

Office of the Public Advocate Strategic Plan



OFFICE OF THE PUBLIC ADVOCATE

2021 - 2024

Message from the Public Advocate

I am pleased to share our refreshed strategic plan, which outlines our vision, purpose and overarching approach for the next three years.

Underpinned by four interconnected values, the plan also outlines our priority actions to achieve the greatest outcomes for Office of the Public Advocate clients, staff and the community.

As an organisation, we will continue to be challenged by growing demand for our services and an important focus on safety and quality. This plan positions us to respond effectively to these challenges and to continue to build our capability to support and safeguard our clients.

Anne Gale
Public Advocate

Vision

The Office of the Public Advocate promotes quality in decision making and systemic advocacy that promotes and protects the dignity, safety, and rights of all South Australians.

Purpose

We advocate for and safeguard the rights and interests of people with impaired decision making capacity.

Values

■ People Focussed

We respect the dignity of people who are vulnerable and advocate for their rights and safety.

■ Agile

We are responsive and adaptable to the needs and expectations of the community and Office of the Public Advocate clients.

■ Accountable

We act truthfully and fairly and expect professionalism and excellence of ourselves and those we collaborate with.

■ Resilient

We are collaborative and support one another to succeed in a challenging environment.

Thematic Strategic Goal 2021- 2024

Focus

The Office of the Public Advocate delivers innovative and quality services that enhance service delivery and respond to new and changing policy, processes, and legislation.

Actions

- Create strong partnerships in the development and operationalisation of service reforms
 - Implement quality assurance processes as part of our service delivery and decision making
 - Empower staff to deliver quality services and contribute to the organisational goals
 - Ensure services are effective, efficient, and financially viable
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Outcomes

- Leadership in service reform, submissions, and consultation with other agencies on issues that impact Office of the Public Advocate clients
- Contribution and participation in research, law reform, best practice decision making and operational processes
- Current policies, procedures and training tools that support staff to deliver quality outcomes, using continuous improvement processes
- A quality, efficient and viable service to the South Australian community
- A service model and clinical governance framework to that guides and supports staff to improve client outcomes



Strategy One

Engage with and influence wider systems

Actions	Outcomes
Advocate and advise on existing and emerging issues, unmet need and law reform to key stakeholders	<ul style="list-style-type: none">▪ Evidence based reporting▪ Submissions and systemic advocacy on relevant and critical issues
Educate and inform stakeholders and the broader community of the role and responsibilities of the Public Advocate	<ul style="list-style-type: none">▪ An Office of the Public Advocate communication strategy for targeted groups▪ Improved understanding of the Office of the Public Advocate's role, services, and responsibilities
Engage and partner with stakeholders on complex clients, research, innovation, and best practice in service provision for people with impaired decision-making	<ul style="list-style-type: none">▪ Active involvement in research and reform initiatives and forums, including the Australian Guardianship and Administration Council▪ Partnerships and participation in the research of guardianship, dispute resolution and decision-making and the development of best practice



Strategy Two

Provide quality direct services

Actions	Outcomes
Adopt best practice in guardianship, dispute resolution, customer service and the provision of information and education	<ul style="list-style-type: none">▪ Guardianship decisions and dispute resolution outcomes are consistent with legislative requirements, national standards, and organisational policies▪ Organisational information is current, relevant, and accessible
Implement quality services and decision making that is supported by a strong governance framework, policies, procedures and regular review	<ul style="list-style-type: none">▪ The Office of the Public Advocate's governance framework is implemented, and policies and procedures comply with public sector governance▪ Ongoing review and implementation of the organisation's policies and procedures
Ensure business operations are efficient and sustainable	<ul style="list-style-type: none">▪ Services are effective and delivered within budget
Facilitate opportunities for private guardianship through information, education and training	<ul style="list-style-type: none">▪ Education, information and advice support informal arrangements and supported decision making



Strategy Three

Develop a professional, trained and effective workforce

Actions	Outcomes
Promote a strong workplace culture that values induction, performance and reflective practice	<ul style="list-style-type: none">▪ Staff understand how their role contributes to organisational performance
Enhance systems and procedures to enable best practice	<ul style="list-style-type: none">▪ Policies, processes and procedures are relevant and applied consistently▪ Staff receive professional development and training that responds to service delivery and system changes▪ Regular reporting systems to support staff
Promote and ensure the safety and wellbeing of all staff	<ul style="list-style-type: none">▪ Staff are empowered and foster workplace health and safety



Strategy Four

Research and innovate

Actions	Outcomes
Implement innovation that enhances service delivery and effectively responds to changes in policy and community needs	<ul style="list-style-type: none">▪ Strong partnerships that support the development and effectiveness of service reforms▪ Decision making is consistent and reflects quality assurance requirements
Enhance the Office of the Public Advocate’s capacity to develop policy and conduct research and reviews that inform decision making, practice and advocacy	<ul style="list-style-type: none">▪ Research and systemic analysis that informs law reform and operational processes
Enhance corporate systems and processes through the application of organisational data and performance analysis	<ul style="list-style-type: none">▪ Timely access to reliable and relevant data for enhanced organisational reporting▪ Streamlined operational processes and improved records management▪ Business intelligence informed service delivery and systemic advocacy
Utilise technology to support service delivery and operations that optimise business efficiency	<ul style="list-style-type: none">▪ Staff are supported with technology and regular training▪ Evidence based and consistent decision making