

Attorney-General
Minister for Justice
Minister for Health, Mental Health and Wellbeing
Minister for Veterans' Affairs

Level 9, 15 Murray Street, HOBART TAS 7000
GPO Box 123 HOBART TAS 7001
Phone 03 6165 7678
Email Barnett.correspondence@dpac.tas.gov.au



8 September 2024

Mr Dale Webster
Acting Secretary
Department of Health

Dear Mr Webster

In accordance with Section 4 of the *Tasmanian Health Service Act 2018*, I have prepared a Ministerial Charter setting out my expectations of the Secretary of the Department of Health, and the Tasmanian Health Service (THS).

As Minister for Health, Mental Health and Wellbeing, I commit to working with you to deliver the high quality and accessible health system Tasmanians deserve.

Together we have a responsibility to improve the health, mental health and wellbeing of Tasmanians. Our collective responsibility requires us to focus our efforts on building a better health system that places consumers at its centre.

It is the Minister's expectation that the Secretary of the Department of Health and the THS work to ensure the community's public health system is well managed, sustainable, and provides Tasmanians with the right care, in the right place, at the right time. Specifically, I expect the Secretary and the THS to:

- Provide safe, sustainable, and efficient services with equitable access for Tasmanians based on need, regardless of location and ability to pay;
- Prioritise strong partnerships and greater collaboration with the health workforce and their representatives, primary, private and community care providers, Primary Health Tasmania, the University of Tasmania, and other stakeholders to improve delivery and coordination of care, health outcomes, and the consumer experience;
- Ensure that consumers, the health workforce and their representatives, carers and families, and the broader Tasmanian community, participate at all levels of health service design, delivery, monitoring, evaluation, and reform;
- Drive a culture of research, innovation, high performance, and excellence to ensure the Tasmanian health system can adapt to changing service needs and advances in technology;
- Identify strategies to improve coordination and integration of primary, private and community care services with hospital services, and support individuals to stay well in their homes and communities;

- Design and deliver healthcare in ways which are safe and inclusive for all Tasmanians;
- Design and deliver healthcare services that reflect the rights of consumers and their carers and families as expressed in *The Australian Charter of Healthcare Rights*.

Further, the Minister's expectation is that the Secretary have the following broad responsibilities in relation to the performance of the THS:

- Implement and consolidate a governance framework to support performance monitoring, management, and reporting of:
 - achievement of strategic priorities and initiatives;
 - organisational risk management;
 - clinical quality and safety performance;
 - health outcomes; and
 - accreditation.
- Develop and implement a strategic budget framework to align funding and activity with community health priorities, and proactively manage budget risks.
- Implement and consolidate an agency-wide consultation and engagement framework.
- Develop and implement a detailed health plan to set the future direction and strategy for Tasmania's health system.
- Deliver contemporary, holistic, and well-integrated mental health, suicide prevention, and alcohol and drug services.
- Prioritise provision and promotion of preventive health measures.
- Provide new ways of caring for the health and wellbeing of all Tasmanians through digital technologies.
- Develop and implement actions to build health workforce capacity.
- Deliver health infrastructure strategies.

In fulfilling its purposes, and undertaking its functions 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 and alcohol and drug services.

- 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, consumer engagement 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 promote increased engagement and participation by consumers, the health workforce and representatives, carers and families, and the broader Tasmanian community in the design and delivery of health services.
- The THS will embrace and support health workforce development, education, and training to build a sustainable workforce that is matched to the health service requirements of the Tasmanian community.
- The THS will drive positive organisational cultures that focus on improving the experience and outcomes for the Tasmanian community, including a healthy workplace culture that supports the highest standard of conduct and ethical behaviour by THS staff.
- The THS will develop and maintain clear operational governance arrangements and accountability mechanisms to ensure there is appropriate delegated local decision making.
- The THS will manage their budget allocation and delegations efficiently and effectively to operate and maintain the facilities, assets, and services under its control.
- The THS will have in place and adhere to protocols, practices, and processes to support effective communication with consumers, the health workforce, carers and families, and other stakeholders.

This Charter is effective immediately and will remain in effect until it is amended or revoked.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Guy Barnett', written in a cursive style.

Hon Guy Barnett MP
Minister for Health, Mental Health and Wellbeing