

## Health Complaints Commissioner regulatory practice principles

Principle	Commitment
<b>Legal</b>	<p>We will comply with our enabling legislation and all other relevant legislation when exercising our regulatory functions.</p> <p>Where powers or functions are delegated the limits on the delegation must be clearly articulated and understood and exercised appropriately.</p>
<b>Consistent</b>	<p>We will work to provide a consistent approach to health service providers and the community. Regulatory responses will be predictable (meaning that, to the extent possible, we will provide similar responses in similar circumstances, consistent with the <i>Health Complaints Act 2016</i>) and where possible standardised, following clear processes and delivering consistent results. This will ensure that individuals/organisations are treated fairly, and that our decision-making is objective.</p>
<b>Impartial</b>	<p>Decisions will be impartial in order to be fair to avoid conflicts of interest and apprehensions of bias, or improper influence.</p>
<b>Risk-based</b>	<p>We will be proactive in identifying, assessing and responding to risk, prioritising and targeting resources toward specific groups or behaviours that pose the greatest risk to the public.</p>
<b>Proportionate</b>	<p>Our work will be proportionate to the risk being addressed. The principle of proportionality will guide our decisions in relation to the level of resources assigned to manage a particular risk, the regulatory tools used and the enforcement activities undertaken.</p>
<b>Intelligence-led</b>	<p>We will analyse incoming data in order to be responsive and accurate when assessing risk and determining whether to undertake investigations and/or compliance activities and complaint data reviews.</p>
<b>Outcomes-focused</b>	<p>Our processes and decision-making will be driven by outcomes, and we will be effective in achieving our regulatory objectives and strategic priorities.</p>
<b>Transparent</b>	<p>We will be open in our decision-making and processes, documenting decisions appropriately, including the justification for decisions insofar as permitted under the <i>Health Complaints Act 2016</i> and principles of procedural fairness.</p> <p>We will aim to assist parties to understand our decision-making processes, areas of focus and performance.</p>
<b>Collaborative</b>	<p>We will work together with other agencies, State and Federal, including our interstate counterparts, to maximise effectiveness and meet the objectives of our functions under the <i>Health Complaints Act 2016</i> in order to:</p> <ul style="list-style-type: none"> <li>• gain intelligence</li> <li>• share ideas and resources</li> <li>• deliver best practice ADR and regulatory functions.</li> </ul>
<b>Efficient</b>	<p>We will allocate resources in a responsible and accountable manner that aims to most efficiently achieve the outcomes of our regulatory functions under the <i>Health Complaints Act 2016</i> and our strategic priorities, within budget.</p>