

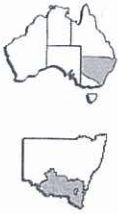
Submission

No 37

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

**Organisation:** Greater Southern Area Health Service  
**Name:** Ms Heather Gray  
**Position:** Chief Executive  
**Telephone:** 6128 9777  
**Date Received:** 26/10/2009

---



Incorporating October 21, 2009



**Health Services**

Adelong  
Albury  
Ardlethan  
Barellan  
Barham  
Barmedman  
Batlow  
Batemans Bay  
Bega  
Berrigan  
Bombala  
Boorowa  
Braidwood  
Coolamon-  
Ganmain  
Coleambally  
Cooma  
Cootamundra  
Corowa  
Crockwell  
Culcairn  
Darlington Point  
Delegate  
Deniliquin  
Eden  
Finley  
Goulburn  
Griffith  
Gundagai  
Gunning  
Hay  
Henty  
Hillston  
Holbrook  
Jerilderie  
Jindabyne  
Junee  
Leeton  
Lockhart  
Mathoura  
Moama  
Moruya  
Moulamein  
Murrumburrah-  
Harden  
Narooma  
Narrandera  
Pambula  
Queanbeyan  
Tarcutta  
Temora  
The Rock  
Tocumwal  
Tooleybuc  
Tumbarumba  
Tumut  
Ungarie  
Urana  
Wagga Wagga  
Weethalle  
West Wyalong  
Yass  
Young

Mr Mel Keenan  
Committee Manager  
Parliament of NSW  
Committee on the Health Care Complaints Commission  
Macquarie St  
SYDNEY NSW 2000

Dear Mr Keenan

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

Thank you for your recent correspondence in which you invited comments on the discussion paper provided by the 'Committee on the Health Care Complaints Commission'.

In response to your invitation, I would like to make the following suggestions for consideration by the committee:

- Issue for discussion number 7 : *'That the various NSW Registration Acts be repealed, and replaced by a single Health Professionals Registration Act'*; to also include a requirement for registrants to respond as requested by the Area Health Service, to any investigation undertaken by the Area Health Service ;
- Issue for discussion number 28: *'That the Health Care Complaints Act 1993 be amended to provide that where a person is named as an individual respondent to a complaint, and that person is employed by, or contracted to work for, an Area Health Service, that the Area Health Service be notified by the Commission that the complaint has been made'*; be amended to include 'and that the Area Health Service be informed of the progress and outcome of the investigation.'

Thank you for the opportunity to contribute to this important discussion. If you have any questions or comments regarding the listed suggestions, please contact Ms Zandra Corey, Complaints Manager on (02) 6124 9821 or 0409 744 731.

Yours sincerely

Ms Heather Gray  
Chief Executive  
Greater Southern Area Health Service

Ref: Q09/10621, GEN09/1181