

Question 1

For the reporting periods 2013-14 and 2014-15 can the Commission provide the number of investigations undertaken in relation to complaints about adverse outcomes?

Response

The Commission has compiled data on all investigations undertaken in 2013-14 and 2014-15 that raise the following issues:

- Wrong/Inappropriate Treatment
- Unexpected Treatment Outcome/complications
- Inadequate treatment

Table 1 (below) shows that during 2013-14 the Commission finalised 226 investigations which raised 385 issues. Of these 65, or 16.9%, related to the issues above. During 2014-15 the Commission finalised 194 investigations which raised 320 issues. Of these 64, or 20.0%, related to the issues above.

Table 1: Investigations finalised which raise issues of: Wrong/Inappropriate Treatment; Unexpected Treatment Outcome/complications; or Inadequate treatment..

Issue raised in complaint	2013-14		2014-15		Total
	No.	%*	No	%*	
Inadequate treatment	52	13.5%	47	14.7%	99
Unexpected treatment outcome/complications	10	2.6%	15	4.7%	25
Wrong/inappropriate treatment	3	0.8%	2	0.6%	5
	65	16.9%	64	20.0%	129

*Counted by issues raised in complaint
of all issues raised in investigations finalised

Question 2

Please provide a sample of the two information brochures that the Commission distributes to GP practices, and details of where the brochures are distributed (a summary distribution list)?

Response

The Commission distributes a number of brochures and fact sheets to its stakeholders, the main two being booklets titled:

- Concerned about your health care
- Resolve concerns about your health care

Samples of these brochures are provided in Appendices A and B to this response.

During 2014-15 these brochures were distributed on a pro bono basis through a media distribution service called 'InfoMed', whose distribution run includes 825 general practitioner practices across NSW. During 2014-15 the Commission supplied brochures to the following InfoMed distribution hubs:

Table 2: Brochures distributed through InfoMed 2014-15

Distribution Hub	Concerned about your health care	Resolve concerns about your health care
InfoMed Sydney	28,000	28,000
InfoMed – Newcastle	3,000	3,000
InfoMed – Wollongong	1,500	1,500
InfoMed – Gold Coast	500	500
Mailing service	2,000	2,000
Total	35,000	35,000

In addition the Commission also distributed brochures directly to health services on request.

A list of postcodes that are included in the InfoMed distribution run, as well as a list of those postcodes where brochures were supplied directly from the Commission is attached at Appendix C.

Question 3

Has the Commission ever received a complaint regarding a decision or diagnosis made by medical practitioners on behalf of life insurance companies? If so, how many complaints were received?

Response

The Commission regularly receives complaints raising issues of regarding medico legal reports and certificates, the majority of which relate to reports made by medical practitioners on behalf of insurance companies.

Table 3 (below) shows that during 2013-14 and 2014-15 the Commission received a total of 293 complaints regarding reports/certificates.

Table 3: Complaints received in 2013-14 and 2014-15 in the issue category reports/certificates.

Complaints regarding reports/certificates	2013-14	2014-15	Grand Total
Accuracy of report/certificate	112	129	241
Cost of report/certificate	1		1
Refusal to provide report/certificate	20	20	40
Report written with inadequate or no consultation	1	3	4
Timeliness of report/certificate	3	4	7
Grand Total	137	156	293

Counted by issues raised in complaint

Question 4

Has the Commission ever referred a medical practitioner to the Director of Public Prosecutions (DPP) following an investigation into the use and safety of therapeutic devices such as, but not limited to, mesh tissue fixation devices?

Response

No, the Commission has not referred a medical practitioner to the Director of Public Prosecutions (DPP) following an investigation into the use and safety of therapeutic devices such as, but not limited to, mesh tissue fixation devices.

The *Health Care Complaints Act 1993* (the Act) allows the Commission to refer complaints at various stages of the complaints process to the Officer of Director of Public Prosecutions (the ODPP), the NSW Police or other investigative bodies. A complaint can be referred at the receipt and assessment stage pursuant to s20 and s26 of the Act. Specifically in regards to the ODPP, a complaint may be referred at the investigation stage pursuant to s42(1)(c) or s39(1)(f) of the Act. At the prosecution stage, the Director of Proceedings can refer a complaint for prosecution by another body pursuant to 90B(1)(a) of the Act.

Since 2009, the Commission and the NSW Police entered into a Memorandum of Understanding which governs the exchange of information between the two parties in relation to joint and separate investigations into health service providers. Since the signing of the MOU more matters are referred to Police or ODPP prior to an investigation being finalised rather than as an outcome of an investigation.

Question 5

Can the Commission provide a breakdown of the issues raised in the complaints received about aged care facilities generally, but with a particular focus on complaints about the restraint, either by physical or chemical means, of residents with dementia?

