

Submission

No 47

## INQUIRY INTO THE OPERATION OF THE HEALTH CARE COMPLAINTS ACT 1993

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**Date Received:** 2/11/2009

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Mr Mel Keenan  
Committee Manager  
Parliament of New South Wales  
Macquarie Street  
SYDNEY 2000

Dear Mr Keenan

**Re: Inquiry into the operation of the *Health Care Complaints Act 1993***

My apology for the delayed response to your request for consideration of the Committee on the Health Care Complaint Commission's Discussion paper. The ACHS is supportive to a number of issues raised, in particular the amendments regarding the Australian Charter of Healthcare Rights and those regarding the National Health Practitioner Registration. In addition the proposed adoption of NSW Health Open Disclosure Policy Directive and the increased collaboration between the HCCC and the Area Health Services is encouraged by the ACHS.

At the ACHS we have noted a general improvement in the systems in place within the public health services in NSW for the management of incidents and complaints over the last few years. We will continue to be interested in the activities of the HCCC and will be paying close attention to the implementation of the National Health Professionals Registration Scheme.

Many thanks for the opportunity to comment on your Discussion Paper.

Yours Sincerely



**Laurie Leigh**  
**Executive Director –Customer Services**

Cc Brian Johnston, Chief Executive, Australian Council on Healthcare Standards