

Queensland Health Shared Service Partner

AGENCY CONSULTATIVE COMMITTEE

1:30pm – 3:30pm, Thursday 31 March 2011
RBWH Block 7, Level 6, Conference Room 105

MINUTES OF MEETING

Welcome / Apologies

Attendees: Cesare Callioni (Chair) Senior Director, QHSSP
Jean Clifford Manager, Statewide Operations Team
Kylie Portelli A/Director, Divisional HR Services
Rebecca Tarvit for General Manager, Group Linen Services QHSSP
Lynette Jones
Paul Haynes A/Senior Director, Finance Transactional Services QHSSP
Peter Rushbrook Senior Director, Supply Services QHSSP
Lyndel Jones Senior Director, Business Change QHSSP
Alan Millward Director, Statewide Recruitment
Tanya Strachotta Australian Services Union Delegate
Sue Hope Queensland Public Sector Union Delegate
Peter Robertson Australian Services Union Delegate
Pat Martin Queensland Public Sector Union
Jan Sheppard Australian Services Union

Apologies: Margie Dale Federated Clerks Union
Kevin Place Australian Services Union
Steve Baker Australian Workers Union
Nicole Lindsay Australian Services Union
Don Bennet Transport Workers Union
John Connor Queensland Public Sector Union

1. Minutes / Actions arising/ongoing

1.1 Minutes from ACC held on 24/02/2011 endorsed.

1.2 Actions Arising/Ongoing

1.2.1 Action 261109.03 Chermshire Questionnaire

- Sue Hope advised these have not been installed as yet.

Action (s):

Action Item	Agreed Action	Member	Status
261109.03	Follow up with Accommodation Services.	Kylie Portelli	Open

1.2.2 Action 021210.07 - Consultative Processes

- Kylie Portelli advised that this has been distributed. Kylie to re-send to ACC members.

Action (s):

Action Item	Agreed Action	Member	Status
021210.07	Re-send to members	Kylie Portelli	Open

1.2.3 Action 240211.01 – LCFs are to be requested to forward their minutes of meetings to the ACC Secretariat for tabling.

- Peter Rushbrook advised there is a lack of minutes due to a lack of meetings taking place.
- Jan Sheppard requested that Cesare Callioni drive the LCF meetings, because the staff want to have it and it is for Qld Health to organise, not for the unions.
- Patricia Martin advised that the reason LCFs happen in Townsville is because the Union organises it (i.e. Pat Martin).
- Cesare Callioni advised that this needs to be on the QHSSP SLT meeting agenda for discussion.
- Tanya Strachotta advised that South West had their first LCF, but it was only a 10 minute meeting. These are to be held every month.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
240211.01	Discuss LCFs at next SLT meeting. To be put on agenda.	Cesare Callioni	Open

1.2.4 Action 240211.02 – ACC minutes are to be posted on the QHSSP Internet site.

- A link to the webpage to be distributed to the union members.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
240211.02	Distribute link to internet site to the ACC members.	Cesare Callioni/G. Brooks	Open

1.2.5 Action 270111.02 Cesare to request that Glen Marriott provide feedback after the POMI BAG meeting to delegates

- This will be tabled very soon (at the next Health Union meeting, or the one after that).
- Jan Sheppard requested confirmation of who is taking care of the reviews at each of the hubs.
- Cesare Callioni advised that Chris Keech would provide an update on the status of transition reports (POMI) and of any planned post-implementation reviews as soon as possible.
- Cesare Callioni to ask Chris Keech to contact Jan Sheppard out of session on this matter.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
270111.02	Request information from Chris Keech.	Cesare Callioni	Open

1.2.6 Action 270111.03 Long term higher duties and part timers - Letters to be distributed

- Lyndel Jones advised this has been completed.

Action (s):

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

1.2.7 Action 270111.04 Long term higher duties and part timers - List to be distributed

- Lyndel Jones advised this has been completed.

Action (s):

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

1.2.8 Action 270111.05 Paul Haynes to supply delegates with current Finance Organisational Structure

- Sent to members 24/02/2011.

