

Service Agreement

(Abridged)

An agreement between:
Department of Health Chief Executive Officer
and
North Metropolitan Health Service
for the period
1 July 2022 – 30 June 2023

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DEFINED TERMS

In this Agreement:

1. **Act** means the *Health Services Act 2016*.
2. **Activity Based Funding (ABF)** means the funding framework used to fund those public health care health services whose costs are related to the activity of services delivered across Western Australia.
3. **Agreement** means this Service Agreement and any Schedules to this Agreement.
4. **Block Funding** means the funding for:
 - hospital services that are not activity-based funded, and are functions and services based on a fixed amount (i.e. Non-Admitted Mental Health (NAMH), Teaching, Training and Research (TTR) and Small Rural Hospitals (SRH)); and,
 - non-hospital services.
5. **Budget Deed** refers to the Deed of Amendment following delivery of the State budget, where the State Budget occurs after the release of the Service Agreement.
6. **Chief Executive (CE)**, in relation to a Health Service Provider, means the person appointed as Chief Executive of the Health Service Provider under section 108(1) of the Act.
7. **Commission CEO** refers to the Mental Health Commission Chief Executive Officer (also known as the Mental Health Commissioner) and has the meaning given in section 43 of the Act.
8. **Contracted Health Entity** has the meaning given in section 6 of the Act.
9. **CSA** means a Commission Service Agreement between the Commission CEO and an HSP under section 45 of the Act.
10. **Deed and Deed of Amendment (DOA)** means an amendment made under section 50 of the Act that becomes an addendum to the original Agreement and forms the revised basis on which the original Agreement will be conducted.
11. **Department** means the Department of Health as the Department of the Public Service principally assisting the Minister for Health in the administration of the Act.
12. **Department CEO** means the Chief Executive Officer of the Department (also known as the Director General), whose roles include responsibility for the overall management of the WA health system (the System Manager role) under section 19(2) of the Act.
13. **Enduring Strategies** means the framework which classifies the Sustainable Health Review Panel's Final Report recommendations in a grouped or consolidated manner within the eight Enduring Strategies to identify the areas that will be fundamental to focus the WA health system and progress the sustainability agenda. Enduring Strategies 1 - 4 focus on key areas of service delivery, while Enduring Strategies 5 - 8 focus on the enablers to facilitate change. Each Enduring Strategy is informed by evidence and best practice and reinforced by feedback received through consultation with staff, stakeholders and the public.
14. **EOY** means End-of-year (Financial Year).
15. **EOY Final Allocations** means the Service Agreement End-of-year Final Allocations.
16. **Financial Products** are non-cash costs such as Depreciation, Borrowing Costs, Doubtful Debts and Resources Received Free of Charge (RRFOC), other than Health Support Services (HSS) RRFOC and PathWest RRFOC.
17. **Health Service** has the meaning given in section 7 of the Act.
18. **Health Service Provider (HSP)** means a Health Service Provider established by an order made under section 32(1)(b) of the Act.

19. **HSS** means the Health Support Services, a Board governed HSP.
20. **MHC** means the Western Australian Mental Health Commission as a Department of the Public Service principally assisting the Minister for Mental Health in the administration of the *Mental Health Act 2014*.
21. **MYR Deed** means the Service Agreement Mid-year Review Deed of Amendment.
22. **NHRA** means *National Health Reform Agreement 2011* and its Addenda.
23. **OBM** means the WA health system's Outcome Based Management Framework as endorsed by the Under Treasurer of the Department of Treasury.
24. **OSR** means Own Source Revenue.
25. **Parties** means the Department CEO and the HSP as key stakeholders to the Service Agreement, the Budget Deed, the MYR Deed and to the EOY Final Allocations, and "Party" means any one of them.
26. **PathWest** means PathWest Laboratory Medicine WA, a Board governed HSP.
27. **Performance Indicator** provides an indication of progress towards achieving the Department CEO's objectives or outputs.
28. **PMP** means the Performance Management Policy.
29. **Policy Framework** means a policy framework issued under section 26 of the Act.
30. **Schedule** means a schedule to the Service Agreement.
31. **Service Agreement (SA)** means the HSP 2022-23 Service Agreement between the Parties and as amended from time-to-time including all schedules and annexures.
32. **State-wide support Health Services** means health-related services provided by HSS and PathWest to or on behalf of the other HSPs as described in the HSS and PathWest Service Agreements.
33. **System Manager** refers to the Department CEO's role of being responsible for the overall management of the WA health system under section 19(2) of the Act.
34. **Term** means the period of this Agreement as detailed in section 2.1.1.
35. **TTR** means Teaching, Training and Research.
36. **WA** means the State of Western Australia.
37. **WA Health** means the Department of Health and Health Service Providers considered together.
38. **WA health system** has the meaning given in section 19(1) of the Act.