Response

Table 5 shows the issues raised in all complaints received about aged care facilities in 2013-14 and 2014-15. A further breakdown is provided for public and private facilities.

Table 5: Complaints received in 2013-14 and 2014-15 regarding aged care facilities.

Issue	2013-14			2014-15			Grand Total
	Public	Private	Total	Public	Private	Total	
Access							
Refusal to admit or treat	1	1	2				2
Access Total	1	1	2				2
Communication/information							
Attitude/manner	2	10	12	2	5	7	19
Inadequate information provided	1	5	6		9	9	15
Incorrect/misleading information provided		1	1		2	2	3
Special needs not accommodated					1	1	1
Communication/information Total	3	16	19	2	17	19	38
Consent							
Consent not obtained or inadequate		1	1		2	2	3
Consent Total		1	1		2	2	3
Discharge/transfer arrangements							
Inadequate discharge		1	1		1	1	2

Response to questions taken on notice
Review of the 2013-14 and 2014-15 Annual Reports of the Health Care Complaints
Commission

Issue	2013-14			2014-15			Grand Total
	Public	Private	Total	Public	Private	Total	
Discharge/transfer arrangements							
Total		1	1		1	1	2
Environment/management of facilities							
Administrative processes	1	4	5		11	11	16
Cleanliness/hygiene of facility	1	2	3		1	1	4
Physical environment of facility		4	4		7	7	11
Staffing and rostering		3	3		5	5	8
Staffing and rostering							
Environment/management of facilities Total	2	13	15		24	24	39
Fees/costs							
Billing practices					2	2	2
Fees/costs Total					2	2	2
Grievance processes							
Inadequate/no response to complaint		2	2	1	5	6	8
Grievance processes Total		2	2	1	5	6	8
Medical records							
Access to/transfer of records		1	1				1
Record keeping					3	3	3
Records management					1	1	1
Medical records Total		1	1		4	4	5
Medication							
Administering medication		10	10		7	7	17
Dispensing medication		3	3				3
Prescribing medication		2	2		1	1	3
Supply/security/storage of medication		1	1				1
Medication Total		16	16		8	8	24
Professional conduct							
Assault	1		1				1
Breach of guideline/law		1	1				1
Competence					1	1	1
Illegal practice	1	2	3				3
Sexual misconduct					1	1	1
Professional conduct Total	2	3	5		2	2	7
Reports/certificates							
Accuracy of report/certificate				1	1	2	2
Reports/certificates Total				1	1	2	2
Treatment							
Coordination of treatment/results follow-up		2	2				2

Issue	2013-14			2014-15			Grand Total
	Public	Private	Total	Public	Private	Total	
Delay in treatment		2	2		3	3	5
Diagnosis					4	4	4
Inadequate care	2	17	19	2	27	29	48
Inadequate treatment		29	29	3	19	22	51
Infection control		1	1				1
Rough and painful treatment		2	2		1	1	3
Unexpected treatment outcome/complications		1	1		1	1	2
Wrong/inappropriate treatment		1	1		1	1	2
Treatment Total	2	55	57	5	56	61	118
Grand Total	10	109	119	9	122	131	250

Counted by issues raised in complaint

The Commission was not able to identify any complaints received about aged care facilities in the 2013-14 and 2014-15 period that contained the keywords of restraint and dementia.

Question 6

Regarding treatment related complaints in both aged care facilities and in hospitals, can the Commission provide a breakdown of the specific issues that relate to and come under the heading of treatment?

Response

Table 6 (below) shows all complaints received about aged care facilities and hospitals in 2013-14 and 2014-15 that raise treatment issues. A further breakdown is provided for public and private facilities.

Table 6: Complaints received about aged care facilities and hospitals in 2013-14 and 2014-15 that raise treatment issues

	2013-14			2014-15			Grand Total
	Private	Public	Total	Private	Public	Total	
Aged care facility							
Coordination of treatment/results follow-up	2		2				2
Delay in treatment	2		2	3		3	5
Diagnosis				4		4	4
Inadequate care	17	2	19	27	2	29	48
Inadequate treatment	29		29	19	3	22	51
Infection control	1		1				1
Rough and painful treatment	2		2	1		1	3
Unexpected treatment outcome/complications	1		1	1		1	2
Wrong/inappropriate treatment	1		1	1		1	2
Aged care facility Total	55	2	57	56	5	61	118
Hospital							
Coordination of treatment/results follow-up	3	14	17	2	31	33	50

