



Mandatory Operational Directives Governance Policy

1. Purpose

The purpose of the *Mandatory Operational Directives Governance Policy* (this policy) is to establish an effective mechanism under the *Health Services Act 2016*, to create a governed authorising environment for the development and delivery of Mandatory Operational Directives (MODs) to facilitate rapid response to address systemwide hospital and healthcare facility service issues. This policy enables the Director General to oversee Health Service Providers performance and ensure delivery of high quality, efficient and accountable health services in line with government priorities.

This policy will provide the mechanism for the Director General, or Deputy Director General, Chief Operating Officer Hospitals (DDG, COOH) under delegated authority approved by the Director General, to issue whole of WA health system MODs. These MODs will be time limited and established to address urgent health system operational matters as determined by the Director General and DDG, COOH. All MODs must contain an expiry date not exceeding 12 months from commencement unless formally extended by the Director General. MODs may be rescinded or replaced at any time by the Director General. The intent and focus of MODs is to provide a more targeted and timely intervention to address urgent matters at a whole of WA health system level.

MODs will include but not be limited to

- clinical services planning and programs
- compliance and regulatory obligations
- financial and procurement management requirements
- information and data security and its management
- operational matters that require improved consistency, accountability and assurance.

MODs are intended to be applied only where urgent system-wide action is required, and existing policy, performance management, governance or operational mechanisms are insufficient to achieve the required outcome within the necessary timeframe. MODs may be used to address significant operational risks, patient safety concerns, critical deterioration in health service performance, statutory, regulatory or legislative compliance requirements, or Government-priority operational matters requiring coordinated system-wide action.

Under section 28(1) of the *Health Services Act 2016* (WA), the Department CEO may issue a direction requiring compliance in relation to:

- (a) a matter set out in a policy framework; or

- (b) any other matter in connection with the functions of the Department CEO under this Act in respect of which the Department CEO considers it necessary or desirable to issue directions.

This policy is a mandatory requirement for Health Service Providers under the *Clinical Services and Planning Policy Framework* pursuant to section 26(2)(d) of the *Health Services Act 2016*.

This policy is also a mandatory requirement for the Department of Health pursuant to section 29 of the *Public Sector Management Act 1994*.

This policy is to be read in conjunction with the following:

- [MP 0111/19 Performance Management Policy](#)
- [MP 0115/19 Outcome Based Management Policy](#)
- [MP 0122/19 Clinical Incident Management Policy](#)

2. Applicability

This policy is applicable to WA health entities.

The requirements contained within this policy are applicable to the services purchased from contracted health entities where it is explicitly stated in the contract between the contracted health entity and the State of Western Australia or Health Service Provider. The State of Western Australia or Health Service Provider contract manager is responsible for ensuring that any obligation to comply with this policy by the contracted health entity is accurately reflected in the relevant contract and managed accordingly.

3. Policy Requirements

WA health entities must:

- Comply with mandatory operational directives issued by the System Manager to ensure consistent application of hospital and health service performance measures.
- Review all issued mandatory operational directives promptly, understand their scope and requirements and take all specified actions within the defined timeframes.
- Ensure the requirements outlined in each Mandatory Operational Directive are implemented in accordance with the directive and within the specified timeframe, including all required actions, controls, and reporting obligations relevant to their area of responsibility.
- Maintain evidence of compliance, participate in monitoring or audit activities when requested, and report progress or completion as required.
- Immediately report any inability to comply, breaches, or risks to compliance through to the DDG, COOH position and implement corrective actions as directed.

4. Compliance Monitoring

The Office of the Deputy Director General, Chief Operating Officer Hospitals (ODDG, COOH), on behalf of the System Manager, will use the WA health entity regular reporting to monitor compliance with this mandatory policy. This will include but not limited to the

review of systemwide hospital performance reports relating to overall hospital performance.

The ODDG, COOH team will also monitor and evaluate the effectiveness of this policy through annual reporting by 31 July each year on the implementation and evaluation of MODs governance. The System Manager may also request additional information on Hospitals performance to ensure alignment with these policy requirements.

5. Related Documents

The following documents are mandatory pursuant to this policy:

- N/A

6. Supporting Information

The following information is not mandatory but informs and/or supports the implementation of this policy:

- [WA Health Performance Reporting](#)

7. Definitions

The following definition(s) are relevant to this policy.

Term	Definition
Healthcare facilities	Includes all public hospitals, nursing posts, satellite dialysis centres, child and mental health services.
Health Service Provider	A Health Service Provider established by an order made under section 32(1)(b) of the Health Services Act 2016 and may include North Metropolitan Health Service (NMHS), South Metropolitan Health Service (SMHS), Child and Adolescent Health Service (CAHS), WA Country Health Service (WACHS), East Metropolitan Health Service (EMHS), PathWest, Quadriplegic Centre and Health Support Services (HSS).
Hospital	A premises defined under section 8(4) of the Health Services Act 2016 where: (a) medical, surgical or dental treatment, or nursing care, is or will be provided for ill or injured persons and at which overnight accommodation may or will be provided; or (b) a day hospital facility; (c) a nursing post
WA Health Entities	WA health entities include: (i) Health Service Providers as established by an order made under section 32 (1)(b) of the Health Services Act 2016; (ii) Department of Health as an administrative division of the State of Western Australia pursuant to section 35 of the Public Sector Management Act 1994

WA health system	The WA health system is comprised of: (i) the Department; (ii) Health Service Providers (North Metropolitan Health Service, South Metropolitan Health Service, Child and Adolescent Health Service, WA Country Health Service, East Metropolitan Health Service, PathWest Laboratory Medicine WA, Quadriplegic Centre and Health Support Services); and (iii) contracted health entities, to the extent they provide health services to the State.
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8. Policy Contact

Enquiries relating to this policy may be directed to:

Title: Deputy Director General, Chief Operating Officer Hospitals

Directorate: Chief Operating Officer Hospitals

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9. Document Control

Version	Published date	Review date	Amendment(s)
MP 0197/26	5 August 2026	August 2029	Original version

Note: Mandatory policies that exceed the scheduled review date will continue to remain in effect.

10. Approval

Approval by	Nicole O'Keefe, Deputy Director General, Strategy and Governance Division, Department of Health
Approval date	4 August 2026

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