1 PURPOSE AND STRATEGIC CONTEXT

1.1 Objectives of the Agreement

This Service Agreement (Agreement) summarises key aspects of the partnership between the Department of Health (Department) CEO and the North Metropolitan Health Service (NMHS) in delivering WA Health's goal of safe, high quality, financially sustainable and accountable healthcare.

The principal purpose of this Agreement, pursuant to section 46(3) of the Act, is to detail the Department CEO's purchasing requirements of the Health Service Provider (HSP) including:

- the health services that the Department CEO will purchase from NMHS and the health services NMHS will deliver during the Term of this Agreement, including health services delivered on behalf of NMHS by Contracted Health Entities, and within the overall expense limit set by the Department CEO in accordance with the State Government's approved budgets and priorities; and,
- performance and accountability measures.

The Schedules to this Agreement outline the services to be purchased and the associated funding to be provided by the Department CEO.

1.2 Strategic Context

This Agreement is informed by a wider strategic context related to the delivery of safe, high quality, financially sustainable and accountable healthcare for all Western Australians. The delivery of health services within the following strategic context is the mutual responsibility of both Parties, whether with reference to supporting information and guidelines or mandatory policy requirements.

1.2.1 WA Health System Strategic Directions

A new strategy outlining the future directions for the WA health system is under review and is anticipated to be delivered in late 2022. As outlined in the priorities of the *WA Health System Strategic Intent 2015-2020*, system-wide objectives continue to focus on delivering a safe, high quality, sustainable health system for all Western Australians.

Applying the "Quadruple Aim of Healthcare" framework, the system-wide objectives are promoted through improving the value of expenditure on health services and reducing waste, working to improve the health of the population, and improving safety and quality of healthcare. The focus includes improving the patient journey and satisfaction; and recognising that a happier more engaged workforce delivers higher quality care.

1.2.2 Sustainable Health Review

The Sustainable Health Review (SHR) is an ambitious reform program that focuses the WA health system on prevention, brings care closer to home and delivers equity in health outcomes. The aim is for Western Australians to receive excellent healthcare now and in future generations. Working together will deliver the structural changes and cultural shifts that are needed to create a sustainable healthcare system.

HSP Chief Executives, Department of Health Assistant Directors General, and the Mental Health Commissioner have been appointed as Executive Sponsors for implementation of specific SHR Recommendations by the Department CEO as the Program Owner, and collectively form the Program Steering Committee responsible for

the Program's progress and strategic decisions. The Program Steering Committee, through the Department CEO, reports to the Ministers for Health and Mental Health on the Program. The Cabinet-appointed Independent Oversight Committee provides impartial advice to the Program's Executive Sponsors and a public quarterly report to the Ministers for Health and Mental Health.

Following release of the SHR Final Report in April 2019, the WA health system commenced developing a Sustainable Health Review Implementation Program (the SHR Program). The SHR Program has completed mobilisation of all 30 Recommendations comprising planning, progressing delivery and reporting.

HSPs are required to support delivery of SHR Recommendations in partnership with key stakeholders, contributing to planning, governance, implementation, communications and reporting on progress, with clear measures to track progress and outcomes.

ICT and Digital investment is a core enabler of the delivery of modern healthcare services. In recognition of this, a critical enabler of the vision set out in the SHR is the *WA Health Digital Strategy 2020-2030* and supporting roadmap, the government endorsed strategic document that guides investment and prioritisation decisions around ICT/Digital for the WA health system.

1.2.3 Aboriginal Health

In WA, sustained effort is needed to improve health outcomes and access to care for Aboriginal peoples. The WA health system is committed to a strengths-based approach in which the health and wellbeing of Aboriginal people living in WA is everybody's business. The *WA Aboriginal Health and Wellbeing Framework 2015-2030* (the Framework) outlines a set of strategic directions and priority areas that will progress this commitment. Under the Aboriginal Health and Wellbeing Policy (MP 0071/17), NMHS is required to action the six strategic directions of the Framework.

The Framework's implementation is conceptualised as three five-year cycles; (1) build the foundations, (2) embed what works, and (3) inform future directions. *Build the Foundations: An evaluation of the first five years of the WA Aboriginal Health and Wellbeing Framework 2015-2030* assessed the progress being made by the WA health system in implementing the first five-years of the Framework. Eleven priorities emerged from the evaluation process and will be used to inform and guide health initiatives over the next five years. NMHS is required to support and implement these priorities in the next implementation cycle – *embed what works*.

1.2.4 Additional Policy Considerations

This Agreement is also informed by the following frameworks, policies, guidelines and plans (noting this is not an exhaustive list):

- WA Disability Health Framework 2015-2025;
- Clinical Services Framework 2020 and its Addendum;
- Mental Health Policy Framework;
- Information Management Policy Framework;
- Purchasing and Resource Allocation Policy Framework;
- Performance Policy Framework;
- Outcome Based Management Policy Framework;
- Clinical Governance, Safety and Quality Policy Framework;
- Research Policy Framework;
- Clinical Teaching and Training Policy Framework;
- ICT Policy Framework; and,
- Purchasing Intentions 2022-23.