	2013-14			2014-15			Grand Total
	Private	Public	Total	Private	Public	Total	
Delay in treatment	2	132	134	7	96	103	237
Diagnosis	5	95	100	6	100	106	206
Excessive treatment		3	3	2	4	6	9
Experimental treatment					1	1	1
Inadequate care	13	99	112	28	141	169	281
Inadequate prosthetic equipment		2	2				2
Inadequate treatment	30	289	319	20	313	333	652
Inadequate/inappropriate consultation	2	8	10	1	8	9	19
Infection control	2	6	8		13	13	21
No/inappropriate referral	1		1		2	2	3
Public/private election		2	2		4	4	6
Rough and painful treatment	2	27	29		20	20	49
Unexpected treatment outcome/complications	7	53	60	9	102	111	171
Withdrawal of treatment	1	8	9	1	8	9	18
Wrong/inappropriate treatment		39	39	3	41	44	83
Hospital Total	68	777	845	79	884	963	1808
Grand Total	123	779	902	135	889	1024	1926

Counted by issues raised in complaint

Question 7

In relation to mental health complaints and issues of consent, can the Commission provide a breakdown of the specific issues that relate to and come under the heading of consent?

Response

Table 7 shows all complaints received in 2013-14 and 2014-15 in the service area of mental health that raise consent issues.

Table 7: Complaints received in 2013-14 and 2014-15 in the service area of mental health that raise consent issues

Issue	2013-14	2014-15	Grand Total
Consent	26	40	66
Consent not obtained or inadequate	2	7	9
Involuntary admission or treatment	24	33	57
Grand Total	26	40	66

Counted by issues raised in complaint

Appendices

Appendix A – Brochure: Concerned about your health care

Appendix B - Brochure: Resolve concerns about your health care

Appendix C - Infomed distribution list

Please check these proofs for:

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The proofs represent content and colour, though different printing stocks will produce slightly different colour variations.

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Please sign here: _____

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What happens next?

- ▶ When the Commission receives your complaint, it will be assessed.
- ▶ Sometimes, the information in the complaint is sufficient and there is no need for the Commission to contact the health service provider.
- ▶ Usually, the Commission will provide a copy of your complaint to the health service provider.
- ▶ If necessary, the Commission can obtain other relevant information, such as medical records.
- ▶ The Commission has 60 days to assess your complaint.
- ▶ If your complaint is about a registered health practitioner, such as a doctor or nurse, the Commission must consult with the relevant health professional Council, before making a final decision.

What are the possible outcomes?

When the Commission has assessed all relevant information, it will decide how to best manage your complaint. It has several options, including to:

- ▶ investigate, if it raises serious issues of public health or safety, or could lead to disciplinary action against a practitioner
- ▶ refer it to the relevant professional Council / National Board
- ▶ refer it to another body that is more appropriate to deal with the complaint
- ▶ refer it to the Commission's Resolution Service

- ▶ refer it back to the public health organisation complained about for local resolution
- ▶ discontinue the complaint (take no further action).

All the parties involved will be notified in writing of the assessment decision within 14 days of the decision being made.

More information

For more information or to lodge a complaint go to www.hccc.nsw.gov.au.

Contact the Commission

Office address

Level 13, 323 Castlereagh Street
SYDNEY NSW 2000

Office hours

9.00am to 5.00pm
Monday to Friday

Post address

Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012

Telephone: (02) 9219 7444
Toll Free in NSW: 1800 043 159
Fax: (02) 9281 4585
E-mail: hccc@hccc.nsw.gov.au

People using telephone typewriters please call (02) 9219 7555.

Interpreting Service

If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on **131 450** and ask to be connected to the Health Care Complaints Commission (9.00am to 5.00pm Monday to Friday).



HEALTH CARE
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COMMISSION



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October 2013

HEALTH CARE
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CONCERNED ABOUT YOUR HEALTH CARE?



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www.hccc.nsw.gov.au

Bk **PANTONE 639 C**

Date : Monday, July 07, 2014 1:03:56 PM

JOB : 122568 Concerned About Health Brochure.2pp A4, Flat : 1 - Top

Screen : None-None-NONE DotGain[NONE]

Concerned about your health care?

If you are concerned about a health service provided to you, talk to your provider as soon as possible. Often this is the fastest and most effective way of resolving concerns.

Complaints are often the result of poor communication between the patient and their health service provider. We recommend that you raise your concerns directly with the provider. In most cases, they will try to resolve them.

Tips on how to resolve your concerns directly with your provider can be downloaded from the website www.hccc.nsw.gov.au. If you are not satisfied with the provider's response, you should contact the Inquiry Service of the Health Care Complaints Commission on (02) 9219 7444 or toll free on 1800 043 159.

If your complaint relates to the immediate health or safety of yourself or another person, you should contact the Commission without delay.

What is the Health Care Complaints Commission?

The Health Care Complaints Commission is an independent body dealing with complaints about health services provided in NSW.

The Commission is impartial and acts to protect the public health and safety.

