

Queensland Health Shared Service Partner

**AGENCY CONSULTATIVE COMMITTEE**

2:00pm – 3.15pm, Thursday 19 May 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	Senior Director, Payroll & Establishment QHSSP
	Rebecca Tarvit (for Lynette Jones)	General Manager, Group Linen Services QHSSP
	Peter Szczepanski (for Paul Haynes)	A/Senior Director, Finance Transactional Services QHSSP
	Darryl Hodgson (for Peter Rushbrook)	Senior Director, Supply Services QHSSP
	Lyndel Jones	Senior Director, Business Change QHSSP
	Pat Trapnell (for Alan Millward)	Senior Director, Statewide Recruitment Services
	Sue Hope	Queensland Public Sector Union Delegate
	Pat Martin	Queensland Public Sector Union
	Peter Robertson	Australian Services Union Delegate
	Proxy for Jan Sheppard	Australian Services Union
	Margie Dale	Federated Clerks Union
<b>Apologies:</b>	Kylie Portelli	A/Director, Divisional HR Services
	Tanya Strachotta	Australian Services Union Delegate
	John Connor	Queensland Public Sector Union
	Kevin Place	Australian Services Union
	Steve Baker	Australian Workers Union
	Nicole Lindsay	Australian Services Union
	Don Bennet	Transport Workers Union
	Chiara Lenox	Australian Services Union

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

**1.1 Minutes from ACC held on 21/04/2011 endorsed.**

**1.2 Actions Arising/Ongoing**

**1.2.1 Action 261109.03 Chermside Questionnaire – Arrange for accommodation services to consult with Chermside Galleria. Cesare Callioni to then meet and discuss outcomes.**

- Sue Hope advised that Lyndie Willcox provided a report but the report did not rectify the problems. Hand towels are still the preference and the 2<sup>nd</sup> dryer cannot be installed as the whole building would need to be re-wired. So the issue is still un-resolved. Use of hand towels were the consensus of staff. The positioning of the hand dryers has not been well thought out.
- Cesare Callioni advised that to his knowledge the owner will not approve hand towels in the building. Sue Hope advised that there are hand towels in the kitchen currently.
- Sue Hope has advised that one hand dryer in the ladies toilet is not adequate.
- Cesare Callioni will request accommodation services to get confirmation in writing from the owner as to what their stance is on hand towels in the toilets.
- Cesare Callioni will request a quote from accommodation services for a 2<sup>nd</sup> hand dryer to be installed in the ladies toilets.

- Once that info is obtained from the owner and accommodation service, Cesare Callioni will organise meeting with Sue Hope and Lyndie Willcox to discuss a way forward.
- Cesare Callioni will follow up on the issue of anti-bacterial soap to be installed in the Galleria toilets.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
261109.03a	Request accommodation to get confirmation in writing from the owner.	Cesare Callioni	Open
261109.03b	Request quote from accommodation for 2nd hand dryer in the ladies toilets.	Cesare Callioni	Open
261109.03c	Organise meeting with Sue Hope and accommodation services.	Cesare Callioni	Open
261109.03d	CC to follow up on the anti-bacterial soaps to be installed.	Cesare Callioni	Open

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

- Kylie Portelli absent from meeting. To be addressed at next ACC meeting.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
021210.07	Re-send information re: consultative processes to members	Kylie Portelli	Open

**1.2.3 Action 240211.01 Discuss LCFs at next SLT meeting – Cesare Callioni**

- Cesare Callioni advised that this issue has been tabled at the recent SLT meeting.
- The SLT has approved the establishment of an LCF covering Meadowbrook, Bayside & Mt. Gravatt. Coralee Blake will be leading this process.
- Kylie Portelli will review other LCFs around the state, i.e. what LCFs need revitalisation, what LCFs are going well as is.
- Secretariat to put LCFs on agenda as standing item.

**Action (s):**

<b>Action Item</b>	<b>Agreed Action</b>	<b>Member</b>	<b>Status</b>
240211.01	LCFs to be on agenda as standing item	Secretariat	Closed

**1.2.4 Action 240211.02 - Intranet link provided, but need to provide internet link. – Secretariat**

- Done 11/04 and 04/05.