1.3 Department CEO Strategic Priorities for 2022-23

The Department CEO priorities for 2022-23 are to:

- support the Minister for Health in delivering the WA Government Election Commitments and other Ministerial priorities, as they pertain to the health and wellbeing of the WA community, including but not limited to the Voluntary Assisted Dying and Stop the Violence Programs;
- promote equitable access to healthcare for the WA community, in particular in relation to access to services for country patients in a metropolitan setting, and for delivery of dental services; and,
- support the delivery of the recommendations resulting from the Sustainable Health Review.

1.4 Election Commitments

Approved funding for WA Government election commitments has been provided in the 2022-23 State WA Health Budget for relevant programs. Progress on implementation of election commitments will be requested and reviewed on a regular basis.

Election commitments allocated to NMHS are to be progressed via specific implementation plans approved by the Department CEO.

2 LEGISLATION AND GOVERNANCE

2.1 Background, Legislation and Scope

2.1.1 Agreement Background

In accordance with section 49 of the Act, the term of this Agreement is for the period 1 July 2022 to 30 June 2023.

This Agreement will be executed in accordance with Part 5 of the Act. Through the execution of this Agreement, NMHS agrees to meet the service obligations and performance requirements detailed in this Agreement. The Department CEO agrees to provide the funding and other support services outlined in this Agreement.

In respect of its subject matter, this Agreement constitutes the entire agreement and understanding of the Parties and supersedes any previous agreement between the Parties. While this Agreement sets out key matters relevant to the provision of services by NMHS, it does not characterise the entire relationship between the Parties. They may enter into other formal or informal arrangements such as Memoranda of Understanding (MOUs) with each other. Such other arrangements will be binding as expressed or indicated within the arrangements and through the operation of legislation and Policy Frameworks, as relevant.

2.1.2 Legislation - The Act

The Act supports the WA health system's vision to deliver a safe, high quality, sustainable health system for all Western Australians including:

- to promote and protect the health status of Western Australians;
- to identify and respond to opportunities to reduce inequities in health status in the WA community;
- to provide access to safe, high quality, evidence-based health services;
- to promote a patient-centred continuum of care in the provision of health services;
- to coordinate the provision of an integrated system of health services and health policies;
- to promote effectiveness, efficiency and innovation in the provision of health services and TTR and other services within the allocated resources; and,
- to engage and support the health workforce in the planning and provision of health services and TTR and other services.

2.1.3 Agreement Scope

The scope of this Agreement is as prescribed in section 46 of the Act, setting out:

- the health services to be provided to the State by the HSP;
- the TTR in support of the provision of health services to be provided;
- the funding to be provided to the HSP for the provision of the health services, including the way in which the funding is to be provided,
- the performance measures and operational targets for the provision of the services by the HSP;
- how the evaluation and review of results in relation to the performance measures and operational targets is to be carried out;
- the performance data and other data to be provided by the HSP to the Department CEO, including how, and how often, the data is to be provided; and,

- any other matter the Department CEO considers relevant to the provision of the services by the HSP.

Where appropriate, reference will be made in this Agreement to Policy Frameworks issued by the Department CEO pursuant to Part 3, Division 2 of the Act.

2.2 Commission Service Agreements

The Department CEO, in accordance with section 44 of the Act, enters into a Head Agreement with the Commission CEO, establishing the purchasing framework for mental health services (including other drug and alcohol health services) by the Mental Health Commission (MHC) from the WA health system. The MHC, as provided for under section 45 of the Act, enters into a Commission Service Agreement (CSA) for the provision of mental health and alcohol and other drug health services by NMHS. The CSA must be consistent and aligned with the Head Agreement pursuant to section 44(3) of the Act.

An overview of the funding provided under the CSA between the MHC and NMHS is included in the Schedules to this Agreement. This is to provide NMHS with an understanding of how the funding provided by the MHC contributes to the overall expense limit detailed in this Agreement. The terms of the CSA do not form part of this Agreement. Any amendment to the CSA will be made as a result of negotiation between the MHC and NMHS and in accordance with the Head Agreement.

2.3 Amendments to the Agreement

The Parties may amend this Agreement in accordance with section 50 of the Act when there is a need to change the terms due to matters such as:

- State and Commonwealth Government funding decisions;
- System Manager funding decisions;
- approved transfers of budget between HSPs, or between the Department and HSPs, due to changes in required service delivery; and,
- other significant changes to Commonwealth or State funding, service delivery priorities or other requirements, such as the NHRA.

An amendment made under section 50 of the Act becomes an addendum to the original Agreement and forms the revised basis on which this Agreement will be conducted.

Minor adjustments to the information set out in the original schedules to this Agreement, which do not reflect a change in purchasing intentions, will be provided through separate documents that may be issued by the Department CEO during the term of this Agreement.

Amendments to this Agreement may require a signed acknowledgement by both Parties, unless the amended term is decided by the Department CEO in accordance with section 50(3) of the Act.