The powers of the Commission are set out in the *Health Care Complaints Act*.



Who can make a complaint?

Any person can make a complaint. This may be:

- ▶ the patient who received the health service
- ▶ a parent or guardian
- ▶ a relative, friend or representative chosen by the person
- ▶ a health service provider or other concerned person.

Who can I complain about?

The Commission deals with complaints about any health service provider in NSW.

Examples are complaints about:

- ▶ registered practitioners, such as doctors, nurses and dentists
- ▶ any other health practitioner, such as massage therapists, naturopaths, psychotherapists
- ▶ health service organisations, such as public and private hospitals or medical centres.

What can I complain about?

The Commission deals with complaints about:

- ▶ the clinical management or care received
- ▶ the professional conduct of the health practitioner
- ▶ risks to the health or safety of the public.

The Commission does not have the power to:

- ▶ direct a doctor or health service to provide a specific service
- ▶ award damages or compensation, or order a refund.

How can I make a complaint?

Your complaint to the Commission must be in writing. You can lodge your complaint online at www.hccc.nsw.gov.au or you can simply send a letter or email.

Before you send your complaint, you may wish to contact the Commission's Inquiry Service on (02) 9219 7444 or toll free on 1800 043 159 to discuss your concerns. Sometimes there are more suitable and faster ways to resolve your concerns than lodging a formal complaint. The Inquiry Service staff will advise you how to best address your concerns.

If you have difficulties writing your complaint, you can request help from the Inquiry Service staff.

The Commission uses interpreting services to assist people whose first language is not English. Details can be found at the end of this brochure.

What information should I include in a complaint?

- ▶ Your complaint should include what actually happened, where and when the event occurred, and who was involved.
- ▶ Include information about any actions you have already taken to resolve your concerns.
- ▶ State what outcome you seek from making a complaint.
- ▶ Attach any additional information and copies of other relevant documents to the complaint.
- ▶ If you complain on behalf of another person, you should get their consent, if possible, so that the Commission can obtain their health records and can also release information about the complaint to you.

Please check these proofs for:

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Tips for meetings

- ▶ When everyone has agreed to meet, it is useful to provide your questions to the health service provider well in advance, so they can respond to all your questions.
- ▶ Tell the provider what you want to achieve as a result of the meeting.
- ▶ You may ask a support person to join you at the meeting. Let the provider know that you wish to bring another person with you.
- ▶ You may take notes during the meeting.
- ▶ At the end of the meeting, if something was agreed to happen, make sure that you have the contact details of the responsible person, if you need to follow up.



Contact the Commission

If you want to discuss any of the above suggestions on how you may be able to resolve your concerns, contact the Inquiry Service of the Health Care Complaints Commission on **(02) 9219 7444** or toll free in NSW on **1800 043 159**.

If you cannot resolve your concerns, you can contact the Commission about making a complaint.

For more information about the Commission, please visit the website **www.hccc.nsw.gov.au**.

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SYDNEY NSW 2000



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October 2013

HEALTH CARE
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COMMISSION

RESOLVE CONCERNS ABOUT YOUR HEALTH CARE



HEALTH CARE
COMPLAINTS
COMMISSION

www.hccc.nsw.gov.au

Bk **PANTONE 7467 C**

Date : Monday, July 07, 2014 1:03:15 PM

JOB : 122569 Resolve Concerns About Your Health.2pp 297x210, Flat : 1 - Top

Screen : None-None-NONE DotGain[NONE]

Resolve concerns about your health care

If you are concerned about a health service provided, we recommend that you first talk to the provider directly. Often this is the fastest and most effective way of resolving concerns.

Here are some tips on how to raise and resolve your concerns directly with your provider.

Raise your concerns

Start immediately

Start to resolve the problem as soon as possible by making a phone call or writing a letter to the health service provider.

Be fair

It is important to let the person know that you are contacting them because of some concern or dissatisfaction.

Remember that the other person may have no idea that there was a problem and may need time to look into it before they can respond to your concerns.

Be clear

Before you contact the health service provider, be clear about what issues and concerns you have. You may want to write them down, as it will help you to clarify your concerns and you will not forget to raise any of them. The following questions may guide you.

Who was involved?

Remember to state:

- ▶ your name, address and telephone number
- ▶ whether you are acting on behalf of someone else – if so, state their name and your relationship to them (for example, friend, son, wife)

- ▶ the name and title of the health provider/s involved if you do not contact them directly
- ▶ the name and contact details of anyone else who was a witness or has relevant information.

What happened?

Briefly describe the events leading to the complaint and state relevant dates and times.

What are your concerns?

List your specific concerns (for example problems with your medication, concerns about your treatment, lack of information about treatment options).

Start with the most important concern.

What are your expectations?

