

Queensland Health Shared Service Partner

AGENCY CONSULTATIVE COMMITTEE

2:00pm – 3.00pm, Thursday 21 April 2011
RBWH Block 7, Level 6, Conference Room 105

MINUTES OF MEETING

Welcome / Apologies

Attendees:	Cesare Callioni (Chair)	Senior Director, QHSSP
	Emma Bailey (for Jean Clifford)	Executive Manager, Payroll & Establishment
	Kylie Portelli	A/Director, Divisional HR Services
	Rebecca Tarvit (for Lynette Jones)	A/General Manager, Group Linen Services QHSSP
	Anna Berimballi (for Paul Haynes)	A/Senior Director, Finance Transactional Services QHSSP
	Peter Rushbrook	Senior Director, Supply Services QHSSP
	Lyndel Jones	Senior Director, Business Change QHSSP
	Sue Hope	Queensland Public Sector Union Delegate
	Pat Martin	Queensland Public Sector Union
	Jan Sheppard	Australian Services Union
	Margie Dale	Federated Clerks Union
	Peter Robertson	Australian Services Union Delegate
Apologies:	Tanya Strachotta	Australian Services Union Delegate
	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 31/03/11 endorsed.

1.2 Actions Arising/Ongoing

1.2.1 Action 261109.03 Chermside Questionnaire – Follow up on installation with Accommodation Services - Kylie Portelli

- Kylie Portelli advised that the old hand dryer has been replaced, new ones are in and reports are that they're more efficient/better hygiene etc.
- Kylie Portelli advised that there has been a replacement of the original dryer but not a 2nd dryer.
- Jan Sheppard has had emails reporting that the hand dryers are worse, not better.
- Sue Hope advised that there has been no communication to the staff and asked why there isn't any consultation with the people that work in the office.
- Cesare Callioni to request Lyndie Willcox/Cameron Edwards to consult with the staff at Chermside Galleria (to liaise via Sue Hope).
- Cesare Callioni will meet with Lyndie Willcox to discuss the outcomes of that conversation and address the issues.

Action (s):

Action Item	Agreed Action	Member	Status
261109.03	Arrange for accommodation services to consult with Chermside Galleria. C.Callioni to then meet and discuss outcomes.	Cesare Callioni	Open

1.2.2 Action 021210.07 - Re-send information re: consultative processes to members – Kylie Portelli

- Kylie Portelli advised that this has not been actioned.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
021210.07	Re-send to members	Kylie Portelli	Open

1.2.3 Action 240211.01 Discuss LCFs at next SLT meeting. To be put on agenda. – Cesare Callioni

- Cesare Callioni advised that an SLT meeting has not taken place as yet, but is on the next SLT meeting agenda.

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 - Distribute link to internet site to the ACC members – Cesare Callioni

- Jan Sheppard advised that the link that was sent did not work.
- Secretariat to investigate.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
240211.02	Intranet link provided, but need to provide internet link.	Secretariat	Open

1.2.5 Action 270111.02 - Request information from Chris Keech – Cesare Callioni

- Cesare Callioni advised that this has been done.
- Jan Sheppard advised that Chris Keech has not contacted her yet. Cesare Callioni to follow up with Chris Keech.
- Cesare Callioni advised that the draft POMI evaluation reports have been distributed for comment within department for distribution after Easter.

Action (s):

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
270111.02	Follow up with Chris Keech to contact Jan Sheppard	Cesare Callioni	Open

1.2.6 Action 270111.06 - Provide out-of-session reports to Cesare Callioni by 06/04/2011 – Paul Haynes

- Cesare Callioni advised that Paul Haynes is on leave, and as such, still waiting on delivery of this report.

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

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

- Peter Rushbrook advised they would be distributed by the end of May.
- Peter Rushbrook advised that all districts have now been consulted.
- Cesare Callioni has appointed an officer to compile all feedback. These will then be tabled at next ACC meeting or out-of-session.