3 ROLES AND RESPONSIBILITIES

3.1 Roles and Responsibilities of the Department CEO

The Department CEO as System Manager has responsibility for overall management of the WA health system (section 19(2) of the Act).

As System Manager, the Department CEO purchases health services categorised using the OBM framework set out in Schedule A.

The main roles and responsibilities of the Department CEO under this Agreement are to:

- provide annual allocations and forecasts;
- provide performance management parameters;
- support and collaborate with NMHS to deliver services in accordance with the Act; and,
- oversee compliance, performance and delivery of purchased activity.

Additionally, the Department CEO is responsible for:

- the Department's compliance with the terms of this Agreement and with the legislative requirements of the Act;
- purchasing of services from NMHS that align with the WA Clinical Services Framework (CSF) and its 2020 Addendum, including the Hospital Services matrices and latest underlying demand and capacity modelling;
- maintaining a public record of the CSF;
- monitoring actual activity against endorsed role delineations, including acting as necessary if activity is underdelivered or budget parameters are not maintained;
- undertaking of assurance activities consistent with the Department CEO's identified strategic objectives. The Department CEO may audit, inspect or investigate NMHS for assessing compliance with the Act (per section 175 of the Act);
- providing NMHS with access to all applicable Department policies and standards. The Department CEO must brief NMHS about matters that NMHS should reasonably be made aware of in order to provide health services in accordance with the terms of this Agreement;
- communication of any proposed amendments to this Agreement or significant events that may result in an amendment to this Agreement; and,
- publication of an abridged version of this Agreement on the WA Health internet site, in accordance with Schedule D9 of the NHRA. Any subsequent amendments to this Agreement will also be published in accordance with Schedule D9 of the NHRA.

3.2 Roles and Responsibilities of the Health Service Provider

The main role of the NMHS under this Agreement is to provide the services detailed in the Schedules. The delivery of the services must be in accordance with the performance measures and targets set by the Department CEO in accordance with section 46(3)(d), (e) and (f) of the Act.

NMHS is responsible for providing health services at the following facilities:

- Graylands Hospital, Frankland Centre and Selby Older Adult Mental Health unit;
- King Edward Memorial Hospital for Women;
- Osborne Park Hospital;
- Sir Charles Gairdner Hospital;
- Contracted Health Entities providing health services on behalf of NMHS (and sub-contracted Health Entities if applicable); and,
- other community-based / non-hospital sites as appropriate.

NMHS is responsible for providing dental health services through the Dental Health Service and managing the Public Private Partnership (PPP) contract with Ramsay Health Care for the operation of the Joondalup Health Campus.

NMHS will deliver services in accordance with this Agreement. This includes, but is not limited to:

- delivering services in a safe, timely and efficient manner using the standard of care and foresight expected of an experienced provider, noting NMHS may foster innovation through creation of new services within the available budget allocations, and that creation of new services may require consultation with the Department CEO, particularly if the service cannot be funded within the existing budget allocation;
- acting in accordance with the highest applicable professional ethics, principles and standards and demonstrating a commitment to implementing these practices through appropriate training and monitoring;
- briefing the Department CEO about all matters that the Department CEO should reasonably be made aware of. This may include an incident involving a person receiving a service, an issue that impacts on the delivery or sustainability of service, or the ability of NMHS to meet its obligations under this Agreement. Applicable Department policies may also deal with certain matters that the Department CEO must be made aware of, or particular information that must be provided to the Department by NMHS; and,
- monitoring actual activity delivered against target purchased levels, acting as necessary to ensure delivery of purchased levels is achieved within parameters specified in this Agreement, including active monitoring of variances from target activity levels and immediate notification by NMHS to the Department CEO as soon as it becomes aware that activity variances are likely to occur.

When delivering the health services purchased by the Department CEO in this agreement, NMHS is required to comply with (among other things):

- the terms of this Agreement;
- all applicable Department policies and frameworks;
- appropriate classification of activity as per the OBM framework, ensuring accurate capture of data and information;

- all standards as gazetted under applicable Acts and standards endorsed by the Department CEO, including but not limited to the Clinical Governance, Safety and Quality Policy Framework which specifies the clinical governance, safety and quality requirements that all HSPs must comply with to deliver effective and consistent clinical care across the WA health system;
- performance targets; and,
- laws including those related to fire protection, industrial relations, employment, health, general safety, and taxation.