Be clear about what you are hoping to achieve (for example, an apology, information about your condition, an explanation, or options for further treatment).

Let them know whether you prefer a meeting, a written reply, or to talk about the matter on the telephone.

Resolve your concerns

There are different ways to raise your concerns. The following tips can help you to get the information you want and to find a resolution to your issues that is acceptable to everyone.

Remember

- ▶ Listen to the information given to you by the other person. Try to see the issue also from their point of view.
- ▶ Avoid using language that might upset another person.
- ▶ Ask the health service provider to explain information that you do not understand.

Tips for telephone calls

- ▶ Ask who the appropriate person is to speak to about your concerns.
- ▶ Write down the name and phone number of the person you speak to, note the date and ask if there is a reference number.
- ▶ Ask whether they can deal with your concerns over the phone or whether you need to put them in writing.
- ▶ Also ask when you can expect to hear back from them regarding your complaint and whether this will be in writing or by telephone.
- ▶ You may wish to make notes on what has been discussed.

Tips for writing a letter or email

- ▶ When writing your letter or email, include all information you have and what you would like to happen as an outcome of your complaint.
- ▶ Before you send the letter or email, read through it again and make sure that you have included everything you wanted. Remember to include your contact details.
- ▶ Always keep a copy for yourself.
- ▶ We suggest that you call to check whether your letter or email has been received.
- ▶ Allow a few weeks for the health service provider to respond.

INFO-MED Report: Practice Coverage By Postcode

September 2014

Region: NSW

<u>Region</u>	<u>Suburb</u>	<u>Post code</u>
NSW	CIRCULAR QUAY	2000
NSW	HAYMARKET	2000
NSW	SYDNEY	2000
NSW	BROADWAY	2007
NSW	ULTIMO	2007
NSW	PYRMONT	2009
NSW	WOOLLOOMOOLOO	2011
NSW	REDFERN	2016
NSW	WATERLOO	2017
NSW	EASTLAKES	2018
NSW	ROSEBERY	2018
NSW	BANKSMEADOW	2019
NSW	BOTANY	2019
NSW	MASCOT	2020
NSW	BONDI JUNCTION	2022
NSW	BRONTE	2024
NSW	BONDI	2026
NSW	NORTH BONDI	2026
NSW	EDGECLIFF	2027
NSW	ROSE BAY	2029
NSW	CLOVELLY	2031
NSW	RANDWICK	2031
NSW	KINGSFORD	2032
NSW	EASTGARDENS	2035
NSW	MAROUBRA	2035
NSW	MAROUBRA JUNCTION	2035
NSW	MAROUBRA SOUTH	2035
NSW	SOUTH MAROUBRA	2035
NSW	LITTLE BAY	2036
NSW	MATRAVILLE	2036
NSW	ANNANDALE	2038
NSW	ROZELLE	2039
NSW	LEICHARDT	2040
NSW	BALMAIN	2041
NSW	ENMORE	2042
NSW	NEWTOWN	2042
NSW	TEMPE	2044
NSW	HABERFIELD	2045

NSW	ABBOTSFORD	2046
NSW	FIVE DOCK	2046
NSW	PETERSHAM	2049
NSW	NORTH SYDNEY	2060
NSW	NORTHBRIDGE	2063
NSW	ARTARMON	2064
NSW	CROWS NEST	2065
NSW	GREENWICH	2065
NSW	LANE COVE	2066
NSW	CHATSWOOD	2067
NSW	CASTLECRAIG	2068
NSW	WILLOUGHBY	2068
NSW	ROSEVILLE	2069
NSW	WEST LINDFIELD	2070
NSW	EAST KILLARA	2071
NSW	GORDON	2072
NSW	TURRAMURRA	2074
NSW	ST IVES	2075
NSW	NORMANHURST	2076
NSW	ASQUITH	2077
NSW	HORNSBY	2077
NSW	BEROWRA HEIGHTS	2082
NSW	BELROSE	2085
NSW	FRENCHS FOREST	2086
NSW	FORESTVILLE	2087
NSW	MOSMAN	2088
NSW	NEUTRAL BAY	2089
NSW	CREMORNE	2090
NSW	BALGOWLAH	2093
NSW	MANLY VALE	2093
NSW	FAIRLIGHT	2094
NSW	MANLY	2095
NSW	COLLARROY PLATEAU	2097
NSW	DEE WHY	2099
NSW	BROOKVALE	2100
NSW	NARRABEEN	2101
NSW	MONA VALE	2103
NSW	NEWPORT	2106
NSW	MACQUARIE UNIVERSITY	2109
NSW	GLADESVILLE	2111
NSW	RYDE	2112
NSW	TOP RYDE	2112
NSW	MACQUARIE PARK	2113
NSW	WEST RYDE	2114
NSW	ERMINGTON	2115

