



# NSW GOVERNMENT RESPONSE

Review of the Health Care Complaints Commission 2019-20 Annual  
Report

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## INTRODUCTION

The Committee continues to observe the low volume of complaints made by Aboriginal and Torres Strait Islander people, noting that this may not be consistent with their actual experience of health services. The Committee noted that the Health Care Complaints Commission is working closely with Aboriginal organisations and communities to better understand the barriers to Aboriginal people accessing the complaints system, and to assist in understanding their concerns.

The report made one recommendation.

**Recommendation 1: The Commission include in its annual reporting the outcomes of its strategies to engage with Aboriginal communities.**

The NSW Government thanks the Committee for its detailed examination of the annual report and its shared interest in strong engagement with Aboriginal peak bodies and communities. The Health Care Complaints Commission's response to the final report's recommendation is addressed in the following section.

## RESPONSE TO RECOMMENDATIONS

### RECOMMENDATION 1

**The Commission include in its annual reporting the outcomes of its strategies to engage with Aboriginal communities.**

The NSW Government supports this recommendation.

The Health Care Complaints Commission will continue its current practice of reporting on actions taken to implement its strategy for engagement with Aboriginal organisations and communities, customising complaints handling for complaints relating to service delivery to Aboriginal people; and improving cultural awareness across the Commission.