

# Our strategic plan at a glance 2024-28

Vision: **A healthy regulatory system that makes fair and just decisions.**

Purpose: **We champion fairness by taking every complaint seriously and shining a light on systemic issues to effect positive change.**

NHPO safeguards



## Pillar 1. A fair, transparent and just process

- 1.1 Our decisions are impartial and based on available information.
- 1.2 Our services are accessible and readily understood.
- 1.3 Our responses are timely and proportionate.

NHPO influences



## Pillar 2. Actively creating a better system

- 2.1 Our authoritative voice helps shape a fairer system.
- 2.2 Our stakeholders benefit from our expertise and guidance on administrative best practice.
- 2.3 Our suggestions and recommendations lead to positive, systemic change.

NHPO empowers



## Pillar 3. A future-ready office where people thrive

- 3.1 Our people are safe, included and supported to grow.
- 3.2 Our people have the knowledge, skills and expertise to make a difference through their work.
- 3.3 Our processes and systems enable our people to do innovative and effective work.

Outcomes

- 1.1 Improving access to our services so that people know when and how to contact us.
- 1.2 Evolving our triage process to better redirect enquiries and support access to remedies.
- 1.3 Ensuring our responses to complaints are proportionate to severity and impact.
- 1.4 Strengthening how we monitor, record and report on complaint trends and outcomes.

Priorities

- 2.1 Deepening our engagement with the entities we oversee to support accountability and good practice administration.
- 2.2 Identifying and investigating emerging systemic issues surfaced by our work and raised by our broader network.
- 2.3 Building our strategy and policy capability to influence regulatory practice inline with good public administration principles.
- 2.4 Amplifying our impact and protecting the public interest through purposeful public sharing of findings and recommendations.

- 3.1 Recognising our people's unique skills and contributions and providing growth and development opportunities.
- 3.2 Equipping our leaders to support, empower and drive the performance of their teams.
- 3.3 Driving operational excellence by investing in and embracing new technology, processes and systems, and embedding exemplary governance and risk arrangements.
- 3.4 Sustaining our impact by advocating for and securing adequate ongoing funding arrangements.

**OFFICIAL**

# Pillar 1. A fair, transparent and just process

NHPO safeguards



We provide fair, impartial and proportionate responses to complaints, and support people to navigate the system and access resolutions where possible.

## Why it's important

Our complaint handling service assists the public to navigate the health practitioner regulatory system and find resolutions.

Improving access to our services enables us to address a larger volume of complaints and learn more about the issues affecting the Australian community, registered health practitioners and those seeking registration. Taking a proportionate approach allows us to allocate time and resources more effectively to achieve a greater impact overall.

Strengthening how we monitor, record and report will allow us to see trends as they are happening and respond effectively.

## What we're aiming for

Our decisions are impartial and based on available information.

Our services are accessible and readily understood.

Our responses are timely and proportionate.

## What our priorities are

**1.1** Improving access to our services so that people know when and how to contact us.

**1.2** Evolving our triage process to better redirect enquiries and support access to remedies.

**1.3** Ensuring our responses to complaints are proportionate to severity and impact.

**1.4** Strengthening how we monitor, record and report on complaint trends and outcomes.

# Pillar 2. Actively creating a better regulatory system

NHPO influences



We work proactively to identify broader issues in the administration of the National Registration and Accreditation Schemes and bring about system improvements.

## Why it's important

Our expertise and focus on systemic issues helps to shape a healthier regulatory system.

By deepening our engagement with the entities we oversee, we can influence improvements within the system and ensure good administrative practice.

Proactively identifying and investigating emerging systemic issues, along with purposefully sharing our findings, research and recommendations with the public, will ultimately support public safety as well as professional standards.

## What we're aiming for

Our authoritative voice helps to shape the system.

Our stakeholders benefit from our expertise and guidance on administrative best practice.

Our suggestions and recommendations lead to positive, systemic change.

## What our priorities are

**2.1** Deepening our engagement with the entities we oversee to support accountability and good practice administration.

**2.2** Identifying and investigating emerging systemic issues surfaced by our work and raised by our broader network.

**2.3** Building our strategy and policy capability to influence regulatory practice inline with good public administration principles.

**2.4** Amplifying our impact and protecting the public interest through purposeful public sharing of findings and recommendations.

# Pillar 3. A future-ready office where people thrive

NHPO empowers



We foster an environment that supports our people to grow and perform, while continuing to evolve our practices and systems.

## Why it's important

Our people are at the centre of everything we do. It is important they have the support and resources needed to excel.

When our people feel safe, included and supported to grow and develop their skills, we are better equipped to support a healthier regulatory system for the Australian community.

By continuing to mature our processes and systems, we will provide better services and outcomes for the public, whilst fostering a culture of innovation and continuous improvement. This includes ensuring our case management software is fit for purpose and makes complaint handling and reporting more efficient.

## What we're aiming for

Our people are safe, included and supported to grow.

Our team members have the knowledge, skills and expertise to make a difference through their work.

Our processes and systems enable our people to do innovative and effective work.

## What our priorities are

**3.1** Recognising our people's unique skills and contributions and providing growth and development opportunities.

**3.2** Equipping our leaders to support, empower and drive the performance of their teams.

**3.3** Driving operational excellence by investing in and embracing new technology, processes and systems, and embedding exemplary governance and risk arrangements.

**3.4** Sustaining our impact by advocating for and securing adequate ongoing funding arrangements.