



MEDIA RELEASE

Visit of the Parliamentary Committee on the Health Care Complaints Commission to Lismore

The Joint Parliamentary Committee on the Health Care Complaints Commission is currently undertaking an inquiry into health care complaints. Specifically, the Committee will undertake a comparative analysis of complaints lodged with the Health Care Complaints Commission by regional and metropolitan consumers, and gauge consumer awareness and understanding of the complaint handling process within both the hospital system and with respect to private practices.

As part of the inquiry process, the Committee will liaise with some community stakeholders in three regional areas of NSW to give regional constituents an opportunity to make representations before the Committee. The Committee will visit Lismore on Tuesday, 3 July 2012 for a discussion with the Northern NSW Local Health District, directors from Lismore Base Hospital and, separately, with local community health groups.

The main purpose of the visit is to discuss complaint handling processes with representatives from the Local Health District, community groups and other interested parties. The Committee is particularly interested to hear from local community groups who can brief the Committee on the handling of health service related complaints at a local level.

Chair of the Committee on the Health Care Complaints Commission, Mrs Leslie Williams MP, Member for Port Macquarie, said: "It is imperative that the Committee hears from the Lismore community who are well placed to share their unique experiences about health care complaints from a regional perspective, and any issues or complexities particular to the region."

Mrs Williams continued: "The Committee is keen to hear whether there are appropriate procedures in place for handling health care complaints for regional communities."

It is important to note that the terms of reference do not allow the Committee to investigate individual provider or consumer complaints with health services, and the Committee would not be in a position to hear about individual complaints against any health service provider.

For media comment, please contact me on (02) 6584 0977. Further information about the site visit, including the terms of reference of the Inquiry, can be obtained by visiting the Committee's webpage at <http://www.parliament.nsw.gov.au/chccc> or by contacting Jason Arditi, Inquiry Manager, on (02) 9230 2096.

29 June 2012

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