Health Complaints Commissioner Tasmania

Tuesday 17 November 2026

STATEMENT FROM HEALTH COMPLAINTS COMMISSIONER TASMANIA DR GRANT DAVIES

An increasing number of Tasmanians are seeking support from the Office of the Health Complaints Commissioner (HCC) to help them address issues they have with health service providers in the state.

The Health Complaints Commissioner Tasmania Annual Report 2025-26, tabled in Parliament today, highlights during the financial year the HCC received 1,347 cases, an increase of 9% on 2024-25, primarily driven by a 24% increase in complaints received to 564, which was the highest since 2022-23. Enquiries also continued to grow, increasing by 1% to 783.

Health Complaints Commissioner Dr Grant Davies said these figures indicated the role of his office was increasingly being understood and sought out as a trusted provider of independent, impartial support and services to both the Tasmanian community and to the state's health providers.

"A key area of focus during the year, which will continue into next year, was strengthening early resolution pathways by introducing new ways for people to resolve complaints directly with their health service provider if they haven't raised their complaint with them already," he said.

"Helping facilitate contact between the complainant and the health service provider, encourages concerns to be addressed quickly and effectively.

"We also remain committed to reinvigorating the use of conciliation within the health complaints system and strengthening its role as a key alternative dispute resolution (ADR) pathway.

A significant milestone during the year was the launch of the Code of Conduct for Unregistered Health Care Workers (the Code) in Tasmania, which establishes minimum standards of conduct, behaviour and practice for people who provide, or claim to provide, a health service and who are not registered by the Australian Health Practitioner Regulation Agency.

"Since the Code began, my office has focused on implementing it and promoting it to the wider community," Dr Davies said.

"A priority for the coming year is extensive stakeholder engagement to build awareness and understanding of the Code and compliance with it.

During the financial year the office also:

- Provided a briefing to the Department of Justice identifying a range of issues for consideration as part of a future review of the *Health Complaints Act 1995*;

- Participated in Health Consumers Tasmania's "It's OK to Say" project to develop an online platform to simplify access to information about consumer rights, feedback and complaints processes across the state's health system; and
- Completed the Ombudsman and HCC's *Strategic Plan 2026–2029* setting a clear direction to promote fair treatment, accountability and human rights across Tasmania.

Key statistics

Total cases

	2023-24	2024-25	2025-26	Variance
Cases carried forward from 1 July	172	75	46	-39%
Cases received	1,162	1,232	1,347	+9%
Cases closed	1,259	1,259	1,325	+5%
Cases active as at 30 June	75	46	65	+41%*

** While this was an increase on 41 active complaints at the end of the previous year, active complaints remained significantly lower than levels recorded in earlier years.*

ENDS

Issued by Paula Catchpole on behalf of the Health Complaints Commissioner.
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