



COMMITTEE ON THE HEALTH CARE COMPLAINTS COMMISSION

Alternative Dispute Resolution

TERMS OF REFERENCE

The Committee is conducting an Inquiry into Alternative Dispute Resolution of health care complaints in New South Wales. Terms of Reference include:

- (a) The role, functions and operations of the Health Conciliation Registry;
- (b) Whether the Health Conciliation Registry has adequate powers under Part 6 of the *Health Care Complaints Act 1993* (NSW) to perform its functions;
- (c) The role of the Patient Support Office in mediating and conciliating complaints;
- (d) Other appropriate methods of resolving health care complaints other than investigation;
- (e) Any other relevant matters.

The Committee would like to invite you to make a submission (in writing, typed or on disk) 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, they can be sent by FAX to (02 9230 3309)

The closing date for submissions **is 1 March 2004**

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

**JEFF HUNTER MP
Chairman**