Action (s):

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

1.2.9 270111.06 Paul Haynes to discuss with John Petersen re: Invoice Verification

- Paul Haynes advised meetings had occurred and unions were invited.
- Sue Hope advised it wasn't a very consultative process, as there wasn't really much to be consulted on. Sue stated that Chermiside staff had been advised that a standardised process was to be put in place before staff could move.
- Paul Haynes advised that he was aware of a project commenced by Supply to look at standardised processes across the state but was unaware why the transfer of Invoice verification function to SSP Finance was dependent on process standardisation.
- Jan Sheppard requested that a report on the two issues (i.e. process standardisation and transfer of Invoice verification function from Supply to Finance) be sent to members.
- Paul Haynes to provide short update out-of-session.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
270111.06	Provide out-of-session reports to Cesare Callioni by 06/04/2011	Paul Haynes	Open

1.2.10 240211.05 Staff and unions to review and give feedback on the draft client engagement KPIs – Peter Rushbrook

- Peter Rushbrook advised it is being finalised with the districts. This won't be available until mid-May.
- Cesare Callioni advised that there are a myriad of KPIs in place. SSP are asking the districts "what is it that we could produce that would bring level of comfort to the districts?". The problem is that each district has a different view of what service the SSP should supply them with. There are no consistent measures that give us solid information that proves what sort of job the SSP is doing. District visits entail trying to ascertain what they want in terms of these measures. There is absolutely no clarity at this point to go to staff with. What SSP wants to do is to put to the staff that this is what the Districts actually want and what our response to it is.
- Jan Sheppard wants confirmation that each service area will have proper consultation and not simply be told what the measures are, as that's not consultation.
- Cesare Callioni advised that it is too soon to go to the staff with the information we have. Item to remain open.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
240211.05	Staff and unions to review and give feedback on the draft client engagement KPIs	Peter Rushbrook	Open

1.2.11 240211.06 The Business Case to initiate consultation around a high level review of Supply Services' structure is to be updated and re-issued.

- See "New Business".

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>

1.2.12 240211.07 Payroll Use of Contract Staff – Jean Clifford to provide report to Unions on the number and length of employment of any agency staff in Payroll

- Jean Clifford to send email out-of-session by end of week.
- Jan Sheppard requested that it includes temporary staff and their length of service, not just agency staff.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
240211.07	Provide report to Unions on the number and length of employment of any agency <u>and temp.</u> staff in Payroll	Jean Clifford	Open

1.2.13 240211.08 Out of session updates from Senior Directors to be sent to ACC members.

- Jan Sheppard advised that these came out very late.

Action (s):

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

2. Standing Agenda Items

2.1 General Update QHSSP (*Cesare Callioni*)

Payroll Issues

- Currently working on whole range of issues around payroll – mainly Payroll Foundation Program headed by Kris Isles.
- Next week a number of info sessions will be held in districts/payroll offices.
- Jan Sheppard asked for clarification on whether the message will be same within payroll as outside of payroll.
- Cesare Callioni advised that the message is the same, as it all comes from the one kit. Staff will have opportunity to go to the presentations at their own site.
- Cesare Callioni advised that the invitations will be distributed today and tomorrow, and that information will be disseminated to service managers.
- Cesare Callioni advised that from a business point of view, it is not feasible for staff to be travelling to other hubs simply to hear other questions raised.

John Cairns – New DDGHR

- John Cairns is the new DDGHRS, who has come from Canberra. Brings strong HR background to the department. SSP comes under HR. John Cairns in Cairns now.

Leave over Easter

- A number of SSP staff will be taking leave over Easter.

National Health Reforms

- No updates on National Health Reforms.

