



GOVERNMENT OF
WESTERN AUSTRALIA

Health and Disability Services

Complaints Office

STRATEGIC PLAN 2023-27

Our Vision

To be the leading expert in providing quality, accessible and responsive complaint management services to influence improvements in the health, disability and mental health sectors.

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

Service Accountable Fair Effective Responsive



Health and Disability Services
Complaints Office



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.
- We develop strategies to engage with diverse and vulnerable communities.
- We strive for increased collaboration with stakeholders, including key advocacy groups, associations and university groups.
- We use data collection, analysis and reporting to inform and guide our services.



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 demonstrate our accountability to stakeholders by providing access to the principles, policies and procedures that govern our operations, and detail our commitment to them.
- We have the tools, technology and ICT infrastructure to be efficient and accountable.
- We enable and empower our staff through clear and effective policies, processes and delegation of authority.



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 adapt our service delivery to meet the changing needs of stakeholders.
- We understand that success requires transformation, digitisation and innovative technology and purposeful data to continue to adapt.



People

Culture, Capacity, Care

Attract, develop and support a skilled workforce

- We create a safe and inclusive workplace that embraces diversity and supports the wellbeing of our people.
- We identify and address key workforce issues and recognise the challenges staff face managing complaints.
- We build trust and confidence through developing and maintaining meaningful relationships.