving the performance and stability of enterprise-wide clinical and non-clinical systems.

With the opening of the Perth Children's Hospital in May 2018, HSS will ensure all WA health system ICT, Human Resource, Finance and Supply services are implemented and supported throughout the crucial commissioning phase and into the operational life of the hospital.

**Performance:** HSS intends to manage its total cost of services within two percent of its 2017-18 budget allocation. This target is currently being tracked and monitored through monthly internal financial reporting processes.

It is also my intention that HSS maintains a positive and consultative working relationship with the Department of Health in all strategic and performance matters. HSS will share performance information in accordance with relevant policy frameworks, the HSS Service Agreement and attend regular performance meetings.

**Culture:** As the Chief Executive of HSS, I am acutely aware of the key role culture plays in the performance of any organisation.

The HSS Strategy on a Page 2018 demonstrates my intention to focus on cultural improvement as 'Grow a customer focussed service culture' is one of the key transformational priorities of our business.

**Governance:** I am aware of and understand my obligations as Chief Executive of HSS, and of HSS' responsibilities as a Health Service Provider under the Health Services Act 2016 (WA).

HSS will provide timely, accurate and relevant advice to the Government regarding any significant issues encountered or progress towards the achievement of Government's priorities. All communication shall be conducted in accordance with the established Communication Protocol.

This Statement of Intent demonstrates that HSS is committed to working with the Government, the Department of Health and Health Service Providers to deliver a responsive, sustainable and patient-centred health care system. I look forward to working with you and other system leaders to ensure these intentions are achieved.

Yours sincerely



Robert Toms

**CHIEF EXECUTIVE  
HEALTH SUPPORT SERVICES**

9 January 2018