Additionally, to assist the Department CEO to fulfil their responsibility to manage the overall WA health system, NMHS will:

- provide data in a timely manner to the Department as required by section 46(3)(f) of the Act and in accordance with the Information Management Policy on the provision of all health services (including health services provided by a Contracted Health Entity and its sub-contractors if applicable). Patient activity data supports and informs the State Budget process, national reporting, system performance management, health service planning, clinical governance, clinical research, health reform, and the purchase of activity within the WA health system. The Patient Activity Data Policy is a key policy of the Information Management Policy Framework, mandating the business rules, data specifications and data dictionaries for admitted, Emergency Department, mental health, and non-admitted activity;
- aid the Department CEO in the undertaking of any audits, inspections or investigations of NMHS for the purpose of assessing compliance with the Act (see section 175 of the Act) whenever and wherever such powers are utilised by the Department CEO; and,
- negotiate the inclusion of terms in its contracts with Contracted Health Entities that provide for the Department CEO to undertake onsite health information investigations at the Contracted Health Entity. The terms in the contracts with Contracted Health Entities must also specify that the Contracted Health Entity will supply to the Department CEO information on request and provide access to any systems required to support the investigation. Upon review of existing contracts NMHS must also ensure that these terms are included in updated contracts.

3.2.1 Commonwealth Funded Dental Programs

3.2.1.1 Federation Funding Agreement - Schedule on Public Dental Services for Adults

The Federation Funding Agreement – Schedule on Public Dental Services for Adults (Dental FFA) is a Commonwealth initiative that aims to improve the oral health of adults in WA eligible for public dental services.

In 2022-23, the NMHS will be required to deliver a maximum of 15,122 Dental Weighted Activity Units (DWAUs). The Dental FFA funding is calculated on the basis of \$640 per DWAU delivered. Activity will be paid on a pro rata basis up to 15,122 DWAUs. Activity above the maximum DWAU target will not receive additional funding.

No additional funding in 2022-23 is available over the maximum of \$9.7 million.

Dental FFA funds must be used in accordance with the intent of the Dental FFA and undertaken in accordance with the Project Plan from the previous National Partnership Agreement on Public Dental Services for Adults agreed by the Commonwealth and State Ministers for Health.

3.2.1.2 Child Dental Benefit Schedule

The Child Dental Benefit Schedule (CDBS) is a Commonwealth initiative that aims to improve the oral health of eligible children in WA. The CDBS is a capped benefit entitlement for general dental services for children who meet a means test (Family Tax Benefit A) and can be used in either the public or private dental system. The benefit can be used over two calendar years and is capped at \$1,013 if year one is 2021 and \$1,026 if year one is 2022.

Dental Revenue from the CDBS is tied to 'recoveries revenue' for NMHS Dental Health Services. Surplus CDBS funds that exceed the recoveries revenue target must be used in accordance with the intent of the CDBS.

4 RELATIONSHIP WITH OTHER HEALTH SERVICE PROVIDERS

4.1 Health Service Providers May Agree to Provide Services

For the purpose of section 48(1)(b) of the Act, NMHS may agree with any HSP for that HSP to provide services for NMHS according to NMHS business needs.

All clinical incident investigation services must be performed in accordance with the Clinical Incident Management Policy issued by the Department CEO under the Clinical Governance, Safety and Quality Policy Framework.

The terms of an agreement made pursuant to section 48(1)(b) of the Act do not limit NMHS obligations under this Agreement, including the performance standards provided for in this Agreement.

4.2 Agreements with a Contracted Health Entity

The Department CEO acknowledges NMHS may contract the provision of health services that are required to be performed under this Agreement to a Contracted Health Entity. NMHS must inform the Department CEO prior to engaging a Contracted Health Entity to perform all or part of the health services under this Agreement.

NMHS agrees that engaging a Contracted Health Entity to perform health services will not transfer responsibility for provision of the health services nor relieve it from any of its responsibilities or obligations under the Act or this Agreement, including but not limited to the provision of data.

4.3 Health Support Services

Health Support Services (HSS) provides State-wide support services to HSPs. NMHS must execute a Service Level Agreement (SLA) with HSS for the provision of State-wide support services by HSS to NMHS for the Term of this Agreement by 31 July 2022. The SLA will be developed by HSS with input from NMHS and the Department CEO.

The SLA must set out the services to be provided, roles and responsibilities, authority and accountability, service standards, service reporting, value of service (including price schedules as appropriate), review and change processes, and dispute resolution and escalation processes.

4.4 PathWest

PathWest provides State-wide support services to HSPs. NMHS must execute an SLA with PathWest for the provision of State-wide support services by PathWest to NMHS for the Term of this Agreement by 31 July 2022. The SLA will be developed by PathWest with input from NMHS and the Department CEO.

The SLA must set out the services to be provided, roles and responsibilities, authority and accountability, service standards, service reporting, value of service (including price schedules as appropriate), review and change processes, and dispute resolution and escalation processes.

5 FUNDING AND PURCHASING

The Department CEO will fund NMHS to meet its health service delivery obligations under this Agreement in accordance with the Schedules to this Agreement. A summary of the allocations to be provided to NMHS is set out in Schedule B: NMHS Summary of Activity and Funding.

NMHS is to use the funding provided by the Department CEO only for the delivery of services specified under this Agreement. The funding will include direct service costs and the cost of overheads that the Department CEO considers inherent in the delivery of the services.

5.1 Activity

The WA health system ABF operating model provides activity and budget allocations based on the number of patients and the types of treatments at a set price.

