

# MINISTERIAL CHARTER TASMANIAN HEALTH SERVICE ACT 2018

1 JULY 2018



# INTRODUCTION

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This Ministerial Charter has been prepared by the Minister for Health in accordance with section 4 of the *Tasmanian Health Service Act 2018*.

The Charter sets out the Minister's broad policy expectations of the Secretary and the Tasmanian Health Service (THS).

This Charter takes effect from the date it is signed and remains in effect until it is amended or revoked.

The Charter is tabled in Parliament by the Minister for Health and published on the Department of Health website.

## OVERALL EXPECTATIONS

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The Secretary and THS are given distinct but complementary roles and functions in the Act, each aimed at ensuring the Tasmanian community's public health system is well managed, providing the right care to the Tasmanian community, in the right place, at the right time.

The Minister expects the Secretary and THS to work in support of continued improvements in the quality of healthcare in Tasmania and to preserve and continue to build the core elements of the *One State, One Health System, Better Outcomes* and *Rethink Mental Health* reforms, specifically:

- Planning, purchasing and resource allocation will focus on providing safe, sustainable and efficient services with equitable access for Tasmanians on the basis of need, regardless of location and the ability to pay.
- Consumers, carers, their families and the broader Tasmanian community will be engaged in the development and delivery of services through participation at all levels of service delivery, planning and through processes of monitoring and improvement.
- A whole of system approach to care planning and delivery will be maintained, including strategies to improve coordination and integration of primary and community care services with hospital services and supporting individuals to stay well in their homes and communities.
- Strong partnerships will be maintained and developed with consumers, carers, their families, Primary Health Tasmania, University of Tasmania, private providers, research bodies and other partners to improve coordination of care, outcomes and experience.
- A robust and integrated culture of research, innovation, high performance and excellence will be fostered to ensure the Tasmanian health system is able to adapt to changing health workforce models, service needs and advances in technology.

# SPECIFIC EXPECTATIONS OF THE SECRETARY

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The Secretary is responsible to the Minister for the performance of the THS and the Executive. In undertaking this role and assigned functions, the Minister has the following broad expectations of the Secretary:

- Implement a governance framework to support performance monitoring and management of the THS across a number of components including achievement of strategic priorities and initiatives, quality and safety performance, achievement of activity targets, accreditation and key performance indicators.
- Develop a consultation and engagement framework that ensures the views, advice, input, feedback and involvement of consumers, carers, their families, the broader community, clinicians and other partners are sought and integrated into the design and evaluation of health services.
- Through the Clinical Planning Taskforce, build on *One State, One Health System, Better Outcomes* to develop a long term detailed health plan to set the future direction and strategy for Tasmania's health system to meet the health challenges of an ageing population, increasing incidence of chronic diseases, workforce challenges and ageing infrastructure.
- Through the Health Recruitment, Retention and Workforce Planning Unit, deliver a 20 year future health workforce plan for Tasmania.
- Exercise the Secretary's statutory powers, including the power to give directions to the THS in relation to the performance of its functions or exercise of its powers, as necessary.

## SPECIFIC EXPECTATIONS OF THE TASMANIAN HEALTH SERVICE

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The primary purposes of the THS are: to promote and maintain the health of persons who are in Tasmania; and to ensure the provision of care and treatment to, and the easing of the suffering of, persons with health problems in Tasmania.

In undertaking its functions and in accordance with the Act, the Minister has the following broad expectations of the THS:

- The THS will continue to operate as a single statewide service through its network of hospitals, primary and community care services and mental health services to deliver high quality and safe health services to the Tasmanian community.
- The THS will deliver services safely to the levels and standards specified in the agreed Service Plan within the level of funding provided by Government.

- The THS will have robust clinical governance and quality management systems in place to monitor and respond to the quality of care provided by the THS and any health services contracted / funded by it.
- The THS will apply the THS Consumer and Community Engagement Principles to drive increased engagement and participation by consumers, carers, their families and the broader community and to underpin THS strategic directions.
- The THS will develop and maintain clear operational governance and accountability structures that ensure that there is appropriate delegated local decision making. These structures should be publicly available to all staff and the community so they can understand who is leading and delivering their health services.
- The THS will develop a framework to support local leaders to manage their budget within the allocation available to efficiently and effectively operate and maintain the facilities, assets and services under its control and to efficiently and economically manage its resources to deliver health services purchased by the Government.
- The THS will develop positive organisational cultures that focus on improving the experience and outcomes for the community it serves and which promote the highest standard of conduct and ethical behaviour by THS staff at all times.
- The THS will have in place protocols, practices and processes to support effective communication with consumers, the community, staff and other stakeholders, consistent with whole-of-government communication standards.
- The THS will embrace and support workforce development, education and training to build a sustainable workforce that is matched to the health service requirements of the Tasmanian community.



This Ministerial Charter is approved by:

**Hon. Michael Ferguson MP**

Minister for Health

*Date: 1 July 2018*