Action (s):

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

1.2.8 Action 240211.07 - Provide report to Unions on the number and length of employment of any agency and temp. staff in Payroll

- Emma Bailey to circulate as soon as figures are confirmed.

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 <u>temp.</u> staff in Payroll	Jean Clifford	Open

1.2.9 Action 310311.01 - Updated presentation pack to be distributed to members - Secretariat

- Secretariat advised that this has been actioned.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action.		Closed

1.2.10 Action 310311.02 - Request that this award is posted in DDGHR weekly newsletter – Jean Clifford

- Jean Clifford advised that this has been actioned.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action.		Closed

1.2.11 Action 310311.03 - Request that Accommodation Services provide a status update on all accommodation – Cesare Callioni

- Accommodation report was distributed to all members via email.

Action (s):

Action Item	Agreed Action	Member	Status
	No further action.		Closed

2. Standing Agenda Items

2.1 General Update QHSSP (Cesare Callioni)

- Preparations for Easter – From a payroll perspective, process follows same as Christmas but with emergency contacts for the whole of the state.
- Service Awards – Cesare Callioni has been travelling the state presenting long service awards for staff that have served 20+ years in Qld Health. Cesare Callioni noted that it was pleasing to present a 45+ year service award at PAH this morning.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

2.2 Finance Transactional Services (Anna Berimballi)

- No new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

2.3 Payroll & Establishment (Emma Bailey)

- April Release last week has presented a number of issues. Many lessons learned. Some performance issues in last few days - i.e. leave processing. Corptech have reported that the number of leave applications is extremely high.
- Starting to roll into preparations for Easter and end-of-financial year.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

2.4 Statewide Recruitment Services (Alan Millward)

- Staff across the business are working on an action plan in response to the Client Survey.
- Business plan is being drafted.
- Otherwise, no new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

2.5 Supply Services *(Peter Rushbrook)*

- Supply Structure - The state-wide consultation process around the review of the higher level Supply Services' structure is expected to commence in early May.
- Supply Chain Management Integration Strategy (SCMIS) Project - The transition of warehousing & distribution services out of the Richlands DC to Gympie Hospital is complete with Nambour Hospital to be complete by end May. Caloundra Hospital will commence transitioning services from 3 May and Logan/QE11 from end May. Work has commenced to transition warehousing & distribution services for Mt Isa out of the Townsville DC with a target date for completion of end June.
- Imprest Management - Supply Services is working with Districts to demonstrate the benefits of Supply staff assuming responsibility for imprest management of clinical imprest stores and theatres. Currently, projects are underway at Cairns and RBWH. The rollout is complete in ICU and Stomal at Cairns Base with work commenced in Emergency Medicine and Theatres. RBWH pilots are complete in three wards. Roll out to the 7th and 8th floors, Wards 6A, 6B, Birthing Suite and Nuclear Medicine will be complete by July 2011 and the remainder of RBWH by April 2012.
- Client Survey - Results of the Supply Services' client survey have been received. The overall levels of satisfaction with the services provided was slightly down, from 82% to 77%, however, this may be due to the relatively poor response rate (24%)
Notwithstanding, highlights included:
 - A 100% level of satisfaction with the services provided by Gold Coast Supply.
 - A 40% response rate and 89% level of satisfaction with services provided our Corp & State-wide supply staff.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