5.2 COVID-19 Allocations

Living with COVID-19

Additional beds and funding have been approved by Government under the “Living with COVID-19” initiative for 2021-22 and 2022-23. The funding (which represents 70% of total bed-day cost) is for the purpose of ensuring the additional 270 beds across the WA health system announced on 3 November 2021 to support COVID-19 preparedness are staffed and ready to operate and can also be utilised to cover costs associated with other initiatives such as “Call Care in ED”.

Should the additional beds be utilised as a result of COVID-19, funding will be provided for the remaining 30% non-fixed costs, where overall base activity levels are tracking above target. Monthly reporting to the System Manager of the status of the “Living with COVID-19” beds and associated utilisation is required. The funding is approved on a strictly time-limited basis covering 2021-22 and 2022-23 only and the Government has noted:

- Costs and any activity associated with the 270 beds will not be considered in the development of future base activity and funding requirements; and
- Measures will be implemented to support a return to a pre-COVID-19 cost and activity baseline accounting for natural base growth and any on-going COVID-19 impacts.

General COVID-19 Allocations

Additional budget allocations for general COVID-19 related costs, excluding activity-based allocations (e.g. outpatient COVID clinics), are identified separately in the Schedule D: Health Allocation Adjustments (HAA). These COVID-19 allocations are provided specifically for the purpose of meeting COVID-19 costs and the budget amounts are to be quarantined for this purpose only. Underspent funds in 2021-22 are to be carried over and used to offset expenditure in 2022-23. An allocation for costs associated with PathWest services is included and this amount is to only be used to pay for PathWest’s COVID-19 related services.

5.3 Forward Estimates Contained in this Agreement

For this Agreement, forward estimates for 2023-24 and 2024-25 have been provided. The funding estimates are based on and consistent with the approved budget settings for the WA health system.

5.4 WA Health System Outcome Based Management Framework

The WA health system operates under an OBM Framework pursuant to legislative obligations under section 61 of the *Financial Management Act 2006* and Treasurer's Instruction 904.

The OBM service categories applicable to the WA health system as identified in the WA State Budget Papers are:

1. Public Hospital Admitted Services,
2. Public Hospital Emergency Services,
3. Public Hospital Non-Admitted Services,
4. Mental Health Services,
5. Aged and Continuing Care Services,
6. Public and Community Health Services,
7. Pathology Services,
8. Community Dental Health Services,
9. Small Rural Hospital Services,
10. Health System Management – Policy and Corporate Services, and
11. Health Support Services.

Activity and budget allocations in this Agreement are made within the eleven OBM service categories as applicable and are reflected in the Schedules.

Further detail on the WA health system's OBM Framework can be viewed at:

<https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Outcome-Based-Management>

5.5 Allocation Information Contained in Schedules

Activity and budget allocations provided to NMHS under the terms of this Agreement are provided in the Schedules to this Agreement which establish:

- the activity purchased by the Department CEO;
- the budget allocation provided for delivery of the purchased activity; and,
- an overview of the services required to be provided during the Term of this Agreement.

6 PERFORMANCE EXPECTATIONS

The performance reporting, monitoring, evaluation and management of NMHS in relation to the terms of this Agreement is prescribed in the Performance Policy Framework and Performance Management Policy (PMP).

See: <https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Performance>

6.1 Performance Measures and Operational Targets

The performance indicators, targets and thresholds that support the delivery of the Agreement's operational targets are listed in the PMP. The PMP details performance reporting, monitoring and evaluation processes as well as performance management and intervention processes.

6.2 Evaluation and Review of Performance Results

The PMP is based on a responsive regulation intervention model. The model is a collaborative approach that enables accountability through agreed mechanisms when performance issues have been identified. The performance management components of the PMP comprise:

- on-going review of HSP performance;
- identifying a performance concern and determining the appropriate response and agreed timeframe to address the concern;
- deciding when a performance recovery plan is required and the relevant timeframe;
- determining levels of intervention and when the performance intervention needs to be escalated or de-escalated; and
- regular performance review meetings held between the Department CEO and NMHS, or representatives of either Party. The frequency of the meetings is determined by the Department CEO and may be increased if performance issues occur. Performance reporting arrangements that enable the Department CEO to monitor and evaluate NMHS's performance are specified in the PMP.

6.3 Performance Data

In accordance with section 34(2)(n) of the Act, NMHS is required to provide performance data for the monthly production of the performance reports as required by the Department CEO.

6.4 Link to Annual Reporting

Annual Reporting is required under the *Financial Management Act 2006*. The Key Performance Indicators (KPIs) within the Annual Report for HSPs are approved by the Under Treasurer after considering an annual OBM submission from the Department CEO. The KPIs are audited by the Auditor General.

Efficiency KPI targets are established on a system-wide level and published in the Government Budget Statements. The Department CEO will determine any NMHS specific targets through a rigorous modelling process that aligns with the Agreement, and other relevant data as appropriate.

