

Outcomes

Outputs

KPIs

The vision for the Department is high quality safe services for the people of Tasmania, when they need them, so they can live well and live longer.

Our Mission is to design and implement a sustainable, people focused health and human services system which supports individuals and communities to be active partners in the management of their own health and wellbeing

We put our clients at the centre of everything we do. For Tasmanians, this means:

Supporting individuals, families and communities to have more control over what matters to them

I will be involved in decisions about my care

I will be supported when I need help

I will feel more resilient and cope better if things go wrong

My family will be protected

Promoting health and wellbeing and intervening early when needed

I will be informed about how my family and I can increase our chances of living long, healthy lives

I will be informed about how to recognise the signs of ill health and where to go for support and care as soon as possible

I will know where to get help when things go wrong in my life

I will know to get help early, before things get worse

Developing responsive, accessible and sustainable services

I will have access to safe, high quality health and human services when I need them

I will be able to expect improved coordination between my various care and support providers

Creating collaborative partnerships to support the development of healthier communities

I will feel confident that the community I live in is supported by coordinated services focused on my best interests

I will have better access to services that matter to my family and me

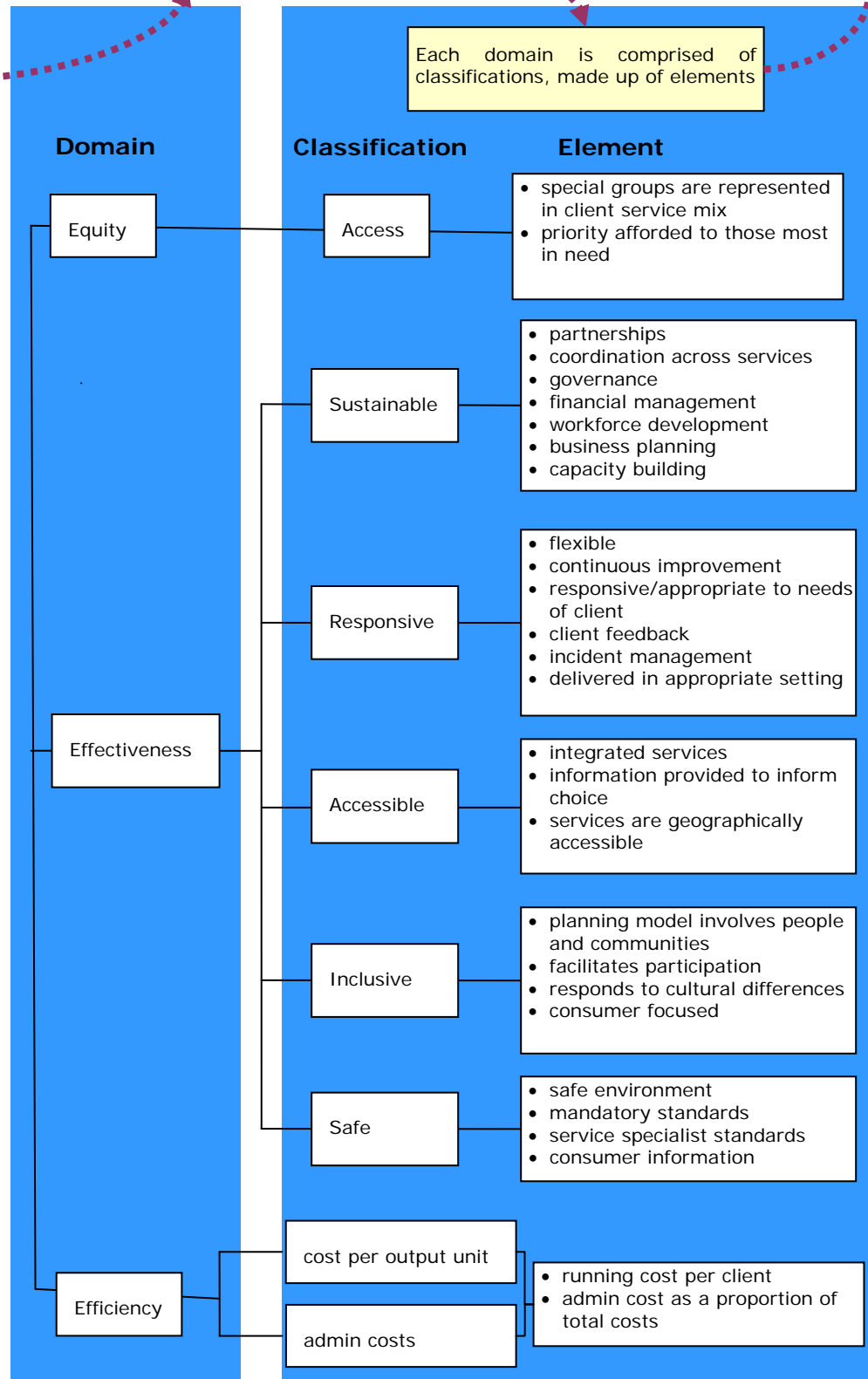
My views on services that affect my family and me will be sought and considered

Shaping our workforce to be capable of changing needs and future requirements

I will be confident that my family and I will be cared for by competent and knowledgeable staff

An organisation that is delivering high quality services focuses on these domains

Each domain is comprised of classifications, made up of elements



Activity towards the classifications and elements is measured through key performance indicators

The KPIs listed in this box are only examples that may apply to organisations. Operational Units should use the list as the basis for consideration and discussion with community support organisations, and add to or amend the list as appropriate to services being funded.

Organisation Key Performance Indicators

Safe Environment

The Organisation is compliant with all fire legislation and regulation.
The Organisation is compliant with the *Food Act 2003*.
The Organisation engages in safe management practices of consumer medication.
The Organisation adheres to health and safety requirements.

Consumer Focus

The Organisation actively engages in the health and well being of consumers.
The Organisation engages in processes to support the lifestyle needs of consumers.
The Organisation has processes in place to support co-ordinated and appropriate service delivery to consumers.
The Organisation responds to the cultural needs of consumers.
The Organisation promotes and supports consumer safety.
The Organisation has processes in place to appropriately manage consumer finances and assets.
The Organisation supports the inclusion of consumers in their community.
The Organisation engages in processes to support consumers to exercise their rights and be aware of their responsibilities.

Workforce

The Organisation has robust recruitment, induction and orientation processes.
The Organisation has clearly defined roles, expectations and accountabilities for all staff and volunteer positions.
The Organisation's professional development priorities are designed to support the achievement of consumer outcomes.
The Organisation proactively manages future workforce requirements.

Incidents and Feedback

The Organisation has robust compliments and complaints management processes.
The Organisation adheres to the incident monitoring system policy.

Consumer Information

The Organisation has robust systems for the collection of consumer information.
The Organisation has a robust system to ensure that consumer's privacy and confidentiality is respected.
The Organisation has robust systems for appropriately managing consumer's personal information.

Governance

The Organisation has a clearly articulated vision and set of values.
The Organisation provides financial reports in accordance with the Funding Agreement.
The Organisation has robust communication processes.
The Organisation has systems to support inclusive decision making.
The Organisation has systems in place to identify emerging legislative requirements.
The Organisation has an effective policy cycle.
The organisation has risk management systems and processes in place

Tasmania Together Goals

DHHS Strategic Directions 2009 - 12