NSW	TELOPEA	2117
NSW	CARLINGFORD	2118
NSW	BEECROFT	2119
NSW	PENNANT HILLS	2120
NSW	THORNLEIGH	2120
NSW	EPPING	2121
NSW	EASTWOOD	2122
NSW	MARSFIELD	2122
NSW	WEST PENNANT HILLS	2125
NSW	NEWINGTON	2127
NSW	ASHFIELD	2131
NSW	CROYDON	2132
NSW	BURWOOD	2134
NSW	STRATHFIELD	2135
NSW	CONCORD	2137
NSW	MORTLAKE	2137
NSW	RHODES	2138
NSW	HOME BUSH	2140
NSW	HOME BUSH WEST	2140
NSW	BERALA	2141
NSW	LIDCOMBE	2141
NSW	GRANVILLE	2142
NSW	REGENTS PARK	2143
NSW	AUBURN	2144
NSW	GREYSTANES	2145
NSW	PEMULWUY	2145
NSW	PENDLE HILL	2145
NSW	SOUTH WENTWORTHVILLE	2145
NSW	WENTWORTHVILLE	2145
NSW	WESTMEAD	2145
NSW	TOONGABBIE	2146
NSW	KINGS LANGLEY	2147
NSW	LALOR PARK	2147
NSW	SEVEN HILLS	2147
NSW	BLACKTOWN	2148
NSW	MARAYONG	2148
NSW	PROSPECT	2148
NSW	HARRIS PARK	2150
NSW	PARRAMATTA	2150
NSW	NORTH ROCKS	2151
NSW	PARRAMATTA NORTH	2151
NSW	NORTHMEAD	2152
NSW	BAULKHAM HILLS	2153
NSW	BELLA VISTA	2153
NSW	WINSTON HILLS	2153

NSW	CASTLE HILL	2154
NSW	BEAUMONT HILLS	2155
NSW	KELLYVILLE	2155
NSW	KELLYVILLE RIDGE	2155
NSW	ROUSE HILL	2155
NSW	THE PONDS	2155
NSW	ANNANGROVE	2156
NSW	DURAL	2158
NSW	MERRYLANDS	2160
NSW	GUILDFORD	2161
NSW	CHESTER HILL	2162
NSW	SEFTON	2162
NSW	VILLAWOOD	2163
NSW	SMITHFIELD	2164
NSW	WETHERILL PARK	2164
NSW	FAIRFIELD	2165
NSW	FAIRFIELD HEIGHTS	2165
NSW	FAIRFIELD WEST	2165
NSW	CABRAMATTA	2166
NSW	CABRAMATTA WEST	2166
NSW	CANLEY HEIGHTS	2166
NSW	CANLEY VALE	2166
NSW	LANSVALE	2166
NSW	BUSBY	2168
NSW	GREEN VALLEY	2168
NSW	HINCHINBROOK	2168
NSW	CASULA	2170
NSW	CHIPPING NORTH	2170
NSW	HAMMONDVILLE	2170
NSW	LIVERPOOL	2170
NSW	LIVERPOOL WEST	2170
NSW	LURNEA	2170
NSW	MOUNT PRITCHARD	2170
NSW	MT PRITCHARD	2170
NSW	PRESTONS	2170
NSW	AUSTRAL	2171
NSW	CECIL HILLS	2171
NSW	HORNINGSEA PARK	2171
NSW	WEST HOXTON	2171
NSW	WATTLE GROVE	2173
NSW	HORSLEY PARK	2175
NSW	BOSSLEY PARK	2176
NSW	EDENSOR PARK	2176
NSW	GREENFIELD PARK	2176
NSW	PRAIRIEWOOD	2176

NSW	ST JOHNS PARK	2176
NSW	BONNYRIGG	2177
NSW	GREENACRE	2190
NSW	BELMORE	2192
NSW	HURLSTONE PARK	2193
NSW	CAMPSIE	2194
NSW	LAKEMBA	2195
NSW	PUNCHBOWL	2196
NSW	ROSELANDS	2196
NSW	BASS HILL	2197
NSW	YAGOONA	2199
NSW	BANKSTOWN	2200
NSW	DULWICH HILL	2203
NSW	MARRICKVILLE	2204
NSW	ARNCLIFFE	2205
NSW	WOLLI CREEK	2205
NSW	EARLWOOD	2206
NSW	BEXLEY	2207
NSW	BEXLEY NORTH	2207
NSW	KINGSGROVE	2208
NSW	BEVERLY HILLS	2209
NSW	NARWEE	2209
NSW	PEAKHURST	2210
NSW	RIVERWOOD	2210
NSW	PADSTOW	2211
NSW	REVESBY	2212
NSW	EAST HILLS	2213
NSW	PANANIA	2213
NSW	PICNIC POINT	2213
NSW	MILPERRA	2214
NSW	BRIGHTON LE SANDS	2216
NSW	ROCKDALE	2216
NSW	KOGARAH	2217
NSW	RAMSGATE	2217
NSW	RAMSGATE BEACH	2217
NSW	CARLTON	2218
NSW	SANS SOUCI	2219
NSW	HURSTVILLE	2220
NSW	PENSHURST	2222
NSW	MORTDALE	2223
NSW	OATLEY	2223
NSW	SYLVANIA	2224
NSW	SYLVANIA HEIGHTS	2224
NSW	COMO	2226
NSW	JANNALI	2226

