

Ms Abigail Boyd MLC
Chair
Public Accountability and Works Committee

Email:

Re: Inquiry in the NSW Government's use and Management of Consulting Services

Dear Ms Boyd

I refer to your letter dated 18 August 2023, regarding the Legislative Council's procedural fairness resolution in relation to the Unions NSW submission and the matters raised.

Central Coast Local Health District does not accept the accuracy of all the assertions made in the Unions NSW submission. While I do not propose to respond to each of the matters raised, I provide the following comments on the PWC engagement which has been key to performance uplift in our District.

As with any engagement of consultants the District carefully considered the role consultants could play in uplift and capability building of our staff.

In December 2022, the District selected Price Waterhouse Coopers (PWC), to design, develop and implement an organisational improvement program using the Performance and Management Services Scheme (SCM0005). The District has a clear focus on improving culture, accountability and meeting performance obligations.

In selecting PWC, the District sought quotations from four consultancy services, all prequalified suppliers under SCM0005. After a thorough evaluation process, PWC was evaluated as the preferred respondent to the RFQ and recommended to progress into contract for this service. The program commenced on 16 January 2023 with the completion date for engagement with PWC scheduled for 15 January 2025.

PWC are contracted to support the program for a two-year implementation period, with a phased implementation initially commencing in ten clinical units across acute (Gosford and Wyong Hospitals), subacute sites and Hospital in the Home. A key role of PWC is to provide intensive coaching and training to equip managers and leaders with skills, build knowledge, capability and

experience to enable scaling and sustaining the improved ways of working. Key elements of the program include aligning goals, team huddles, problem solving and standardising processes.

To date, 25 units and services have undertaken the 12 week improvement program, each now implementing 100 day action plans. The District has now established an organisational team of internal coaches trained and capable of ongoing program rollout. These internal coaches have been upskilled through weekly training sessions and shadowing of PWC coaches. This has allowed the phasing out of the PWC team following the initial 12 months of the contract and a sustainable improvement program for the District. The program is demonstrating positive outcomes across all implemented services including improved patient flow, increase in patient bed side handover and patient risk screening, and improved team communication.

Thank you for the opportunity to provide comment.

Yours sincerely

Scott McLachlan
Chief Executive