

Queensland Health Shared Service Partner

**AGENCY CONSULTATIVE COMMITTEE**

2:00pm – 3.30pm, Thursday 27 January 2011  
RBWH Block 7, Level 6, Conference Room 105

**MINUTES OF MEETING**

**Welcome / Apologies**

<b>Attendees:</b>	Cesare Callioni (Chair)	Senior Director, QHSSP
	Jean Clifford	Manager, Statewide Operations Team
	Kylie Portelli (Barry Neil)	A/Director, Divisional HR Services
	Lynette Jones	General Manager, Group Linen Services QHSSP
	Paul Haynes	A/Senior Director, Finance Transactional Services QHSSP
	Peter Rushbrook	Senior Director, Supply Services QHSSP
	Lyndel Jones	Senior Director, Business Change QHSSP
	Tanya Strachotta	Australian Services Union Delegate
	Sue Hope	Queensland Public Sector Union Delegate
	Pat Martin	Queensland Public Sector Union
	Peter Robertson	Australian Services Union Delegate
	Jan Sheppard	Australian Services Union
	Margie Dale	Federated Clerks Union

**Apologies:**

Nicole Lindsay	Australian Services Union
Kevin Place	Australian Services Union
Steve Baker	Australian Workers Union
John Connor	Queensland Public Sector Union
Alan Millward	Senior Director, Recruitment Services QHSSP

**1. Minutes / Actions arising/ongoing**

**1.1 Minutes from ACC held on 02/12/2010 endorsed.**

**1.2 Actions Arising/Ongoing**

**1.2.1 to 1.2.3 Action 021210.01 - Better Quality Hand Dryers & Ant-bacterial Gel - Chermshire Questionnaire**

- Cesare Callioni updated ACC on accommodation services.
- There is capacity to install a hand dryer and the owner has agreed to this. QH will pay for installation, which will occur in 3 weeks. Hand dryer will be installed in both ladies and men's toilets in Chermshire.
- Wall mounted anti-bacterial gel will occur as quickly as possible.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
021210.01-03	Installation of hand dryers & anti-bacterial gel (leave item open until dryers installed).	Cesare Callioni	Open

#### 1.2.4 Action 230910.01 – Approval on Business Case & Impact Statement

- Paul Haynes advised that he has received approval from Information Division (ID), but ID yet to give specific information on what exactly has been approved. Paul Haynes to bring back business case once the extent of the approval is understood.
- Pilot completed in July 2010 and this is currently being used. Need to now put that into a high level document and engage with ACC.

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
230910.01	Wait for specifics from I.D.		Closed

#### 1.2.5 Action 281010.05 - Business Advisory Group Cert. 3

- Cesare Callioni has written to the Payroll Implementation Program. Waiting on response.

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
281010.05	Cesare to follow up with Business Advisory Group to see where Cert 3 currently sits, and provide a report back.	Cesare Callioni	Open

#### 1.2.6 Action 021210.04 - Documentation on transition of services to Richlands

- Peter Rushbrook advised that, as the documentation related to forthcoming progressive transition of services to Richlands, the documentation would be forwarded to ACC representatives as planning for each District transition approached.

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.04	No further actions.		Closed

#### 1.2.7 Action 021210.05 - List of staff impacted by transition of services.

- Peter Rushbrook has advised that this has been corrected.

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.05	No further actions		Closed

#### 1.2.8 Action 021210.06 - Relocations of Vendor Team to Chermiside

- Paul Haynes advised that he has spoken with the manager, and the manager has now conducted a structured relocation process, including a visit to the new site at Chermiside. All staff are happy to move. Move to take place in February.

