



NSW Consumer Advisory Group – Mental Health Inc
ABN 82 549 537 349

17th July 2009

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To whom it may concern,

Re: Exposure Draft of the *Health Practitioner Regulation National Law 2009*

The NSW Consumer Advisory Group – Mental Health Inc. (NSW CAG) is the peak, independent, statewide organisation representing the views of mental health consumers at a policy level, working to achieve and support systemic change. Our vision is for all mental health consumers to experience fair access to quality services that reflect their needs.

Although we are unable at this time to provide comprehensive feedback about the whole Exposure Draft of the Health Practitioner Regulation National Law we would like to make comment on Clause 153.

NSW CAG strongly supports the inclusion within this clause of the possibility of a complaint being made “verbally, including by telephone”.

NSW CAG advocates that all complaints processes enable people to lodge the complaint either verbally or in writing to enable access to the complaints process to all including those with numeracy and literacy difficulties. In the case of verbal complaints, it would be appropriate for the receiver at the National Agency to transcribe the complaint for documentation processes. The option of lodging a verbal complaint ensures equality of access to the complaints system.

Please do not hesitate to contact me with any further enquiries you may have.

Yours sincerely,

Karen Oakley
Executive Officer