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MEDIA RELEASE

The dark side of beauty

The Committee on the Health Care Complaints Commission is considering suggestions from submissions for improving the framework for complaints about cosmetic health service providers.

Committee Chair Adam Crouch MP said 25 submissions had been received for its Inquiry into cosmetic health service complaints in NSW.

“These submissions come from various health sector participants, including individuals, regulators, professional associations, government agencies and other interested parties. Stakeholders have also presented a number of proposals for improving the current system,” Mr Crouch said.

“We are looking at whether the Health Care Complaints Commission has sufficient powers and functions to help patients with complaints about cosmetic procedures.”

“We are focussed on ensuring that patients who have a health-related problem can quickly and easily make a complaint.”

The Inquiry is in response to growing concerns from the community, the NSW Minister for Health and the Health Care Complaints Commission about potentially unsafe or illegal practices at some cosmetic clinics.

It also follows media reports of several serious incidents in recent years involving cosmetic procedures. This includes the death of a woman following a cosmetic procedure at a clinic in Sydney.

In 2017, the NSW Minister for Health ordered a review into whether the current regulation of cosmetic procedures is appropriate to ensure the safety of consumers. The report, released by NSW Health in April 2018, made nine recommendations which have been, or are in the process of being, implemented.

Last year, the Health Care Complaints Commission also issued a public warning about unsafe and illegal practices at beauty and cosmetic clinics. This followed concerns about complaints regarding cosmetic procedures carried out in cosmetic clinics and the risks to patients.

“The public needs to be protected from cosmetic health service providers who do not follow the rules or cause harm to their patients,” Mr Crouch said.

“We know that the consequences can be devastating for patients who have suffered adverse outcomes.”

Further information about this Inquiry, including copies of the submissions, can be found on the webpage for the Committee on the Health Care Complaints Commission at www.parliament.nsw.gov.au.



The Committee will also hold public hearings on 1 and 2 August to explore these issues in more detail. Schedules for the public hearings will be available in late July.

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