**Action (s):**

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

**1.2.5 Action 270111.02 - Follow up with Chris Keech to contact Jan Sheppard – Cesare Callioni**

- CC advised he followed up with Chris Keech re: POMI reports. JS has been advised that this report is available.

**Action (s):**

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

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

- Covered below.

**Action (s):**

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

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

- JC advised this has been completed.

**Action (s):**

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

	No further actions.		Closed
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## 2. Standing Agenda Items

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

- Overpayments: Since Go Live, a large number of overpayments have occurred for various reasons. Conversations have been held with combined unions regarding what process to use to address this issue. Fifty or so analysts have been put into place to analyse and resolve overpayments. Unions and SSP are coming to an agreement to what the letters to staff will look like. The issues are: managing the analysts, role of SAU and managing Employee Resolutions Centre. It is important for SSP managers to make sure the appropriate support is given to staff that may seek or need assistance with an overpayment matter.
- Preparation for end of financial year: Not just accounts but also finalisation of the last pay run in June as well as the preparation of all payment summaries for July 14<sup>th</sup>.
- Statewide Reviews: APOs, P1 and P2, Statewide Reviews (covered at item 3.1).

**Action (s):**

Action Item	Agreed Action	Member	Status
	No further actions.		Closed

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

- See Paul Haynes' notes
- Paul Haynes to make arrangements for ACC to be given a demonstration of the AAPS system at Ipswich.
- Paul Haynes to coordinate for ACC members to travel to Ipswich for the next ACC meeting.
- Stephen Gibbs from Central Qld is currently on leave. Jonathon Green overseeing this role. Due to large geographical area, there is availability for 2 x AO6s.

**Action (s):**

Action Item	Agreed Action	Member	Status
190511.01	ACC to be given demo of AAPS – Paul Haynes to coordinate ACC members to travel to Ipswich for the next ACC meeting.	Paul Haynes	Open

### 2.3 Payroll & Establishment (*Jean Clifford*)

- Payroll focussing on 30 June 2011 regarding payment summaries and getting final pays out.
- Some system enhancements need to take place and these will happen before the June long weekend.
- Jean Clifford met with SWOT and SAU re: overpayments with many action items coming out of that meeting.
- Peter Robertson asked whether hubs will be referring employees to the hotline?
- Jean Clifford advised that current payroll hotline will be staffed to take more calls. All contacts with employees can be recorded and tracked and referred to the correct unit, or direct to the hub. Hotline is a monitoring and distribution point of enquiries.
- Cesare Callioni advised that the Queensland Health has worked hard with ATO to come to an agreement which means that overpayments will be treated as Net amounts. Therefore, there are no issues with staff end-of-year arrangements. As such, June 30 is not such an important date in terms of overpayments, but still the letters will need to go out pre-June 30.

**Action (s):**

Action Item	Agreed Action	Member	Status
	No further actions.		Closed

## 2.4 Statewide Recruitment Services (Pat Trapnell)

- Recruitment Services has recently partaken in client surveys and staff satisfaction surveys. Staff received excellent results. Now looking at how to still improve things into the future.
- RecruitASP Live will be upgraded to Springboard. This is in the early stages, and aims to have better recording and to give more options to people looking to be hired by QH.
- Otherwise, business as usual.

### Action (s):

Action Item	Agreed Action	Member	Status
	No further actions.		Closed

## 2.5 Supply Services (Peter Rushbrook)

- Supply Structure – The consultation process around the review of the higher level Supply Services' has commenced. Ron Steer, from Health Services Purchasing & Logistics, is the lead. Invitations will be sent to union reps to attend staff workshops as soon as dates are confirmed. The revised timeframes are :
  - 16 May 2011 – Review Commences
  - 1 July 2011 – Draft outcomes released for staff, client and other key stakeholder feedback.
  - 31 July 2011 – Staff, client and other key stakeholder feedback received.
  - 11 August 2011 – Financial recommendation presented to Supply Senior Leadership Team for endorsement.
- Supply Chain Management Integration Strategy (SCIMS) Project –The project, as a project has been completed and closed. A number of remaining deliverables will be managed as discrete bodies of work. They include :
  - Transition of services to the Richlands DC
  - Implementation of SEQ Freight Arrangements
  - Implementation of the Warehouse Management System
- The Transition Services – The transition of warehousing and distribution services out of the Richlands DC to the Sunshine Coast District is nearing completion. The transition of services to Logan/QE11 will commence in June. Work is progressing well in transitioning warehousing & distribution services for Mt Isa out the the Townsville DC with a target date for completion of end of June.

