



## COMMITTEE ON THE HEALTH CARE COMPLAINTS COMMISSION

### Review of the 2005-2006 Annual Report of the Health Care Complaints Commission

#### TERMS OF REFERENCE

The Committee is conducting its review of the Health Care Complaints Commission's Annual Report as required under Section 65 (1) (c) of the *Health Care Complaints Act 1993*. Terms of Reference for the review of the report include:

- (a) whether the Report reflects a true and accurate record of the HCCC's performance over the 2005-2006 financial year;
- (b) whether the mechanisms used by the HCCC in the report adequately and appropriately measure the key responsibilities and objectives of the HCCC as prescribed by the *Health Care Complaints Act 1993* and in the HCCC's Corporate and Business Plans;
- (c) the extent to which the HCCC has explained results in the report;
- (d) the extent of user-friendly accessibility of the report, in terms of content matter and distribution mechanisms;
- (e) other relevant matters.

Copies of the Health Care Complaints Commission's 2005-2006 Annual Report may be obtained by phoning the Commission on 9219 7444 or on their website:  
[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

The Committee would like to invite you to make a written submission to assist the review. Submissions should be addressed to:

**Committee Manager, Committee on Health Care Complaints  
Commission, Parliament House, Macquarie Street  
SYDNEY NSW 2000**

Alternatively, submissions can be emailed to [awatson@parliament.nsw.gov.au](mailto:awatson@parliament.nsw.gov.au) or sent by FAX to 02 9230 3309

The closing date for submissions is **Friday 16 February 2007**

The Committee is also proposing to do an external review of HCCC operations in 2007 and welcomes preliminary views from the public on pertinent issues concerning the HCCC's operations.

**For further information contact Catherine Watson on (02) 9230-2036**

**JEFF HUNTER MP**  
Chairman