

Understanding the role and functions of the NSW Health Care Complaints Commission

Presenter: John Tansey, Commissioner





Acknowledgement
of Country

What we do and how we do it

Protect the health and safety of the NSW community through independent, accessible, and effective management of health care complaints and regulatory action.

Health Care Complaint Act 1993

Our impact

Protective

We keep people
safe

Constructive

We help improve the
system

Independent complaints management

Protection of public health
and safety is our primary
consideration

40% Health
Organisations

hospitals , medical centres,
day surgeries

58% Registered
Practitioners

nurses , doctors and specialists,
paramedics, dentists

2% Non-registered
Practitioners

sonographers , counsellors,
massage therapists

Who can make a complaint?

01

The public
including
patients, family
members, friends,
carers etc.

02

**Colleagues,
supervisors and
employers.**

03

Other **regulatory
bodies** and **co-
regulators** like
Ahpra and Health
Professional
Councils.

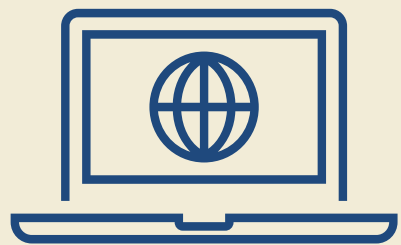
04

Other services
including NSW
Police, Coroner

05

Own motion

How is a complaint made?



Online portal



Email



Enquiries line



Website form
languages other
than English



With support
from someone
trusted

Complaints management processes

9,242 Enquiries

10,500
Complaints received

318 Assisted resolutions

425 Investigations

496 Reviews

95 Prosecutions

Our assessment process considers

- the **seriousness** of the complaint and the impact
- the **vulnerability** of persons impacted
- the health service provider's **regulatory history** and **practice context**
- any **risk controls** in place.

Health Organisations

adequacy of and adherence to policy and systems

Registered practitioners

care, treatment and professional conduct

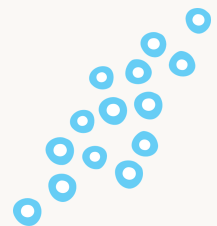
Non-registered practitioners

care, treatment and professional conduct

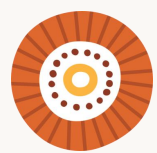
Our assisted resolution process is flexible



We **adapt** how we **communicate** and run the process



We include and **support all voices**



We **ask, listen** and use **clear** and **respectful language**



We take time to **build trust** and **relationships**



We create a **safe environment**

