

VHA Bulletin

MEMBER FEEDBACK REQUESTED - Review of Health Services (Conciliation & Review) Act 1987

20 June 2012 | www.vha.org.au

Dear Member,

In Victoria, the Health Services Commissioner (the Commissioner) is responsible for receiving and resolving complaints from people who use public or private healthcare services. This role was established 25 years ago under the *Health Services (Conciliation and Review) Act 1987* (the Act). The main purpose of the Act is to provide an independent and accessible review mechanism for health service users and a means for improving the quality of services.

Since the Act's establishment, Victoria's health services have changed significantly and in April 2012, the Victorian Minister for Health, David Davis, announced a review of the Act. The aim of the review is to seek input from health service users and health providers on how the Act might be modernised and strengthened to ensure that Victoria's health complaint resolution system:

- Follows best practice
- Helps improve people's healthcare experience
- Respond to people's needs and is cost effective
- Helps people better manage their health needs
- Contributes to continuous quality improvement
- Increases accountability and transparency

The review will be overseen by an Expert Review Panel including representatives of health service providers, health service users and clinical experts.

The VHA will be developing a submission to the Expert Review Panel, and this position will also be used in all stakeholder consultation processes. The VHA is seeking to gather further information from its members to guide the content of the submission, particularly responses to the following questions:

- What should be the key features of Victoria's future health complaints system?
- What features of the current system should be kept or enhanced?
- How can the Act better protect healthcare users?
- What controls should be placed on the powers of the Commission to protect healthcare users?
- How can the Act provide a more accurate, efficient and effective complaints handling process?
- How can the Act best support healthcare users and providers to understand and navigate the health complaints system?
- How can the Act best support continuous quality improvement across the health system?
- What are the most appropriate governance and accountability arrangements for the Commissioner?

The VHA welcomes feedback from its members, in writing by **COB Friday 13th July 2012** to [Eloisa Evangelista](mailto:eloisa.evangelista@vha.org.au).

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Further information about the current Act can be found in the Expert Panel Review's discussion paper, located [here](#).

Kind regards,



Trevor Carr
Chief Executive