

Vision

 The community is safe and confident in the standard and quality of health services in NSW.

Mission

Protecting the health and safety of the NSW community through independent, accessible, and effective management of health care complaints and regulatory action.

Values

In all interactions with the public, health care providers and within the Commission we strive for excellence and apply our core values and supporting behaviours:



Act with Integrity:

We operate in an objective and independent way and are accountable and professional at all times.



Be Courageous:

We tackle the real challenges in the performance of the health system and reflect openly on our own performance, with a commitment to continuous improvement.



Value Collaboration:

We share information, are an active and constructive contributor in efforts to improve the health system, are open to diverse views and respectfully seek out the expertise of others within and beyond the Commission.



Create Empowerment:

We value and learn from the voices of health consumers, providers, and colleagues, and focus on the development and wellbeing of all Commission staff.

Our Strategic Context

The Commission is operating in a complex and rapidly changing environment. There are new types of health services, diverse risks, heightened public expectations and increasing demand for an objective review of health services through the complaints system.

Our customers expect high quality and timely services that address their individual needs. We must also offer a contemporary, easy to access and comprehensive complaints system.

While the COVID pandemic has accelerated changes in health service delivery and how we work, we were already on a path of transformation.

Our focus on protection of public health and safety now requires us to be at the cutting edge of technology driven solutions and challenging our old ways of working. Our systems, processes and resources are being updated to provide increased efficiency and flexibility across all Commission functions.

Our role includes adapting our regulatory focus and approach to address known and emerging risks to wellbeing and safety within the health system. We do this through effective partnerships with other regulators, standard setters, and representative bodies at state and national levels.

From an organisational perspective we know that great people working together is what drives seamless service delivery for our customers. Our employees rightly expect excellence in their work environment with flexibility, autonomy, and a healthy culture – all of which is critical to staff retention. In a cycle of increased competition for skilled workers, we are investing in our workforce to attract and retain professional, and values driven staff.

Our focus will be...



Customers

Customers of the Commission receive fair, timely, tailored, and appropriate services while we maintain our independence and impartiality.



One Commission and our People

The Commission is driven by a culture of excellence that is achieved by our people collaborating on work that is meaningful, and purpose based.



Business and Systems Transformation

The Commission is future focused, with an emphasis on best practice complaints management, enabled by great people, technology, and processes.



Regulatory Reform

The Commission builds strong and influential partnerships to reduce duplication and improve timeliness of NSW health regulation.

We will deliver our priorities by...

1. Improving the customer experience throughout the life of a complaint – including consistently providing personalised, clear, and timely communication at all stages.
2. Embedding a customer focus across all our work.
3. Using our understanding of consumer and practitioner experiences of the complaints handling process to refine and improve our complaints handling processes and the broader regulatory framework.
4. Ensuring that there is wide and strong community awareness of the role and functions of the Commission.

1. Developing a 3-year strategic workforce plan incorporating recruitment, retention, mobility, training, reward, and recognition.
2. Developing a 'One Commission' communications plan
3. Building and resourcing capability to address emerging priorities such as project management, and customer focus.

1. Transforming our business by replacing our case management system.
2. Leveraging technology to deliver short to medium term process improvements.
3. Improving data quality and reporting to identify opportunities to strengthen health regulation and the delivery of health services.

1. Being a strong opinion leader on evidence based regulatory reform.
2. Identifying inefficiencies in co-regulatory system and developing shared tools and processes and that will deliver innovation and impact to the regulation of health services.
3. Learning from the outcomes of individual complaints and prosecutions to identify changes to the statutory framework to improve effectiveness and efficiency in protecting the public.
4. Engaging with professional membership bodies to proactively identify risks and opportunities within the professions to improve standards and quality and to foster a spirit of self-regulation.