NSW	GYMEA	2227
NSW	MIRANDA	2228
NSW	CARINGBAH	2229
NSW	CRONULLA	2230
NSW	ENGADINE	2232
NSW	KAREELA	2232
NSW	KIRRAWEE	2232
NSW	SUTHERLAND	2232
NSW	ENGADINE	2233
NSW	ALFORDS POINT	2234
NSW	BANGOR	2234
NSW	ILLAWONG	2234
NSW	MENAI	2234
NSW	ERINA	2250
NSW	GOSFORD	2250
NSW	LISAROW	2250
NSW	WEST GOSFORD	2250
NSW	KINCUMBER	2251
NSW	UMINA BEACH	2257
NSW	KANWAL	2259
NSW	LAKE MUNMORAH	2259
NSW	TUGGERAH	2259
NSW	WADALBA	2259
NSW	WOONGARAH	2259
NSW	WYONG	2259
NSW	BATEAU BAY	2261
NSW	BERKELEY VALE	2261
NSW	KILLARNEY VALE	2261
NSW	THE ENTRANCE	2261
NSW	BUDGEWOI	2262
NSW	SAN REMO	2262
NSW	GOROKAN	2263
NSW	LAKE HAVEN	2263
NSW	BELMONT	2280
NSW	CAVES BEACH	2281
NSW	SWANSEA	2281
NSW	WARNERS BAY	2282
NSW	BLACKALLS PARK	2283
NSW	RATHMINES	2283
NSW	TORONTO	2283
NSW	EDGEWORTH	2284
NSW	CARDIFF	2285
NSW	GLENDALE	2285
NSW	FLETCHER	2287
NSW	WALLSEND	2287

NSW	KOTARA	2289
NSW	CHARLESTOWN	2290
NSW	MT HUTTON	2290
NSW	MEREWETHER	2291
NSW	BROADMEADOW	2292
NSW	HAMILTON	2292
NSW	STOCKTON	2295
NSW	WARATAH	2298
NSW	JESMOND	2299
NSW	COOKS HILL	2300
NSW	NEWCASTLE	2300
NSW	MAYFIELD	2304
NSW	WARABROOK	2304
NSW	NEW LAMBTON HEIGHTS	2305
NSW	NELSON BAY	2315
NSW	SALAMANDAR BAY	2317
NSW	MEDOWIE	2318
NSW	LORN	2320
NSW	RUTHERFORD	2320
NSW	MORPETH	2321
NSW	THORNTON	2322
NSW	EAST MAITLAND	2323
NSW	RAYMOND TERRACE	2324
NSW	TEA GARDENS	2324
NSW	CESSNOCK	2325
NSW	KURRI KURRI	2327
NSW	DENMAN	2329
NSW	MERRIWA	2329
NSW	SINGLETON	2330
NSW	GRETA	2334
NSW	MURRURUNDI	2338
NSW	QUIRINDI	2343
NSW	INVERELL	2360
NSW	TAREE	2430
NSW	NAMBUCCA HEADS	2448
NSW	COFFS HARBOUR	2450
NSW	MOONEE BEACH	2450
NSW	BYRON BAY	2481
NSW	GWYNVILLE	2500
NSW	KEIRAVILLE	2500
NSW	WOLLONGONG	2500
NSW	WARRAWONG	2502
NSW	BERKELEY	2506
NSW	THIRROUL	2515
NSW	WOONONA	2517

