

Dear Ms Kelly,

Thank you for the invitation to comment on the Draft OCANZ Accreditation Standards and Evidence Guide for Programs of Study in Ocular Therapeutics.

The **Health and Disability Services Complaints Office** (the Office) is an independent Statutory Authority providing an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories, covering the public, private and not for profit sectors. This response is provided in the context of the role of the Office and enabling legislation.

The Office is established by the *Health and Disability Services (Complaints) Act 1995* (the HaDSC Act) and has responsibilities for the complaint functions under Part 6 of the *Disability Services Act 1993* and Part 19 of the *Mental Health Act 2014*.

The main functions under these Acts are to:

- Deal with complaints by negotiated settlement, conciliation or investigation.
- Review and identify the causes of complaints.
- Provide advice and make recommendations for service improvement.
- Educate the community and service providers about complaint handling.
- Inquire into broader issues of health, disability and mental health care arising from complaints received.
- Work in collaboration with the community and service providers to improve health, disability and mental health services.
- Publish the work of the Office.
- Perform any other function conferred on the Director by the HaDSC Act or another written law.

The Office collects data throughout the process of resolving complaints, which provides thematic information about service delivery across the health, mental health and disability sectors.

A review of our data from 1 July 2020 to 15 November 2022 shows there have been a total of 5,035 health related complaints received, of which 115 (2.3%) include some form of ocular therapy. Of these, none were found to be the result of inadequate tertiary or post-tertiary education, as described in the OCANZ discussion paper and evidence guide.

If you or your staff would like clarification or require any additional information, please do not hesitate to contact me on (08) 6551 7646 or michael.farquhar@hadsco.wa.gov.au.

Yours sincerely
Michael

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*We're working for
Western Australia.*

Supporting improvement through complaint resolution



The Health and Disability Services Complaints Office acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia.

It acknowledges the wisdom of Aboriginal Elders both past and present and pays respect to the Aboriginal communities of today.