

STRATEGY 2026 - 2029



Ombudsman
Tasmania



Health Complaints
Commissioner
Tasmania



Office of the
Custodial Inspector
Tasmania



Tasmanian
NPM
National Preventive Mechanism

OUR BELIEF

We believe in a fairer Tasmania.

OUR PURPOSE

We promote fair treatment and human rights in Tasmania through complaints investigation and systemic review.

OUR OBJECTIVES. BY 2029...

More people
will understand
who we are,
what we do and
when to engage
with us.

We will **remove
barriers** to
accessing and
engaging with
our services.

There will be
improved trust
that we are
strengthening
government and
service
providers'
accountability

We will operate
as a **high
performing,
adaptive
organisation**
with strong
shared values.

We will **increase
public value** by
meeting our
obligations
efficiently,
effectively and
with consistent
high quality.

OUR STRATEGIC PILLARS & OUTCOMES

1

Community & Stakeholder Engagement

1.1 Accessible pathways and engagement channels are in place for more community cohorts.

1.2 A greater proportion of engagements fall within our roles and functions.

1.3 Increased proportion of positive and effective interactions with our services.

1.4 Improved engagement and working relationships with government and stakeholders.

2

Leadership, People & Culture

2.1 Increased sense of shared identity and values.

2.2 Increased organisational performance through a positive, safe and supportive work environment.

2.3 Increased ability to share capability, learnings and efficiencies across teams.

2.4 Improved staff capability to use technology effectively and safely.

3

Governance & Innovation

3.1 All policies, procedures and governance arrangements are documented, standardised (where appropriate) and embedded through training.

3.2 Backlogs are reduced, and workloads are maintained at a manageable level (defined per team).

3.3 Core systems are streamlined, demonstrably fit for purpose and person-centric.

3.4 High quality standards are maintained as our systems and processes evolve.

OUR APPROACH

We are guided by fairness and transparency. By investing in our people, strengthening our systems and removing unnecessary obstacles, we ensure every interaction is respectful, straightforward and meaningful.