Long Service Awards

- Recognition of Service – starting next week, Service Awards will begin across the state. Cesare Callioni to travel across state to hand out awards to staff of 20+years of service. Trying to consolidate with the travels for the PFP discussions. Local ceremonies will take place for 5, 10 and 15 years service.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

2.2 Finance Transactional Services (*Paul Haynes*)

- No new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

2.3 Payroll & Establishment Services (*Jean Clifford*)

- Waiting on PsyCare results for the Better Workplaces Survey.
- PsyCare Leadership Program begins next week. First workshop is for the managers, then the next two months will be for staff undertaking leadership roles across the state.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

2.4 Statewide Recruitment (*Alan Millward/Lyndel Jones*)

- No new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

2.5 Supply Services *(Peter Rushbrook)*

- A Business Case was tabled outlining proposed consultation around the introduction of an additional shift at the Richlands DC – Starting to service Gympie and Nambour out of Richlands, and then QEII and Logan mid year; therefore, need to introduce a second shift. Will consult with staff and unions to see where that may go.
- The extended shift does not cover weekends at this time and is limited to Monday to Friday with day and evening shifts.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

2.6 Linen Services *(Rebecca Tarvit for Lynette Jones)*

- No new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action		

3. New Business

3.1 Presentation: Staff Surveys (1.30pm) *(Ryan Anderson)*

- Ryan Anderson presented to the members.
- Updated presentation pack to be distributed to members.

Action (s):

Action Item	Agreed Action	Member	Status
310311.01	Updated presentation pack to be distributed to members.	Secretariat	Open

3.2 Review of Supply Services' Structure *(Peter Rushbrook)*

- The Business Case is self-explanatory. There have been significant changes within Supply with other groups/capabilities joining the team. Opportune time to review structures and see where Supply may go in future.
- Meetings will be held (an external person to QHSSP will lead the review) and the assistance of Business Change sought. Following consultation, an outcomes document will be distributed, in draft, for comment prior to any final decision being made.

Action (s):

Action Item	Agreed Action	Member	Status

3.3 Discuss LCF minutes – to be posted on QHSSP internet site *(Cesare Callioni)*

- As discussed above.

Action (s):

Action Item	Agreed Action	Member	Status

3.4 Additional General Business

ASU Annual Delegates Conference - Awards

- Jan Sheppard advised that the ASU had their annual delegates conference, in which a delegate is awarded with "ASU Delegate of the Year". Karlene Evans from Meadowbrook Payroll Hub was awarded this honour. A morning tea will be arranged to acknowledge Ms Evans. A very prestigious award within the ASU.

Action (s):

Action Item	Agreed Action	Member	Status
310311.02	Request that this award is posted in DDGHRS weekly newsletter.	Jean Clifford	Open

Accommodation

- Jean Clifford advised that a meeting will be held regarding Baillie Henderson. Nothing has been confirmed
- Jan Sheppard requested out-of-session report for all accommodation.

Action (s):

Action Item	Agreed Action	Member	Status
310311.03	Request that Accommodation Services provide a status update on all accommodation.	Cesare Callioni	Open

Summary of Actions ACC (Open/Ongoing)

Action Item	Agreed Action	Member	Status
261109.03	Follow up on installation with Accommodation Services.	Kylie Portelli	Open
021210.07	Re-send information re: consultative processes to members	Kylie Portelli	Open
240211.01	Discuss LCFs at next SLT meeting. To be put on agenda.	Cesare Callioni	Open
240211.02	Distribute link to internet site to the ACC members	Cesare Callioni	Open
270111.02	Request information from Chris Keech.	Cesare Callioni	Open
270111.06	Provide out-of-session reports to Cesare Callioni by 06/04/2011	Paul Haynes	Open
240211.05	Staff and unions to review and give feedback on the draft client engagement KPIs	Peter Rushbrook	Open
240211.07	Provide report to Unions on the number and length of employment of any agency and temp. staff in Payroll	Jean Clifford	Open
310311.01	Updated presentation pack to be distributed to members.	Secretariat	Open
310311.02	Request that this award is posted in DDGHRS weekly newsletter.	Jean Clifford	Open
310311.03	Request that Accommodation Services provide a status update on all accommodation.	Cesare Callioni	Open