The Department CEO mandates the Efficiency and Effectiveness KPI targets for Annual Reporting for each HSP via the annual review of the *Outcome Based Management Policy* in the *Outcome Based Management Policy Framework*.

7 SUMMARY OF SCHEDULES

An outline of the funding Schedules that form part of this Agreement for NMHS is provided in Table 1 below.

Table 1: Summary of the Schedules which form part of this Agreement

<p>A. OBM Goals and Outcomes</p>
<p>B. Summary of Activity and Funding – An overarching summary of the activity purchased and funding provided by the Department CEO for each OBM service category and delivered by the NMHS pursuant to the terms of this Agreement.</p> <p>These OBM service categories also include apportioned Financial Products, Health Support Services–Resources Received Free of Charge (HSS-RRFOC) and PathWest-Resources Received Free of Charge (PW-RRFOC).</p> <p>Government Corrective Measures (GCM) and Health Allocation Adjustments (HAA) are identified separately.</p>
<p>1. Public Hospital Admitted Services – Outlines the volume of activity and related funds allocated for the term of this Agreement for these health services as well as TTR.</p> <p>Apportioned Financial Products, HSS-RRFOC and PW-RRFOC are identified separately.</p>
<p>2. Public Hospital Emergency Services – Outlines the volume of activity and related funds allocated for the term of this Agreement for these health services as well as TTR.</p> <p>Apportioned Financial Products, HSS-RRFOC and PW-RRFOC are identified separately.</p>
<p>3. Public Hospital Non-Admitted Services – Outlines the volume of activity and related funds allocated for the term of this Agreement for these health services, as well as TTR.</p> <p>Apportioned Financial Products, HSS-RRFOC and PW-RRFOC are identified separately.</p>
<p>4. Mental Health Services – Outlines the volume of activity and related funds as well as funding for admitted and non-admitted mental health services and TTR to be provided in accordance with the terms agreed in the Mental Health Head Agreement.</p> <p>Apportioned Financial Products, HSS-RRFOC and PW-RRFOC are identified separately.</p> <p>Detailed funding allocations and relevant terms will be provided in the Mental Health Commission Service Agreement.</p>
<p>5. Aged and Continuing Care Services – Outlines the funding provided for the provision of aged and continuing care services.</p> <p>Apportioned Financial Products and HSS-RRFOC are identified separately.</p>

<p>6. Public and Community Health Services – Outlines the funding for the provision of public and community health services.</p> <p>Apportioned Financial Products and HSS-RRFOC are identified separately.</p>
<p>7. Pathology Services – Not applicable to the terms of this Agreement.</p>
<p>8. Community Dental Health Services (NMHS) – Not applicable to the terms of this Agreement.</p>
<p>9. Small Rural Hospital Services – Outlines the block funding for Small Rural Hospitals and Royalties for Regions funding for specific programs.</p> <p>Apportioned Financial Products, HSS-RRFOC and PW-RRFOC are identified separately.</p>
<p>10. Health System Management – Policy and Corporate Services – Not applicable to the terms of this Agreement.</p>
<p>11. Health Support Services – Not applicable to the terms of this Agreement.</p>
<p>C. Government Corrective Measures – Outlines the required savings and corrective measures which are set by Government and the Department of Treasury.</p>
<p>D. Health Allocation Adjustments – Outlines the funding for specific initiatives as well as any required savings and corrective measures to be achieved as set by the Department CEO.</p>
<p>E. Dental Health Service Summary of Activity and Funding – An overarching summary of the funding provided by the Department CEO for each OBM service category and delivered by the NMHS pursuant to the terms of this Agreement.</p> <p>The OBM service categories also include Financial Products and HSS-RRFOC.</p> <p>GCMs and HAAs are identified separately.</p>
<p>8. Community Dental Health Services (Dental Health Service) – Outlines the funding for the provision of community dental Health Services by the Dental Health Service.</p> <p>Financial Products and HSS-RRFOC are identified separately.</p>
<p>F. Government Corrective Measures (Dental Health Service) – Outlines the required savings and corrective measures which are set by Government and the Department of Treasury.</p>
<p>G. Health Allocation Adjustments (Dental Health Service) – Outlines the funding for specific initiatives as well as any required savings and corrective measures to be achieved as set by the Department CEO.</p>
<p>H. NMHS Election Commitments – Outlines the work to be undertaken by the NMHS in relation to election commitments regarding the delivery of health services.</p>
<p>I. NMHS Sustainable Health Review – Outlines the specific work to be undertaken by the NMHS in relation to Sustainable Health Review commitments regarding the delivery of health services.</p>

8 EXECUTION

Executed as a Service Agreement in the State of Western Australia.

