

HEALTH SERVICES COMMISSIONER



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Submission to the Occupational Therapy Board of Australia in relation to Advertising Guidelines, Code of Conduct for registered health practitioners, and Guidelines for mandatory notifications.

The Office of the Health Services Commissioner (OHSC) was created by the *Health Services (Conciliation and Review) Act 1987* (Vic) (HSCRA).

The OHSC is established to:

- Deal with user's complaints; and
- Suggest ways in which the guiding principles may be carried out; and
- Help service providers to improve the quality of health care.

The Guiding Principles promote:

- Quality health care, given as promptly as circumstances permit; and
- Considerate health care; and
- Respect for the privacy and dignity of persons being given health care; and
- The provision of adequate information on services provided or treatment available, in terms which are understandable; and
- Participation in decision making affecting individual health care; and
- An environment of informed choice in accepting or refusing treatment or participation in education or research programmes.

The OHSC also administers the health privacy legislation in Victoria, the *Health Records Act 2001* (Vic) (HRA). The HRA does this by promoting fair and responsible handling of health information by

- (a) protecting the privacy of an individual's health information that is held in the public and private sectors; and
- (b) providing individuals with a right of access to their health information; and
- (c) providing an accessible framework for the resolution of complaints regarding the handling of health information.

The OHSC promotes the parties to a grievance resolving the complaint between them by mediation and conciliation.

Introduction:

Thank you for the opportunity to comment on the above documents. As a whole, they are comprehensive and well written. The documents outline the issues registered practitioners are required to consider during the course of their practise. Particularly useful are the decision making flowcharts contained within the guidelines for mandatory reporting.

Thank you for the opportunity to comment on these documents.

Dr Grant Davies
Acting Health Services Commissioner