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.06	No further actions		Closed

#### 1.2.9 Action 021210.07 - Consultative Processes

- To be addressed by Kylie Portelli

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.07	Additional information is to be provided to line managers Re: Consultative processes by second meeting of the New Year.	Kylie Portelli	Open

#### 1.2.5 Action 021210.08 – Structure of ACC meetings

- To be addressed at next ACC

##### Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.08	All members to consider structure of ACC meetings for 2011-12	ALL	Open

## 2. Standing Agenda Items

### 2.1 General Update QHSSP (*Cesare Callioni*)

- A few movements at senior level, with Michael Walsh resigning (A/DDG Corp. Services), now the new DDG HR has commenced, namely John Cairns. Cesare Callioni to try and arrange John Cairns to attend an ACC meeting in the upcoming months.
- Corporate Services is now split into two – HR and Finance, Procurement & Legal Services (FP&L). DDG FP&L will be headed by Neil Castles (from QTC).
- Kylie Portelli on leave for a few weeks. Barry Neil to act in Kylie Portelli's role.
- Payroll Implementation Program (PIP) will come to a close in several weeks. It will be replaced by Payroll Foundation Program (PFP) which will focus on all system fixes in the next few months as well as re-building of systems (SAP & Workbrain) over 18 months. Kris Isles has been made in charge of this project. Two pieces of work will take place: 1) A series of releases of fixes of the problems we currently have. 2) A build of the new system.

#### Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		Closed

### 2.2 Finance Transactional Services (*Paul Haynes*)

- Business as usual.
- Christmas pay went well, as did the flood situation pay round.
- All backlogs are being addressed by managers.
- Mt. Gravatt has had issues with air-conditioning. Staff have been relocated in the meantime.

#### Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		Closed

### 2.3 Payroll (*Jean Clifford*)

- Noted the good work of Payroll with a high workload through Christmas, and also through floods. Australia Day also was successful payroll.
- Now planning for Easter and Anzac Day.
- Monday/Tuesday there is a meeting with Senior Managers to give payroll some clear direction for next 1-3 years.

### 2.4 Supply Services (*Peter Rushbrook*)

- Supply staff had done a fantastic job in responding to the flood crisis; to such an extent, that many District clients would have perceived that it was "business as usual".
- It was noted that the warehouse and office components of Central Pharmacy had relocated from Newmarket to the Richlands DC. Manufacturing is scheduled to move by end February 2011. This would essentially see the completion of the key deliverables of the Supply Chain Management Integration Strategy (SCMIS) Project.

#### Action (s):

Action Item	Agreed Action	Member	Status
	No actions		Closed

### 2.5 Linen Services (*Lynette Jones*)

- Various issues during the flood emergency.
- Linen dispatched to Evacuation centres across State.
- Staff worked well together to coordinate deliveries, Nambour serviced from the TPC site. Some Transport Drivers caught on roads between rising waters and not able to return back, sleeping in trucks.
- Maintenance team have proposed a '9-day fortnight'. Working through this at the moment. Proposal is on the table, and awaiting thoughts from staff.
- Business as usual.

#### Action (s):

Action Item	Agreed Action	Member	Status
	No actions		Closed

## 2.6 General

- Jan Sheppard has been advised that staff within SSP have been asked for photographic evidence regarding special leave. Jan has requested that this be addressed and communicated. Cesare Callioni advised that this specific issue has not been previously raised with Senior Directors. Cesare Callioni is keen to reinforce this across the board.

### Action (s):

Action Item	Agreed Action	Member	Status
270111.01	Senior Directors to reinforce protocols/policies surrounding special leave re: floods	All SDs	Open

## 3. New Business

### 3.1 Move to Queen St

- Covered in 3.2 (Statewide accommodation)

### Action (s):

Action Item	Agreed Action	Member	Status
	No actions		Closed

### 3.2 Statewide Accommodation

- Regarding timeframes for accommodation for Toowoomba, Cesare Callioni advised it is difficult to predict when this will take place, but sooner rather than later.
- Cesare Callioni advised that the Transition Plans will be discussed at POMI BAG meeting tomorrow. Glen Marriott's team are pulling these plans together.
- Move to Queen St. has been postponed for 1 month to house Grey St. staff affected by floods.

