

Strategic Plan 2017-2021

Our Vision

Supporting improvements to health, disability and mental health services for Western Australia and the Indian Ocean Territories through complaint resolution

Our Mission

Improvement in the delivery of health and disability services through our two service areas:

Service One: Assessment, negotiated settlement, conciliation and investigation of complaints

Service Two: Education and training in the prevention and resolution of complaints

Our Values

Honesty

Accountability

Dedication

Supportive

Confidentiality

Objectivity



Complaints

Receive, Resolve, Reform

Manage complaints in a professional, impartial, confidential and efficient manner with quality outcomes

- We ensure our services are accessible to all individuals who wish to make complaints about services provided by the health, disability and mental health sectors.
- We provide an impartial, efficient and high quality service to resolve complaints through assessment, negotiated settlement, conciliation, and/or investigation.
- We work with the relevant parties to facilitate redress where appropriate and to identify systemic improvement.

Educate and train

Engage, Evaluate, Educate

Inform, educate and empower the community and service providers to prevent complaints

- We contribute towards keeping communities well informed about complaints resolution processes across the health, disability and mental health sectors.
- We monitor and evaluate systemic trends in our complaints to inform opportunities for improvement, including through engagement and education.
- We provide guidance to service providers to assist in the development of appropriate internal complaints management systems that are 'fit for purpose'.

Governance

Cooperate, Comply, Communicate

Deliver our services within a sound governance framework

- We operate in accordance with high level ethical principles, abide by all public sector requirements and are respected for our integrity.
- We attract, develop and retain a skilled workforce with a culture that supports team work, professionalism, impartiality and responsiveness.
- We demonstrate our accountability to stakeholders by providing access to the principles, policies and procedures that govern our operations, and detail our commitment to them.

Respond to changing environments

Review, Respond, Redefine

Respond appropriately to our changing environments

- We work with internal and external stakeholders to identify and evaluate emerging issues.
- We embrace and manage change in a work environment that is flexible and innovative in service design.
- We adapt our service delivery to meet the changing needs of stakeholders.