

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Health:

Health Complaints

- 1. How many complaints were lodged with the Health Complaints Commission for Health services offered by the Department and the Top End and Central Australia Health Services?**

In 2017/18 the Health and Community Services Complaints Commission (HCSCC) received 51 complaints about the Top End Health Service and 8 complaints about Central Australian Health Service.

- 2. Was any compensation paid out to complainants? If so, how much and for what?**

Compensation payments made through the HCSCC process are subject to privilege.

- 3. How many complaint investigations are currently underway? How many have been received this fiscal year? And how is that comparing with 2016-17?**

19 investigations are currently underway. 14 matters were referred to investigation in 2017/18. In 2016/17 four matters were referred to investigation.

- 4. How many investigations were completed in 2017-18? What was the subject matter of those investigations and have any recommendations that were made been actioned by the government?**

The HCSCC jurisdiction extends to government and non-government health, disability and aged care services.

Six investigations were finalised in 2017/18. Three of these investigations arose from complaints about government health services.

HCSCC matters are bound by confidentiality provisions, and it is not possible to de-identify these investigations.