



9 June 2006

**Legislative Council General Purpose Standing Committee No. 2**

**Review of inquiry into complaints handling in  
NSW Health**

The Hon Patricia Forsythe MLC, Chair of the Legislative Council’s General Purpose Standing Committee No. 2, today announced a call for written submissions to a review of the implementation of the recommendations of the Committee’s 2004 report into complaints handling within NSW Health.

‘The Committee’s 2004 report on complaints handling within NSW Health examined issues relating to patient safety and adverse events. The report found that there was a need to develop a health care culture that is open about mistakes and is willing and able to learn from them. Given the importance of these issues, the report included a commitment that the Committee would conduct a review of the progress made in implementing the Committee’s recommendations,’ Mrs Forsythe said.

The terms of reference for the inquiry are:

*That General Purpose Standing Committee No. 2 inquire into and report on the implementation of the Government’s response to the recommendations of the report of the Committee into “Complaints handling within NSW Health”.*

The Committee invites submissions from the general public and interested organisations. The Committee in particular encourages submissions from individuals currently working within the NSW health system. The closing date for submissions is **Friday, 7 July 2006**.

NSW Health has already made a submission updating the Committee on its implementation of the Committee’s recommendations. This submission is on the Committee’s website at [www.parliament.nsw.gov.au/gpsc2](http://www.parliament.nsw.gov.au/gpsc2). The NSW Government response to the Committee’s recommendations is also on the Committee’s website.

Submissions can be lodged via the Committee’s website at [www.parliament.nsw.gov.au/gpsc2](http://www.parliament.nsw.gov.au/gpsc2), emailed to [gpscno2@parliament.nsw.gov.au](mailto:gpscno2@parliament.nsw.gov.au), faxed to (02) 9230 3416, or hardcopies can be mailed to: The Director, General Purpose Standing Committee No. 2, Legislative Council, Parliament House, Macquarie Street, Sydney NSW 2000.

Further information about the inquiry and how to make a submission can be obtained by visiting the Committee’s website, or from the Committee Secretariat on phone (02) 9230 3544.

**For comment please contact the Hon Patricia Forsythe MLC,  
Committee Chair, on 0418 165 466 or (02) 9230 2424**