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Our Ref: HCC160

Miss Anna Shepherd
Chief Executive Officer
Regal Health Services
PO Box Q986 QVB Post Office
SYDNEY NSW 1230

Dear Miss Shepherd

I write on behalf of the Joint Parliamentary Committee on the Health Care Complaints Commission.

The Committee's remit is to monitor and to review the exercise by the Commission of its functions under the *Health Care Complaints Commission Act 1993*, or any other Act. Whilst the Committee is precluded from re-investigating any individual matters, it has the responsibility for examining systems-wide issues relating to the Commission, including matters relating to complaints made by or against nurses.

In June 2008 the Committee tabled its Report on the investigations by the Commission into the complaints made against Mr Graeme Reeves. A copy of this Report is available at:

<http://www.parliament.nsw.gov.au/prod/parlment/committee.nsf/0/9BEAC6CF98388BD6CA257475001BDCBB>.

In the course of conducting this Inquiry, Committee Members became aware of instances in which nursing staff had allegedly been reluctant to make complaints against Mr Reeves, apparently through fear of repercussions, or because they did not consider that their complaints would be taken seriously and acted upon. The Committee is also aware of similar allegations made in the course of the Joint Select Committee's *Inquiry into the Royal North Shore Hospital*.

Accordingly, the Committee is interested in obtaining information from best practice exemplars in the field of nursing professionalism. Regal Health Services has been identified as a leader in this field, and I am writing to invite you to provide the Committee with any material about those programs and practices at Regal which you consider have led to it being regarded as a model for other organisations.

If you require any further information, please do not hesitate to contact the Committee Manager, Mr Mel Keenan, on (02) 9230 3060, or at mel.keenan@parliament.nsw.gov.au

Yours sincerely

A handwritten signature in cursive script, reading "Helen Westwood".

Hon Helen Westwood AM MLC
Chair