

## **Australasian Council of Health Complaint Entities**

**The independent organisations responsible for handling health complaints in all Australian States and Territories and New Zealand have agreed to establish the ‘Australasian Council of Health Complaint Entities’ [ACHCE].**

The ACHCE will provide a single point of access, coordination and collaboration for the entities.

All the entities have roles and responsibilities established in legislation to receive and manage complaints about registered health practitioners and organisations, and non-registered practitioners and organisations. The health complaint entities meet formally twice each year to discuss issues, collaborate and share expertise and information regarding health services and practitioner regulation.

The heads of all the agencies have agreed to formalise the group as a Council, in recognition of the growing need to provide a single point of access and coordination for the entities and for other partners and stakeholders involved in health regulation.

The Australian entities all have responsibilities for health complaints management, together with the Australian Health Practitioner Regulation Agency and National Boards [[www.ahpra.gov.au](http://www.ahpra.gov.au)], under the Health Practitioner Regulation National Law, as in force in each state and territory (the National Law). The New Zealand Health and Disability Commissioner promotes and protects people's rights as set out in the Code of Health and Disability Services Consumers' Rights.

The recent national [independent review](#) of complexity in the National Registration and Accreditation Scheme released by Australia's Health Ministers in September 2025 recognised the need for stronger connection with and between health complaint entities and all participants and stakeholders in the national scheme of health regulation. The Council will provide a single point of contact and connection to enable HCEs' involvement in national governance, strategy and regulation.

The New Zealand Health and Disability Commissioner is a member of the Council and enables trans-Tasman collaboration and understanding.

The ACHCE has a central point of contact at [ACHCE@hccc.nsw.gov.au](mailto:ACHCE@hccc.nsw.gov.au) so that all partners and stakeholders can easily contact the collective entities.

The members of the Australasian Council of Health Complaint Entities are:

- Australian Capital Territory - Human Rights Commission [www.hrc.act.gov.au](http://www.hrc.act.gov.au)
- Western Australia - Health and Disability Services Complaints Office [www.hadsko.wa.gov.au](http://www.hadsko.wa.gov.au)
- New South Wales - Health Care Complaints Commission [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)
- Northern Territory - Health and Community Services Complaints Commission [hcscc.nt.gov.au](http://hcscc.nt.gov.au)
- Queensland - Office of the Health Ombudsman [www.oho.qld.gov.au](http://www.oho.qld.gov.au)
- South Australia - Health and Community Services Complaints Commission [www.hcscs.sa.gov.au](http://www.hcscs.sa.gov.au)
- Tasmania - Health Complaints Commission [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)
- Victoria - Health Complaints Commission, [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)
- New Zealand - Office of the Health and Disability Commissioner [www.hdc.org.nz](http://www.hdc.org.nz)

ACT



NSW



NT



QLD



SA



TASMANIA



VICTORIA



WA



NEW ZEALAND



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