

# Position description

Director  
Health and Disability Services Complaints Office

## Organisational overview

The Health and Disability Services Complaints Office (HaDSCO) is an independent statutory authority offering an impartial resolution service for complaints relating to health, mental health, and disability services (excluding the National Insurance Disability Scheme) in Western Australia and the Indian Ocean Territories. HaDSCO also administers the regulatory Code of Conduct for unregistered health practitioners (Code of Conduct). HaDSCO's services are free and available to all users and providers of health, disability and mental health services.

Acting impartially and in confidence, HaDSCO reviews and reports on the causes of complaints, undertakes investigations, suggests service improvements and advises service providers about effective complaint resolution.

HaDSCO operates within two key service areas:

- Assessment, conciliation and investigation of complaints.
- Education and training in the prevention and resolution of complaints.

These services enable HaDSCO to identify needs for service improvement, make recommendations, and encourage the continual enhancement of health, disability and mental health services provided in WA and the Indian Ocean Territories.

## Primary purpose of the role

The Director will investigate and resolve complaints about health, mental health, and disability services (outside the NDIS) in Western Australia and the Indian Ocean Territories and will to provide education and training to relevant stakeholders in the prevention and management of complaints. The Director will also provide a complaints function as part of the regulatory framework for Voluntary Assisted Dying, including through the referral of matters from the Voluntary Assisted Dying Board.

Under the Code of Conduct jurisdiction, the Director will issue prohibition orders where an unregistered health practitioner's practice represents a serious risk to public health and safety. A prohibition order can permanently prohibit a health care worker from providing a health service or place conditions on their continued practice.

As a leadership role, the Director will be required to harness information, identify opportunities, and apply innovation to resolve complex problems. Further, the role will lead and implement change, manage uncertainty, negotiate persuasively and exercise excellent stakeholder engagement and management.

The Director will ensure operational efficiency and effectiveness and maintain proper standards of financial management and accounting, monitor administrative and financial performance, with the goal of continuous improvement for government and the sector.

## Key relationships

The Director is responsible to the Minister and is expected to provide expert independent advice. The Director is expected to engage with carer organisations, advocacy groups, service providers, the Australian Health Practitioner Regulation Agency and other accountability and oversight agencies.

## Key accountabilities

The functions of the Director as set out in the *Health and Disability Services (Complaints) Act 1995* are as follows:

- To deal with complaints.
- Conduct investigations under the Act.
- In collaboration with groups of providers or groups of users or both, to review and identify the causes of complaints and to suggest ways of removing and minimising those causes and bringing them to the notice of the public.
- Take steps to bring to the notice of users and providers, details of complaints procedures.
- Assist providers in developing and improving complaints procedures and training of staff in handling complaints.
- Inquire into broader issues of health care arising from complaints received, with the approval of the Minister.
- Publish work of the Office from time to time.
- Provide advice generally on any matter relating to complaints.
- To provide advice to users on the making of complaints to registration boards and other avenues available for dealing with complaints.
- Any other function conferred on the Director by the Act or another written law.

## Key priorities and challenges

The key priorities and challenges are:

- Managing an increasing number of complaints in a challenging and evolving environment.
- Providing contemporary and relevant recommendations to improve outcomes for all Western Australians engaged with the health and disability sectors.
- Actively engaging with key stakeholders in the provision of education and training to prevent complaints and promote effective resolution pathways.
- Continuing to embed the Code of Conduct for unregistered health practitioners.
- Implementing recommendations of the statutory review of the *Health and Disability Services (Complaints) Act 1995* and Part 6 of the *Disability Services Act 1993* once approved by the Minister.

Further information on the key priorities and challenges is available on the Health and Disability Services Complaints Office [website](#).

## Selection criteria

The role of the Director is critical to the integrity and performance of the public sector. The selection process includes assessing applicants against the following expected behaviours as they apply to the role specific attributes.

### Expected behaviours

The Public Sector Commission has defined expected behaviours of all leaders in the public sector. The Director must, at a minimum, demonstrate the following expected behaviours in order to be successful in this position.

|                                     |                                                                                                                                                                                                                                                                         |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lead Collectively                   | You identify and build key strategic relationships and partnerships across the sector, adopting a system wide perspective to ensure your agency is creating shared value.                                                                                               |
| Think through complexity            | You develop innovative solutions in your agency and contribute to shaping innovative solutions for the sector whilst continuously evaluating the risk of your decisions on the sector.                                                                                  |
| Dynamically sense the environment   | You identify patterns, trends and connections in the social, political and business context internal and external to your agency, using this information to proactively revise strategies and decisions, and adapt to the changing needs of your agency and the sector. |
| Deliver on high leverage areas      | You identify the strategic priorities that are essential for your agency and the broader sector, whilst exploring new opportunities for your agency, challenge the status quo and contribute to the creation of long term future value.                                 |
| Build capability                    | You engage in whole of sector talent identification and development, aligning agency specific approaches with broader systems to build a sustainable talent pipeline that creates long-term value for Western Australians.                                              |
| Embody the spirit of public service | You are committed to, and communicate, the importance of good corporate governance practices and conduct. You promote respect for the sector in the agency and are proactive in dealing with ethical and misconduct matters.                                            |
| Lead adaptively                     | You actively pursue strategic learning opportunities that support both your development and your ability to create future value for the agency. You continually seek to understand your own strengths, limitations and blind spots.                                     |

Further details of the expected behaviours and mindsets for this position, which is at the Agency Leader context, can be found on the Public Sector Commission's [website](#).

## Role specific attributes

- Professional qualifications or substantial relevant experience in the management of a statutory or complex organisation.
- Ability to analyse complex issues objectively and arrive at impartial conclusions which are supported by relevant and evidence-based research.
- Understanding of ethics, public administration and current issues affecting the delivery of health and disability services.

## Employment conditions

### Term of appointment

An appointment of up to five years will be negotiated with the person recommended for appointment to the position. The successful candidate may be eligible for reappointment.

### Remuneration

Remuneration will be determined independently by the Salaries and Allowances Tribunal. The position is a Prescribed Office with an annual salary of \$277 276, together with employer contribution to superannuation, and the provision of a fully maintained motor vehicle for private use to the value of \$26,000 or a motor vehicle allowance in lieu of a vehicle.

### Leave and allowances

The office holder is entitled to leave as applicable to a public service officer in accordance with the provisions of the [Public Service Award 1992](#) and the [Public Sector CSA Agreement 2024](#).

### Eligibility requirements

To be eligible for appointment, applicants must be Australian citizens or have permanent residency or must be entitled to remain and work in Australia indefinitely i.e. Special Category Visa for New Zealand citizens. No person who is, or has been, within the preceding 3 years, a member of the Parliament of the Commonwealth or any state can be appointed to the position.

A person who is currently employed in a ministerial office, who was not immediately prior employed in a department or organisation, or who is engaged under a contract for services to assist a political office holder, is not eligible to apply for or be appointed to this position.