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12 December 2011



Executive Officer
Medical
Australian Health Practitioner Regulation Agency
GPO Box 9958
MELBOURNE VIC 3001

RE: Second Round Consultation on Proposed Registration Standard

Thank you for the opportunity to comment on the proposed standards for granting general registration as a medical practitioner to Australian and New Zealand medical graduates on completion of intern training.

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.

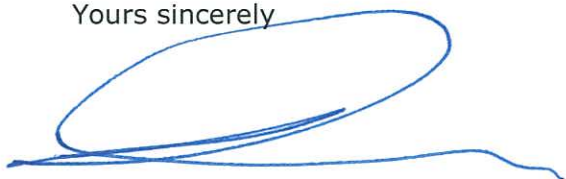
The OHSC promotes the parties to a grievance resolving the complaint between them by mediation and conciliation.

The proposed standards offer a comprehensive approach in relation to granting general registration to medical practitioners on completion of their intern training.

I have no further comment to make on the consultation paper.

Thank you once again for the opportunity to comment and should you wish to discuss the matter further, I may be contacted

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a horizontal line.

Dr Grant Davies
Acting Health Services Commissioner