

Health Complaints Act 2016



Thursday 29 June 2017
8.30am – 12.30pm
ANMF House
Carson Conference Centre
540 Elizabeth Street
Melbourne

What does it mean for aged care in Victoria?

This seminar will provide aged care nurses, personal care workers and providers with an essential understanding of their rights and responsibilities under Victoria's new health complaints law and code of conduct for unregulated workers.

The Health Complaints Act 2016, which came into effect in February this year, is designed to protect patients, residents and clients and covers registered and unregistered workers, including personal care workers in residential and community aged care services.

The new Health Complaints Commissioner has new powers to initiate investigations without an official complaint and can accept complaints about a health service provider or an individual nurse or personal care worker from anyone, including a resident, family, friends, staff or a third party.

The legislation also corrects an anomaly that required someone who made a complaint about an unregulated health care worker, such as a personal care worker, to use consumer law to seek resolution.

Speakers include:



Karen Cusack

Health Complaints Commissioner

will explain the code of conduct changes and the full range of powers conferred to the Commissioner by the Act



Philip Gardner

Partner, Ryan Carlisle Thomas Lawyers

will outline the responsibilities for regulated and unregulated health professionals and aged care providers



Lauren Todorovic

Director of Aged Care Report Card

will detail the services provided by this online aged care facility rating website

ANMF (Vic Branch) officials will outline the advice and support available to ANMF members in relation to this new legislation.

**Cost:
ANMF member \$35,
Non-member \$120**

3 CPD hours

Register at anmfvic.asn.au/hcaseminar



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