

Health and Community Services Complaints Commissioner **Strategic Plan**

2022-2027

Our vision

Improved quality, safety and confidence in health and community services received in South Australia.

We will provide an accessible, fair and responsive complaints resolution service to consumers, service providers and the people of South Australia

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Using data collection, analysis and reporting to improve services.

Building on our customer service focus.

Increasing and sharing knowledge amongst staff to continually build our expertise.

Having an evidence base for our work.

We will protect the health and safety of the public.

Provide information to allow consumers and service providers to make informed decisions.

Promote the Code of Conduct for Unregistered Healthcare Workers.

Rigorously apply the Code of Conduct.

Partner with other regulatory bodies.

We will actively engage with community.

Increasing the visibility of the Office with the community.

Increasing visibility and awareness of the work we do.

Advise customers and stakeholders on effective complaints management.

Reflect on feedback received.

Develop strategies to engage with diverse communities.

We will continuously improve the quality of our services.

Process Improvements

Continuously review our policies and procedures to ensure best practice guidelines, protocols and processes are applied.

Continuously review underpinning processes to our work to ensure efficient workflow and compliance with legislation.

Establish and monitor KPIs to track performance.

Evaluate our service.

Monitor service provider implementation of recommendations and undertakings.

Establish a stakeholder advisory forum.

Collaborative work

Undertake reflective practice across the Office.

Engage in regular peer discussion and review.

Seek out opportunities to work with, and learn from, other organisations.

Skilling staff

Engage in ongoing professional development.

Share relevant learnings with other staff.

Undertake learning opportunities across teams and functions.

Commit to continuous personal development and learning.