Parties to this Agreement:

Department CEO
Dr David J Russell-Weisz
Director General
Department of Health



Date: 30/06/2022 Signed: _____

The Common Seal of the
North Metropolitan Health Service
was hereunto affixed in the presence of:

Clinical Professor David Forbes AM
Board Chair
North Metropolitan Health Service



Date: 30/06/2022 Signed: 

Dr Shirley Bowen
Chief Executive
North Metropolitan Health Service

Date: 30/6/2022 Signed: 

9 SCHEDULES

OBM Goals and Outcomes

Government Goal	WA Health System Agency Goal	Desired Outcome	Health Services
Strong Communities: Safe communities and supported families.	Delivery of safe, quality, financially sustainable and accountable healthcare for all Western Australians.	Outcome 1: Public hospital-based health services that enable effective treatment and restorative health care for Western Australians.	1. Public Hospital Admitted Services
			2. Public Hospital Emergency Services
			3. Public Hospital Non-Admitted Services
			4. Mental Health Services
		Outcome 2: Prevention, health promotion and aged and continuing care services that help Western Australians to live healthy and safe lives.	5. Aged and Continuing Care Services
			6. Public and Community Health Services
			7. Pathology Services
			8. Community Dental Health Services
			9. Small Rural Hospital Services
		Sustainable Finances: Responsible financial management and better service delivery.	Outcome 3: Strategic leadership, planning and support services that enable a safe, high quality and sustainable WA health system.
11. Health Support Services			

NMHS Summary of Activity and Funding

OBM Service	2021-22		2022-23		2023-24		2024-25	
	Deed of Amendment		Service Agreement		Forward Estimate		Forward Estimate	
	WAUs	\$'000	WAUs	\$'000	WAUs	\$'000	WAUs	\$'000
1. Public Hospital Admitted Services	173,310	1,196,042	174,438	1,227,304	177,945	1,262,361	181,603	1,313,836
2. Public Hospital Emergency Services	28,248	190,577	28,672	200,403	29,249	205,164	29,850	212,727
3. Public Hospital Non-Admitted Services	40,729	262,466	41,320	279,098	42,150	288,322	43,017	301,123
4. Mental Health Services	28,041	297,912	28,680	321,301	28,680	318,977	28,680	319,868
5. Aged and Continuing Care Services	—	25,326	—	24,086	—	20,476	—	20,116
6. Public and Community Health Services	—	94,506	—	95,876	—	89,613	—	92,313
7. Pathology Services	—	—	—	—	—	—	—	—
8. Community Dental Health Services	—	—	—	—	—	—	—	—
9. Small Rural Hospital Services	—	856	—	410	—	407	—	408
10. Health System Management - Policy and Corporate Services	—	—	—	—	—	—	—	—
11. Health Support Services	—	—	—	—	—	—	—	—
Government Corrective Measures	—	(1,854)	—	(613)	—	(793)	—	(986)
Health Allocation Adjustments (HAA)	—	207,877	—	185,922	—	150,948	—	147,639
Total—Activity and Funding	270,328	2,273,709	273,110	2,333,786	278,024	2,335,475	283,150	2,407,044
Less Income	—	(173,091)	—	(179,729)	—	(163,447)	—	(169,828)
Net—Activity and Funding	270,328	2,100,618	273,110	2,154,057	278,024	2,172,027	283,150	2,237,216

Notes:

- OBM Services 01 to 03—2021-22 WAUs are presented in the 2022-23 Framework.
- OBM Service 04—2021-22 and 2022-23 WAUs are presented in the 2021-22 Framework.
- The allocations included in “Less Income” have been subject to a changed classification standard which means that significant items previously included in Own Source Revenue have been re-classified as sourced from the Government sector.
- Forward Estimates for 2023-24 and 2024-25 are provided in this Service Agreement.

NMHS—Commonwealth and State contributions to the National Health Funding Pool

	National Efficient Price (as per IHPA)	Total Expected NWAUs	Total Contribution	Commonwealth		State
				Contribution	Funding Rate	Contribution
ABF Service group	(NEP \$)	(#)	(NEP \$)	(NEP \$)	(%)	(NEP \$)
Acute Admitted	5,797	151,169	876,324,023	365,820,865	41.7	510,503,159
Admitted Mental Health	5,797	28,341	164,290,708	68,583,044	41.7	95,707,664
Sub-Acute	5,797	10,635	61,649,355	25,735,481	41.7	35,913,874
Emergency Department	5,797	26,501	153,624,748	64,130,546	41.7	89,494,202
Non Admitted	5,797	33,062	191,658,555	80,007,733	41.7	111,650,822
Total ABF	5,797	249,706	1,447,547,390	604,277,669	41.7	843,269,721
Non-ABF Service group			(\$)	(\$)	(%)	(\$)
Non Admitted Mental Health			94,847,256	31,867,213	33.6	62,980,042
Non Admitted CAMHS			1,367,206	228,058	16.7	1,139,147
Non Admitted Home Ventilation			—	—	—	—
Rural CSO sites			—	—	—	—
Teaching, Training and Research			94,473,147	37,073,036	39.2	57,400,111
Total Block Funding			190,687,608	69,168,307	36.3	121,519,301

Note:

This schedule relates to Commonwealth "in-scope" activity only and is a subset of the Summary of Activity and Funding Schedule