

# strategic plan

## Vision statement:

Improved quality, safety and confidence in SA health and community services through excellence in complaints resolution and education.

## To achieve this:

we will provide an accessible, fair and responsive complaints resolution service to the SA community.

Strategies
Use data collection, analysis and reporting to improve service delivery
Develop a more person centred approach
Increase and share knowledge amongst staff including ongoing staff training e.g establishment of a journal club and internal seminars
Improve quality by undertaking research to gain more knowledge of current good practice

we continuously improve the quality of our services.

Strategies
<p><b>Process improvement</b></p> <ul style="list-style-type: none"><li>• Review our policies and procedures to ensure best practice guidelines, protocols and processes are applied</li><li>• Review underpinning processes to our work to ensure efficient work flow and compliance with legislation</li><li>• Use data to identify our service gaps</li><li>• Monitor implementation of recommendations by Service Providers in relation to systemic issues</li><li>• Be proactive about public interest own motion investigation of services.</li></ul>
<p><b>Collaborative work</b></p> <ul style="list-style-type: none"><li>• Share information and undertake shared approaches (Refer to Strategy No. 3 on complaints resolution services)</li><li>• Round table discussion (internal) (possible like agencies)</li><li>• Manage and develop relationships with other bodies and government departments</li><li>• Seek feedback from others on our performance (could be 1, 2 or 3 + processes)</li></ul>
<p><b>Staff skilling</b></p> <ul style="list-style-type: none"><li>• Ongoing internal training</li><li>• Attend relevant training and share learnings with others</li><li>• Engage in group learning and upskilling</li><li>• Lectures/seminars (personal improvement)</li><li>• Establish a journal club</li></ul>

we share our learnings.

Strategies
Hearing from complainants and service providers about what they know about us, what they need and how we do it
Promote the office
Communicating outcomes
Offer complaints handling training to (service providers) and how to make an effective complaint (complainants)
Revamp website and resources to ensure user friendliness