### Action (s):

Action Item	Agreed Action	Member	Status
270111.02	Cesare to request that Glen Marriott provide feedback after the POMI BAG meeting to delegates.	Cesare Callioni	Open

### 3.3 Long term higher duties and part timers (Lyndel Jones)

- Report handed around the table.
- All outstanding issues except for one, have been addressed. Cesare Callioni will sign those letters and they will be distributed next week. BOU and SWOT Temps will also receive letters next week.
- Increase in hours of Part Time staff – this has been achieved.
- A list of payroll and recruitment staff who meet the length of service criterion (one out of the previous two years) has been compiled. Under Queensland Health Policy a direct appointment is an option to be used when filling a vacancy. According to our records, there are no actual substantively vacant positions to which these staff can be appointed at this point in time. Note: The staff on the lists have only been assessed as meeting one of the criteria for direct appointment. The merit component has not been assessed at this time. The unions requested that the lists be supplied so further discussion can take place.
- *Pat Martin* asked about relinquishing positions. Cesare Callioni advised that if the project has a sunset clause, then they need to remain temporary. Pam Martin advised this has been forced upon staff. Jean Clifford advised that this will be addressed in upcoming meeting next week to get a level of certainty for people in SWOT and BOU etc.
- Jan Sheppard raised that there should be the ability to ask staff to relinquish their job. Not asking temporary employees to relinquish their permanent positions after certain no. of years, disadvantages other employees who want to move up.
- Cesare Callioni advised that any disadvantaged people will be assessed on a case by case basis.
- Jan Sheppard raised issue of staff acting in much higher levels for many years with that higher income will be financially shocked when they need to return to their permanent role.
- Cesare Callioni advised that our challenge is to get the structures and arrangements right to prevent this from happening. Jean Clifford advised that the concern with relinquishment is that people have been out of a certain department for a long time, they return back to their original department who need to be placed. Jean Clifford also advised that we need to know the quantum of the problem.

- Cesare Callioni advised that we should manage our temporary employees so that they are not there for several years, however higher duties staff will not be as easy to manage.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
270111.03	Letters to be distributed	Lyndel Jones	Open
270111.04	List to be distributed	Lyndel Jones	Open

### 3.4 Relocation of AO3 Finance Officer Position from Mackay to Townsville (Paul Haynes)

- Paul Haynes talked through the reports. Looking to advertise as soon as possible.
- Feedback and comments welcome over next 2 weeks from delegates.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
	No actions		Closed

### 3.5 Review of Finance Management Positions (Paul Haynes)

- Process is to work with Barry Neil's area and the Finance management team to develop a structure to meet future service demand. After next meeting may have some direction of what this will look like.
- Paul Haynes to supply delegates with current Finance Organisational Structure
- Paul Haynes to speak with John Petersen, Supply Services to further progress transfer of the Invoice Verification function & positions from Supply Services to Finance – staff at Chermiside & Ipswich are still awaiting the outcome.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
270111.05	Paul Haynes to supply delegates with current Finance Organisational Structure.	Paul Haynes	Open
270111.06	Paul Haynes to discuss with John Petersen re: Invoice Verification	Paul Haynes	Open

### 3.6 Other Business

#### Salary Adjustment Unit – Cesare Callioni

Cesare Callioni tabled papers and requested feedback on this as soon as possible. Jan Sheppard asked what is happening with the recruitment for the EOU. Jean Clifford advised that they still require another 16 staff and recruitment is underway now with a mixture of internal and external candidates. If they're not suitable, another round will take place. If another round takes place, Jean Clifford advised they will look at cost of relocating regional staff to join EOU. *Cesare Callioni confirmed that when the SAU transfers to Finance, they would be included in the Payroll review.*

### Summary of Actions ACC (Open/Ongoing)

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
021210.01-.03	Installation of hand dryers & anti-bacterial gel (leave item open until dryers installed).	Cesare Callioni	Open
281010.05	Cesare to follow up with Business Advisory Group to see where Cert 3 currently sits, and provide a report back.	Cesare Callioni	Open
021210.07	Additional information is to be provided to line managers Re: Consultative processes by second meeting of the New Year.	Kylie Portelli	Open
021210.08	All members to consider structure of ACC meetings for 2011-12	All	Open
270111.01	Senior Directors to reinforce protocols/policies surrounding special leave re: floods	All SDs	Open
270111.02	Cesare to request that Glen Marriott provide feedback after the POMI BAG meeting to delegates.	Cesare Callioni	Open
270111.03	Letters to be distributed.	Lyndel Jones	Open
270111.04	List to be distributed	Lyndel Jones	Open
270111.05	Paul Haynes to supply delegates with current Finance Organisational Structure.	Paul Haynes	Open
270111.06	Paul Haynes to discuss with John Petersen re: Invoice Verification	Paul Haynes	Open