### Action (s):

Action Item	Agreed Action	Member	Status
	No further actions.		Closed

## 2.6 Linen Services (Rebecca Tarvit)

- No issues raised. Business as usual.

### Action (s):

Action Item	Agreed Action	Member	Status
	No further actions		Closed

## 3. New Business

### 3.1 Business Change – update on Workforce Review Payroll and Establishment Services

#### Workforce Review Hubs

- Payroll Officer 1 and Payroll Officer 2 SSA interim evaluation results provided to the unions. SSA evaluations also provided to Mercer for moderation as part of agreed process.
- Mercer and SSA are in agreement on the classification level.
- At the request of the unions a meeting was arranged with QHSSP, Mercer and SSA to discuss the evaluation process and resulting scores. This meeting occurred on 19/05/2011 and Mercer and SSA outlined the process they undertook and also provided responses to questions from both unions.
- Discussions are now underway between QH and payroll unions on the communication of the outcomes of these results to payroll staff and also the Advanced Payroll Officer roles.

#### Workforce Review – State-wide Services

- Second progress report tabled. The review is well underway with all working groups meeting regularly and developing structures and functions at the local and state-wide level.
- Information sessions were conducted by Business Change with most of state-wide services staff to outline process and engage them to be involved and contribute to the review.
- The third fortnightly communiqué was sent to all payroll staff on 18/05/2011 to provide and update to all staff on the work undertaken to date and where to next.
- CMT and Roster Centre working group still to convene first meeting. During introductory sessions with these groups a proposal was put forth that they join one of the other working groups. Either way nominations are needed for union representative/s. Groups to advise on process.

Questions raised:

- Proxy for JS: Re: staff feeling a little rushed and there is a 3 month deadline.
- LJ advised that this is only a guideline.
- Proxy for JS: Re: reps feeling they are not equipped with enough time.
- JC advised that the review period can be extended.
- PM: asked about termination team – that's only temporary catch up on the backlog.
- CC advised that this will go on until September.

**Action (s):**

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

### 3.2 Temporary Employees (Peter Robertson)

- Will all temporary employees be extended to October? TPCH still have an end date of May.
- Jean Clifford advised will follow up on this issue and advise.

**Action (s):**

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
190511.02	Follow up on temporary employees at TPCH and advise when their end-date is.	Jean Clifford	Open

### 3.3 SWOT relocation (proxy for Jan Sheppard)

- Asked whether there is an update on when SWOT will move from Herston?
- Jean Clifford advised that they are waiting on Information Division to fix connectivity at Queen St. and the issue is being chased up frequently.

**Action (s):**

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

### 3.4 Termination Team being centralised

- Pat Martin requested confirmation that the Termination Team would be returning to their hubs and will not be centralised permanently.
- Cesare Callioni confirmed that the Termination Team will remain until September but would be progressively transitioned back to their hubs.

**Action (s):**

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

## Summary of Actions ACC (Open/Ongoing)

<i>Action Item</i>	<i>Agreed Action</i>	<i>Member</i>	<i>Status</i>
261109.03a	Request accommodation services to get confirmation in writing from the owner re: hand towels in toilets.	Cesare Callioni	Open
261109.03b	Request quote from accommodation services for 2nd hand dryer in the ladies toilets.	Cesare Callioni	Open
261109.03c	Organise meeting with Sue Hope and accommodation services when confirmation from owner re: hand towels and quote from accommodation services is received.	Cesare Callioni	Open
261109.03d	Follow up on the anti-bacterial soaps to be installed at Galleria.	Cesare Callioni	Open
021210.07	Re-send information re: consultative processes to members	Kylie Portelli	Open
240211.01	LCFs to be on agenda as standing item	Secretariat	Closed
190511.01	ACC to be given demo of AAPS – Paul Haynes to coordinate ACC members to travel to Ipswich for the next ACC meeting.	Paul Haynes	Open
190511.02	Follow up on temporary employees at TPCH and advise when their end-date is – May or October.	Jean Clifford	Open