



MEDIA RELEASE

Committee on the Health Care Complaints Commission to hold public hearing for inquiry into Health Care Complaints and Complaints Handling in NSW

The Committee on the Health Care Complaints Commission will hold a public hearing as part of its Inquiry into Health Care Complaints and Complaints Handling in NSW.

The hearing will be an opportunity for the Committee to hear from health consumers and health professionals in New South Wales.

Chair of the Committee, Mrs Leslie Williams MP, Member for Port Macquarie, said: 'The Committee wants to hear from both sides of the complaints handling process to get a better understanding of the situation.

'It is imperative that health consumers and practitioners are aware of the complaints handling system to enable them to participate when necessary and hopefully lead to satisfactory resolution and improvements in the NSW Health system. The Committee is looking at ways to improve awareness, particularly amongst certain communities.

'The hearings to be conducted allow further evidence to be taken from some of the individuals and organisations who have made submissions. Organisations appearing include NSW Health, the Health Care Complaints Commission, agencies representing the interests of health consumers, representatives for health workers and the Medical Council NSW', Mrs Williams said.

The public hearing will commence at 9.00 am on Monday, 19 November in the Macquarie Room, Parliament House. A detailed program of the day's proceedings is attached. Representatives of the press who wish to record proceedings are asked to contact the Committee Secretariat, to confirm arrangements for covering the hearings.

For media comment, please contact Leslie Williams MP on (02) 6584 0977. Further information about the inquiry, including the terms of reference, can be obtained by visiting the Committee's webpage at <http://www.parliament.nsw.gov.au/chccc> or by contacting Leon Last, Research Officer, on (02) 9230 3308.

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