

Submission  
No 9

## REVIEW OF INQUIRY INTO COMPLAINTS HANDLING IN NSW HEALTH

**Organisation:** NSW Nurses' Association  
**Name:** Mr Brett Holmes  
**Position:** General Secretary  
**Telephone:**  
**Date Received:** 7/07/2006

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**Subject:**

**Summary**



# NEW SOUTH WALES NURSES' ASSOCIATION

In association with the Australian Nursing Federation

ABN 63 398 164 405

In reply please quote: BH:ML

5 July 2006

The Director  
General Purpose Standing Committee No.2  
Parliament House  
Macquarie St.  
SYDNEY NSW 2000

**RECEIVED**

- 7 JUL 2006

**GPSC's**

To the Honourable Patricia Forsythe

**Re: Review of the Inquiry into Complaints Handling in NSW Health**

The New South Wales Nurses Association (NSWNA) has made recommendations to the previous Inquiry and we are pleased to note a number of those recommendations have been accepted and implemented.

In respect of the progress report the NSWNA makes the following comments:

1. In order to create a culture of open disclosure it is vital that complaints be managed by staff who are knowledgeable about the complaint handling process. This process is underpinned by the principles of procedural fairness. The NSWNA supports its members through the complaint process. It has been our experience that some investigations have been hampered and delayed by the member not being afforded procedural fairness.

We would therefore recommend that all health managers undergo training and education in the principles of procedural fairness. We suggest that this training be incorporated into the training and education aligned with Recommendation 7.

2. Our members have also brought to our attention a number of issues regarding the Incident Information Management System (IIMS). Most of the issues relate to the inconsistent implementation of IIMS. This may reflect a lack of sufficient training and education. We recommend that further training and education be conducted to ensure standardised implementation of IIMS. There are many inconsistencies across Area Health Services in relation to IIMS reporting. The NSWNA recommends instigation of consistent education, training, and implementation processes across the state.

We thank you for an opportunity to comment on the progress of the implementation of the recommendations. If any further information is required in relation to our

submission please do not hesitate to contact Mary Lovelock, Legal Officer, at this office.

Yours sincerely

A handwritten signature in cursive script that reads "Brett Holmes".

**BRETT HOLMES**  
General Secretary