2.6 Linen

- No new business.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

3. New Business

3.1 Business Change - Update the committee on the Statewide Services Review *(Lyndel Jones)*

- Phase 2 of overall Payroll & Establishment Services workforce review is underway.
- Commenced with meeting between union representatives and management to look at terms of reference/communication strategies etc.
- Since then, working parties have met (except SWOT due to Easter preparations). Meetings have confirmed the Terms of Reference. They have also looked at how and when they wish to meet and how to format agendas. Nina Barnett has been the facilitator in all of these meetings.
- Aim to have completed the proposed structures by 9 May 2011. Then a combined meeting will be held with all parties will be held before tabling at the ACC.
- Nina Barnett reported that the working parties were very enthusiastic. Looking at tasks and proposed structures. Working with I.D. to look at tasks and breakdowns which is helping with the workforce review, which is important for reporting team.
- Very positive so far. Progress report to be sent out via e-Alerts with regards to what all working groups are up to.
- Working party action items will be posted on "Back on Track".
- Jan Sheppard asked if the same review process was to be used for the Statewide Services Review that was used for the Payroll Hubs. Lyndel Jones confirmed that the same process was being followed i.e. agreement on the structure of the teams followed by development of job evaluation documentation (job analyst questionnaires and role descriptions) followed by opportunity for feedback and review by staff and unions and finally independent evaluation by the Shared Service Agency and Mercer.
- Jan Sheppard noted that with regards to de-centralised teams there was concern from hubs in particular that some tasks are being taken away from Hubs and given back to Centralised teams which may constitute a move away from the agreed decentralised model. Cesare Callioni explained that there was no intention to take certain tasks away from the hubs or de-skill staff in

hubs and that while support in some areas was still needed to address complex backload workloads, this would be a temporary arrangement.

- Jan Sheppard requested an update on P1 & P2 advanced payroll officers. Cesare Callioni advised of draft correspondence to the unions currently with the DDGHRs' office for approval providing copies of the evaluations from the SSA and a proposed way forward in relation to the establishment of the Advanced Payroll Officer positions. This is expected to be provided to the unions shortly.
- Peter Robertson asked for clarification on the next steps in the review process. Cesare Callioni advised that there will be face-to-face discussions with unions following the provision of formal advice as outlined above. Then evaluation results will be provided to Mercer for final validation/moderation. The next step after that would be to have the remaining position descriptions assessed firstly by the Shared Service Agency and then Mercer.

Action (s):

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

3.2 Business Continuity Planning (Peter Rushbrook)

- Peter Rushbrook advised that he will initiate consultation process.
- There are a few gaps in the Business Continuity Plans and we need to address these gaps.
- Have engaged consulting firm for this.
- Have started work on project plan – key deliverables/time frames etc. Will see what the project plan is and take it from there.
- There will be workshops held around the state regarding Business Continuity Planning in coming months.

Action (s):

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	No actions.		

3.3 Accommodation Update (Cesare Callioni)

- Cairns – to be out of their space by the end of May to enable recruitment staff to re-locate.
- Gold Coast – awaiting advice from the district to backfill. Cannot vacate unless there's commitment to back fill.
- Peter Robertson advised that they desperately need space at Chermside. Cesare Callioni advised that we simply can't afford it.
- Cesare Callioni advised that no further accommodation will be leased on the north side for now.
- Jan Sheppard advised that Cathy Britton had said that the districts had taken back some space on Gold Coast. Cesare Callioni advised that a memorandum is being drafted to the CEO Gold Coast to raise concerns about the district's approach at Hot Tomato House.

Action (s):

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3.4 Code of Conduct (Pat Martin)

- Advised that it has been the directive from People & Culture to not include Code of Conduct in starter packs. What has happened and how will staff be getting these?
- Alan Millward advised that when the Code of Conduct changed from Qld Health to Qld Public Service, strategic services advised that they wished to change Qld Health Terms & Conditions that go with offer letters which direct people to the intranet to read the Code of Conduct. Also, people were advised to obtain hard copies from their Line Managers and People & Culture representatives. All staff have access to the Code of Conduct and other HR policies and these are outlined in the Terms & Conditions.
- Pat Martin advised that some people don't have access to internet. Alan Millward advised that hard copies are available from People & Culture.
- Jan Sheppard is concerned that there's been a change to process without consultation with unions.
- Emma Bailey suggested that this is raised at the next RCG meeting with People & Culture. Emma Bailey suggested that this is raised at the next RCG meeting with People & Culture.

Action (s):

Action Item	Agreed Action	Member	Status
	No actions.		

Summary of Actions ACC (Open/Ongoing)

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