NSW	BELLAMBI	2518
NSW	CORRIMAL	2518
NSW	FIGTREE	2525
NSW	UNANDERRA	2526
NSW	ALBION PARK	2527
NSW	BARRACK HEIGHTS	2528
NSW	WARILLA	2528
NSW	WINDANG	2528
NSW	OAK FLATS	2529
NSW	SHELL COVE	2529
NSW	SHELLHARBOUR CITY CENTRE	2529
NSW	DAPTO	2530
NSW	KIAMA	2533
NSW	KIAMA DOWNS	2533
NSW	GERRINGONG	2534
NSW	ULLADULLA	2539
NSW	SUSSEX INLET	2540
NSW	CLAYMORE	2559
NSW	AMBARVALE	2560
NSW	APPIN	2560
NSW	BRADBURY	2560
NSW	CAMPBELLTOWN	2560
NSW	PARK CENTRAL	2560
NSW	ROSEMEADOW	2560
NSW	MACQUARIE FIELDS	2564
NSW	INGLEBURN	2565
NSW	RABY	2566
NSW	HARRINGTON PARK	2567
NSW	MOUNT ANNAN	2567
NSW	MT ANNAN	2567
NSW	NARELLAN	2567
NSW	CAMDEN	2570
NSW	CAMDEN SOUTH	2570
NSW	ELDERSLIE	2570
NSW	THE OAKS	2570
NSW	BOWRAL	2576
NSW	GOULBURN	2580
NSW	MURRUMBATEMAN	2582
NSW	COROWA	2583
NSW	CROOKWELL	2583
NSW	LAVINGTON	2641
NSW	DENILQUIN	2710
NSW	BARHAM	2732
NSW	GLENMORE PARK	2745
NSW	KINGSWOOD	2747

NSW	WERRINGTON COUNTY	2747
NSW	CRANEBROOK	2749
NSW	EMU PLAINS	2750
NSW	PENRITH	2750
NSW	PENRITH SOUTH	2750
NSW	SOUTH PENRITH	2750
NSW	RICHMOND	2753
NSW	NORTH RICHMOND	2754
NSW	MCGRATHS HILL	2756
NSW	PITT TOWN	2756
NSW	SOUTH WINDSOR	2756
NSW	WESTMEAD	2756
NSW	WINDSOR	2756
NSW	ST CLAIR	2759
NSW	COLYTON	2760
NSW	ST MARYS	2760
NSW	GLENDENNING	2761
NSW	HASSALL GROVE	2761
NSW	SCHOFIELDS	2762
NSW	QUAKERS HILL	2763
NSW	ROOTY HILL	2766
NSW	DOONSIDE	2767
NSW	WOODCROFT	2767
NSW	GLENWOOD	2768
NSW	STANHOPE GARDENS	2768
NSW	BIDWILL	2770
NSW	BLACKETT	2770
NSW	EMERTON	2770
NSW	HEBERSHAM	2770
NSW	LETHBRIDGE PARK	2770
NSW	MT DRUITT	2770
NSW	SHALVEY	2770
NSW	TREGEAR	2770
NSW	SPRINGWOOD	2772
NSW	BLAXLAND	2774
NSW	BLAXLAND EAST	2774
NSW	FALCONBRIDGE	2776
NSW	KATOOMBA	2780
NSW	LAWSON	2783
NSW	BLACKHEATH	2785
NSW	LITHGOW	2790

Postcodes where Commission distributed brochures directly:

2013-14

Suburb	Post code	Brochure: Concerned about your health care	Brochure: Resolve concerns about your health care
Waverly	2024	10	10
Penrith	2751	20	
Lismore	2480	10	10
Braidwood	2622	30	30
Worrigea	2540	200	300
Armidale	2350	20	40
Botany	2019	50	50
Queanbeyan	2620	20	20
Hornsby	2077	10	10
Kingswood	2750	50	
Wollongong	2500	50	50
Hurston Park	2193	50	50
Blacktown	2148	100	
Collarenebri	2387	15	15
Lismore	2480	2	2
Finley	2713	25	25
Ryde	1680	50	50
Collaroy	2097	5	5
Liverpool	1871	100	100
South West Rocks	2431	20	20
Miranda	2228	100	0
Nulkaba	2325	20	20
Tweed Heads South	2486	25	25
Corrimal	2518	25	25
DRUMMOYNE	2047	50	50
Waverley	2024	50	50
SYDNEY	2000	50	50
Port Macquarie	2444	25	25
Austinmer	2515	50	50
Earlwood	2206	1	1
Newcastle		50	50
TOTAL		1283	1133

2014-15

Suburb	Post code	Brochure: Concerned about your health care	Brochure: Resolve concerns about your health care
Carlingford	2118	100	100
Bella Vista	2153	100	100
Rouse Hill	2477	1	1
Nyngan	2825	25	25
Armidale	2350	100	100
Smithfield	2164	20	
Melbourne		3	3
Seven Hills	2147	2	2
Vincentia	2540	30	30
Penrith	2751	20	
Penrith	2750	20	
Hamilton	2303	5	5
Corndale	2480	3	
Carcoar	2791	2	2
Kempsey	2440	50	50
Gloucester	2422	50	50
Moruya	2537	20	20

Orange	2800	20	20
Seven Hills	2147	2	2
Alstonville	2477	10	10
Bathurst	2795	50	50
Mount Druitt	2770	100	100
TOTAL		533	470